

REQUEST FOR PROPOSAL

FOR

**Providing Manpower, Required Hardware and Software for
Setting up of Data Analysis Wing**



RFP.No: IGR-1/2016

GOVERNMENT OF MADHYA PRADESH
INSPECTOR GENERAL OF REGISTRATION AND SUPERINTENDENT OF STAMPS

PanjiyanBhawan

PanjiyanBhawan, Plot no 35- A AreraHills, Bhopal-462001

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Date: 25/07/2016

DISCLAIMER

All information contained in this Request for Proposal (RFP) provided/ clarified is in the good interest and faith. This is not an agreement and this is not an offer or invitation to enter into an agreement of any kind with any party.

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

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

Inspector General of Registration and Superintendent of Stamps (IGRS), Government of Madhya Pradesh reserves the right to reject any or all of the proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. IGRS also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their proposals in response to this RFP. IGRS reserves the right to change/ modify/ amend any or all of the provisions of this RFP document without assigning any reason. Any such change would be communicated to the agencies by posting it on the website of IGRS.

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

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Request for Proposal (RFP)

Inspector General of Registration and Superintendent of Stamps

No: RFP1/2016

Date: 25/07/2016

Providing Manpower, Required Hardware and Software for Setting up of Data Analysis Wing

Proposals are invited from reputed agencies for **Providing Manpower, Required Hardware and Software for setting up data analysis wing** for Registration and Stamps Department, Government of Madhya Pradesh.

The RFP document can be downloaded from the IGRS Website (<http://www.mpigr.gov.in>) commencing 25/07/2016 11:00 AM IST. Cost of RFP document is Rs.2,000/- INR (Rupees two thousand only). This is to be paid while submitting the proposal in the form of Demand Draft (DD) of any Scheduled Bank drawn in favor of the "Accounts Officer, Office of the Inspector General of Registration and Superintendent of Stamps", payable at "Bhopal".

The last date and time for Submission of proposals is 30/08/2016 02:00 PM IST. The proposal should be submitted along with an EMD (Earnest Money Deposit) of Rs.2,00,000 (Two Lakhs Only). The EMD can be submitted in form of Bank Guarantee or Demand Draft in favour "Accounts Officer, Office of the Inspector General of Registration and Superintendent of Stamps", payable at "Bhopal". Proposals submitted without EMD will be rejected.

For Eligibility criteria, timelines and other relevant details please refer the RFP document.

Inspector General (IG) Registration
Govt. of Madhya Pradesh

REQUEST FOR PROPOSAL- APPOINTMENT OF AGENCY FOR PROVIDING MANPOWER, REQUIRED HARDWARE AND SOFTWARE FOR SETTING UP DATA ANALYSIS WING

IMPORTANT DATES

1.	Issuance of RFP Document	25/07/2016
2.	Last Date and Time for Submission of proposals	30/08/2016 till 02:00 PM IST
3.	Date of Pre Bid Meeting	10/08/2016at 03:00 PM IST
4.	Opening of proposals	30/08/2016at 03:00 PM IST
5.	Presentation by the agencies on the solution	To be communicated later
6.	Place of Pre Bid Meeting and Opening of Bids	Office of the IGRS PanjiyanBhawan, Plot no 35 A arera Hills , Bhopal-462001.
7.	Address for Communication	Inspector General of Registration and Superintendent of Stamps, PanjiyanBhawan, Plot no 35 A arera Hills , Bhopal-462001 .M.P. Telephone No-0755 2441953 Fax - 0755 2441941 E mail id igrebpl@mp.nic.in

Section 1. INTRODUCTION

1. THE INSPECTOR GENERAL OF REGISTRATION AND SUPERINTENDENT OF STAMPS

1. The Inspector General of Registration and Superintendent of Stamps, Government of Madhya Pradesh has implemented the web enabled e-registration & e stamping application named SAMPADA (Stamp And Management of Property and Documents Application) at its 234 Sub-Registrar Offices (SROs), 51 District Registrar Offices(DROs), Office of Inspector General of Registration and Superintendent of Stamps (IGRS)and Department of Commercial Tax, Mantralaya, Bhopal (MP) through its vendors Wipro Limited (Application Developer) and NIIT Technologies limited (SI) selected through tender no IGR 1/2006 dated 08.06.2006 and IGR 1/2012 dated 11.06.2012 respectively.
2. The Department of Registration and Stamps (DRS) is responsible for registration of various types of documents related to property transfer and other kinds as mentioned in Schedules 1A to the Indian Stamp Act 1899 (as applicable to M.P). DRS register documents to the tune of approximately 7lacs every year and there is approx. 5% growth every year.
3. The department of Registration has enabled SAMPADA in the entire state from 01.07.2015, More than 6.5 lakh documents have been registered on the system and revenue of more than 3400 Crores has been booked till date.
4. The major departmental activities at different levels are as under: -

All the DROs and SROs in the state work under the administrative control and supervision of the IGRS. IGRS monitors various activities of the department, and deals with stamp cases as Chief Revenue Controlling Authority under various sections of The Stamp Act.

SROs work under the control and supervision of DROs of respective districts. DROs deal with cases under different sections of Stamp and Registration Act. DROs accept sealed wills for deposition. DROs also work as licensing authorities for issuance of licenses for Document Writers and Stamp vendors/ Service Providers.

SROs perform registration of various types of documents relating to property transfer etc. Search and inspection of documents by public is permitted according to the provisions of the Registration Act. SROs issue certified copies of registered documents, search reports and non-encumbrance certificates. Data prior to 1.08.2015 is maintained physically while post 01.08.2015 data of registered documents is stored only electronically

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Service providers or registered users can perform the job of property valuation , duty calculation, Registration initiation, Online payment of Stamp duty and Registration fees, Availing credit limit for e stamping , e stamping ,Slot booking , Online search of documents , downloading of certified copies etc. by logging into SAMPADA through their unique id.

Detailed information about functions and working procedures of department is available in the Registration and Stamp Act, Rules & Manual and it is available on department's website www.mpigr.gov.in

2. BACKGROUND OF EXISTING PROJECTS

The information in this section is for the agency's knowledge on the existing I.T. projects that are being completed/underway in the department. A web based solution is already in place, which is developed and maintained by the M/S Wipro limited. Hardware for the data center and sub-registrar offices/District Registrar offices /DIG offices / IGRS Head quarter has been supplied and maintained by the System Integrator M/S NIIT Technologies Ltd. Connectivity in all offices is provided by the State wide network (SWAN) managed and owned by the State IT department. Following is the brief over view of the existing project underway in DRS:

I. Software for DRS (SAMPADA) :

The SAMPADA software application has the following features

1. Web based access to citizens, DRS Officers and intermediaries with user-friendly and integrated services relating to Registration of Various type of documents.
2. A system of record keeping, which is secure, easily retrievable, tamper-proof, thereby achieving public confidence.
3. E stamping with high security features
4. An efficient system of property valuation and stamp duty calculation.
5. Maintaining all data in integrated electronic form, for easy access to the stakeholders.
6. As on date more than 7 Lakh documents are registered on SAMPADA and more than 10 lakh e stamps have been generated from SAMPADA, the data base size is approximately 78Gb , The meta data related to the application is saved in SAN volumes associated with application and DMS servers

II. Hardware: Hardware has been supplied at the Data Center, IGRO, DRO and SRO

Following Components are supplied at Data Center

1. Application servers
2. Database servers
3. Web server
4. DMS Servers
5. EMS Servers
6. Backup Server & Tape Library

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7. L2/L3 devices
8. Optical Water Mark Engine
9. Hard ware Security Module
10. Load Balancer
11. Storage Area Network

All sub-registrar offices are equipped with following hardware.

1. Computer
2. Printer
3. Scanner
4. Biometric Finger print scanner
5. Web camera
6. Electronic Writing Pads
7. Digital Signature token (For SR)
8. UPS with Power back up for 60 Minutes
9. Generator (wherever required)
10. All networking equipment's.

Queue Management system is being implemented in certain offices and it would be equipped with the following additional hardware

1. LED TV
2. Barcode readers
3. Thermal Printer

III. Connectivity:

IGRS is using “Madhya Pradesh State Wide Area Network (MPSWAN)” network to link Commercial tax Department, IGRS Office at Bhopal, all DROs and SROs and other state govt. offices like Treasury, Land Records, Revenue department etc. with each other. Service providers of the department and registered users can perform various activities using www.mpigr.gov.in over the internet.

3. SCOPE OF WORK

The scope of work for this tender is as follows:

1. Three fulltime Qualified resources having experience of at least three years in Data analytics practice would be required for supporting the data analysis wing.
 - a. The resources should have hands on experience on live- implemented projects on Data analysis for at least three years.
 - b. Please refer to section 3(annexure B) of this document for minimum qualification, experience and requirements of the resources.
 - c. These resources will have to be stationed in Bhopal.
 - d. Additional support from the company/organization should be available whenever required.
 - e. These resources would work on data analysis tools and provide various kinds of customized reports, dashboards for officers and analysis of hidden data for deciding future course of actions, number churning and identification of trends etc. The information would be based on the realtime data of IGRS (SAMPADA).Role based reports for internal users are to be also provided.

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- f. The resources should be conversant with creating ad-hoc queries for generating required reports as asked by the department from the available data some sample report are given below
 - i. Reports based on different type of documents
 - ii. Reports based on Stamp duty and received from various documents
 - iii. Additional Stamp duty levied on various SP
 - iv. Bifurcation of various duties
 - v. Growth of documents registration (deed instrument wise)
 - vi. Analysis of work of Service provider's e.g. Additional duty charged on the documents prepared by SP , Tickets raised on the documents presented by SP
 - g. The resources should come up with data analysis approaches not limited to the following
 - i. Descriptive Statistics
 - ii. Exploratory data analysis
 - iii. Confirmatory data analysis
 - iv. Predictive analysis
 - v. Creation of algorithms for establishing relationship between entities
 - vi. Trend analysis related to geographical/demographic details
 - h. If at any time it is found that the resource provided for data analytics is not performing the tasks as per the expectations of the department, the resource would be required to be replaced within 10 days of such notice.
2. Large amount of data is being generated from SAMPADA which needs to be analyzed and monitored for future forecasting of revenue, finalizing Guideline rates of an area, Checking duty evasion, Policy matters related to modification of duties on a particular set of deed instrument combination etc.
 3. Registration department deals with Registration of property related documents and other documents as mentioned in Schedules 1A to the Indian Stamp Act 1899 (as applicable to M.P). For e-Registration of the documents SAMPADA Application has been developed which is a work flow based application .Data Analyst is required to do analysis of work flow of the application for the purpose of monitoring various activities of departmental officials and service providers. Based on huge and diverse data available in the system data analyst, with proper understanding of work flow should be able to suggest to the department what type of reports are required to be obtained from the system in order to have checks on the performance of respective functionaries at various levels. On the basis of various logs maintained in the system data analyst should be able to detect & derive reports to improve functioning of the department
 4. Data analyst should be able to analyze work flow of the application for the purpose of monitoring and suggest the department for taking appropriate measures to improve efficiency of the department.
 5. The team should come up with an approach/solution to read the metadata with keywords like Market value , consideration amount , four boundaries details etc. entered on the document during deed drafting (the application accepts input in English and Hindi Unicode). These inputs should be compared with the metadata entered into the data base and if any discrepancy is found it should be highlighted (flagged) to the concerned login id of Sub Registrar and District Registrar of the given office.Necessary support would be extended by the application team to achieve this objective.

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6. Data analyst should be able to use Data analytic tools proficiently and come out with concrete analysis of significant data & relevant reports which can be used to detect & plug loopholes causing revenue loss to the State Exchequer. This would require comparison of Data/Text entered at various levels relating to same property/documents. For example : Discrepancy between recitals of property given in the document registered and entries of the respective fields in property valuation module of the application may lead to detection of under-valuation of market value the subject matter property . Data analyst should be able to give such type of analysis resulting in detailed scrutiny of suspected documents .Similarly e-Stamps generated by service provider should be checked to see whether document requires to be registered or to have additional stamps based on recitals.
7. Keeping in view nature of work & perspective of the department Data analysis is required in multifarious ways and concerning reports such as Guideline analysis, Revenue projections, trend analysis etc.will have to be submitted to the department based on which Government policy can be drafted/ amended suitably to improve functioning of the department.
8. The agency would be required to create and maintain a logical standby data base of the existing production data base in real time. This logical standby of data base would be used by the departmental users for report generation from SAMPADA and the same logical DB would be referred by the data analysis team for providing various kind of analysis.
9. The tool and hardware for performing data analytics and creation of logical standby of the database will be finalized in consultation with State IT department.
10. The agency will procure and commission the licenses, Tools, Hardware and its 3 years maintenance for data analytics tool and logical standby of the database. Rates available with NICSI , DGS&D or MPSEDC would be referred for this purpose
11. The agency can seek necessary information from IGRS for details related to Data base and other Infrastructure.

4. ELIGIBILITY / QUALIFYING CRITERIA

Following are the essential qualifying criteria for participating in RFP:

1. The agency should be a Company/Firm registered in India since last 5 (five) years. Incorporation/Registration certificate along with MoA/Bylaws (or similar document) should be furnished as documentary proof. A Consortium/ Joint Venture is not allowed.
2. The agency should be at least a CMMI level 3 organizations with a valid certificate on the date of submission of RFP.

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3. The agency should have at least 10 full time resources on its payroll having experience in data analytics as practice.
4. The agency would be required to submit at least 5 CV of the resources showing their qualification, Project experience(minimum 3 years), and Work done by them in Data analysis.
5. The agency should have experience of running at least 3 (Three) projects in last 5 financial years i.e. 2011-12,2012-13,2013-14,2014-15,2015-16, where their resources are engaged in the Business Intelligence and data analytics practice. At least 2 projects out of the 3 should have been executed for State or Central Govt. or Govt. undertaking or PSU .Copy of Work Orders/ PO should be furnished as documentary proof.Experience of data analysis in taxation sector would be preferred.
6. The agency should have average annual turnover of at least Rs. **50crores** in last 3 years (Financial year 13-14, 14- 15 and 15-16).As documentary proof, audited balance sheet & Profit & Loss A/c is to be submitted. In case F/Y 2015-16 Annual Reports are not prepared; a certificate of provisional financial figures duly certified by a Chartered Accountant is to be submitted.
7. The agency should have performed data analysis of at least 1TB data per project for at least 3 projects in last 5 years, undertaking from the client would be required to support the same.
8. The agency should not have been black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation as on the date of RFP opening. An affidavit (Duly Notarized) to this effect should be submitted by the agency on its letter head.

Agencies which qualify in this stage would be eligible to participate in the subsequent stage.

The agencies would be required to furnish the required compliances in original on their letter head as mentioned in point no 1-8(eligibility/Qualification criteria)

Section 2. TERMS AND CONDITIONS

5. PRE-BID CONFERENCE

Agencies requiring specific points of clarification may communicate to IGRS, at least 2 days prior to the deadline for Pre Bid meeting.The IGRS will host a Pre-Bid Conference on date mentioned in RFP. IGRS will endeavor to provide timely response to all questions.

6. SUBMISSION OF PROPOSALS

Sealed cover containing the Proposal with label “Appointment of Agency for providing manpower, required hardware and Software for setting up of data analysis wing” should be addressed to:

REQUEST FOR PROPOSAL- APPOINTMENT OF AGENCY FOR PROVIDING MANPOWER, REQUIRED HARDWARE AND SOFTWARE FOR SETTING UP DATA ANALYSIS WING

**INSPECTOR GENERAL OF REGISTRATION AND SUPERINTENDENT OF STAMPS
Panjiyan Bhawan
Plot no 35 A Arera Hills
Bhopal - 462001 (MP)**

The proposals should be submitted so as to reach latest by **02:00 pm (IST) on 30/08/2016**.
Period of validity of proposal

The Proposals submitted by agencies shall be valid for a period of "180 days" from the date of submission of the bid. On completion of the validity period (180 days), in case required, IGRS would solicit the agency's consent to an extension of the period of validity which shall be made in writing by post and email.

7. AMENDMENTS TO RFP

At any time prior to the deadline for submission of bid, IGRS may amend the RFP documents by issuing suitable Corrigendum. Any corrigendum issued in this regard shall be uploaded on IGRS website. To give reasonable time to the vendors, so that they can take corrigendum into account in preparing their Proposals, the Department may extend (if necessary), the deadline for submission of Proposals.

8. LANGUAGE OF PROPOSAL

The Proposal, and all correspondence and documents related to the Proposal exchanged by the agency and the Department should be in English. Supporting documents and printed literature furnished by the agency may be in any language other than English provided they are accompanied by an accurate translation in English language. Supporting material, which is not translated in English, will not be considered for evaluation. For the purpose of evaluation and interpretation of the proposal, the English language translation shall prevail. Correspondence between the successful agency and the IGRS would be in English/Hindi.

9. CLARIFICATIONS ON PROPOSAL

During evaluation of proposal, IGRS may seek clarification from the agency. The request for clarification and the response shall be in writing.

10. CONFIDENTIALITY

The RFP contains information proprietary to IGRS. IGRS requires the recipients of this RFP to maintain its contents in the same confidence as their own confidential information and refrain from reproducing it in whole or in part without the written permission of IGRS.

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IGRS will not return the proposal to the RFP received. The information provided by the agency/s will be held in confidence and will be used for the sole purpose of evaluation of bids.

11. RIGHTS OF IGRS

1. Reject any or all proposals received in response to the RFP without giving any reason whatsoever.
2. Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery.
3. Extend the time for submission of proposal.
4. Modify the RFP document, by an amendment that would be published on the IGRS's website.
5. May extend the timelines of completion of assignments at the sole discretion of IGRS.
6. Independently ascertain information from other organizations to which agency has already extended a service for similar assignments.
7. To terminate the services if the assignment is not proceeding in accordance with the terms of contract.

12. DISQUALIFICATION

The proposal submitted by an agency is liable to be disqualified if:

1. It is not submitted in accordance with this document.
2. Proposals received without the cost of RFP document fee (Rs. 2,000/-)
3. Proposals received after due date and time.
4. Proposals not accompanied by all requisite documents.
5. Proposal has misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
6. The Agency has been found to canvass, influence or attempt to influence in any manner for the qualification or selection process, including without limitation, by offering bribes or other illegal gratification.

13. MODIFICATION, SUBSTITUTION & WITHDRAWAL OF PROPOSAL

The agency may modify, substitute or withdraw its proposal after its submission, provided that written notice of the modification or withdrawal is received by IGRS prior to the deadline prescribed for submission of proposals.

In case of substitution or withdrawal of proposal, the previous document will be returned unopened on bid opening day. In case of modification of proposal, modified document along with original bid document will be opened on bid opening day.

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The Agency's modification, substitution or withdrawal notice shall be prepared, sealed, marked and dispatched. The modification, substitution or withdrawal notice may also be sent by fax or email but should be followed by a duly signed confirmation copy (in original) not later than the deadline for submission of proposals.

No proposal may be modified or substituted subsequent to the deadline for submission of proposal. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the agency on the Proposal Form.

14. EVALUATION CRITERIA

The agencies that qualify the eligibility as per the clause 4 (eligibility/Qualifying criteria) would be required to make a presentation before the committee constituted by the IGRS. The PPT can be made on the following lines

- Profile of the company
- Value addition and case study related to similar Government projects executed by the company
- Analysis and understanding of SAMPADA
- Proof of Concept using the sample data of SAMPADA, this may include customized reports, dashboard, trend analysis and other reports to showcase the capability of the agency.
- Discussion on Value addition using data analytics to the existing clients
- Specialization in tools related to data analytics
- Proposed value addition for IGRS

15. SELECTION OF AGENCY

1. Agencies should have submitted duly filled proposal along with the requisite fee (2000/-).
2. Agencies which qualify the eligibility criterial would be invited for the PPT.
3. A committee comprising of domain experts would be constituted to evaluate the PPT.
4. Based on the results of PPT the best vendor would be finalized and called for further process.
5. The department would be referring to the rates of NICS/MPSEDC/DGS&D for the components involved in the execution of project and creation of data analysis wing i.e.
 - a) Physical Server, DB licenses and its maintenance and operations for 3 years for the creation of logical standby of Production data base of SAMPADA.

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- b) All the components of Data analysis tools, including hardware&its 3 years maintenance. The tool would be finalized from the rate contract list of NICS/ DGS&D/MPSEDC by the department in consultation with IT department.
 - c) Manmonth rates per resource as per the skill set mentioned in annexure 3 (B) would be payable to the organization, NICS rates mentioned in the annexure 3 (C) would be referred for this purpose.
6. The agency would be responsible for the maintenanceof the hardware and licenses supplied for the creation of data analysis wing, Rates of NICS, MPSEDC and DGS&D would be referred for maintenance also.

16. AWARD AND VALIDITY OF CONTRACT

- 1. The agency which scores highest marks in the presentation would be invited for setting up of data analysis wing at IGRS Bhopal.
- 2. The letter of Intent would be issued to the successful agency which would be valid for a period of 10 days.
- 3. On the acceptance of LOI the successful agency would be required to submit a Bank Guarantee of 10 lakhs from a scheduled bankand enter into the agreement within 20days from the date of accepting LOI.
- 4. The Man month empaneled rates provided by NICS (annexure 3 (C)) would be referred for the deployment of resources
- 5. The empaneled rates provided by NICS / MPSEDC/ DGS&D would be referred for the other components (Hardware, Licenses etc.) referred in the RFP
- 6. The selected agency will enter into a contract with the department for a period of 3 years which can be further extended for a period of 2 years.

17. PAYMENT TERMS

- 1. The component wise rates from rate contract of NICS / MPSEDC / DGS&D would be referred for setting up data analysis wing, the components will include Hardware for Data analytics tool , Hardware for creation of logical standby of the DB, licenses for Data analytics application and licenses for creation logical standby.
- 2. Rates from rate contract of NICS /MPSEDC/ DGS&D would also be referred for Operation and maintenance (O&M) support for hardware and required licenses along with patches for a period of 3 years.
- 3. 80% payment for the above mentioned hardware and licenses would be made on successful commissioning of the setup.
- 4. The remaining 20% payment for the delivery of hardware and licenses along with the O&M support price would be released in 12 quarterly installments.
- 5. The payment for the resources engaged for supporting the data analysis wing would be made quarterly, basedon the empaneled rates referred fromNICS (annexure3(C)). The

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billing cycle will be initiated after the successful commissioning of hardware and joining of resources in the department.

18. TIME SCHEDULE

The entire assignment has to be completed within a period as mentioned below:

Activity	Duration
Issuance of LOI	<i>T</i>
Acceptance of LOI	<i>T+10 days</i>
Submission of BG	<i>T + 10 days</i>
Agreement with Department	<i>T+ 30 days</i>
Commissioning of the required Infrastructure and deployment of team	<i>T+90 days</i>

19. TERMINATION FOR DEFAULT

IGRS without prejudice to any other course of action, for breach of contract, by written notice of 15 days to the Agency, terminate the agreement in whole or in part, if:

1. The Agency fails to perform any or all of the obligations within the time period(s) specified in the agreement or any extension thereof granted, by IGRS.
2. The quality of the delivery of various tasks during the contract period is not up to the satisfaction of the IGRS.
3. The Agency fails to perform any other obligation under the agreement.
4. The contract may be terminated if it is found that data integrity has been compromised

In the event of the IGRS terminating the contract in whole or in part, pursuant to clause above, the IGRS may procure at agency's risk and cost upon such terms and in such a manner as it deems appropriate, items or services similar to those remaining undelivered. The agency shall be liable to pay for any excess costs incurred by the IGRS. However, the agency shall continue with the performance of the contract to the extent not terminated.

The agency shall stop the performance of the contract from the effective date of termination.No consequential damages shall be payable to the agency in the event of termination.

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In case of termination of contract as mentioned in clause above, Bank Guarantee furnished by the Bidder by way of Performance security shall stand forfeited.

20. PENALTIES

1. The solution for the Data analytics in compliance to the given document would be finalized in consultation with IT department and the selected agency. The agency would be required to commission the system in the given time period i.e. T+90 days else penalty of 0.5% of CAPEX amount would be charged per week.
2. The required infrastructure including Hardware and licenses would be hosted at the state Data Center in Bhopal managed by M.PState Data Center , The agency will have to ensure that the uptime of the required Infrastructure is as per the below mentioned table.

Service description	Uptime	Penalty
Availability of Infrastructure for Data analytics and activities mentioned in the documents	>99%	0
	<=99% > 98	5% of Quarterly Maintenance Charges
	<=98%	10% of Quarterly Maintenance Charges

The agency will not be penalized if the issues are faced due to non-availability of services from State Data Center.

3. The empanelment rates of NICSI / DGS&D / MPSEDC would be considered for procuring required hardware, tools and licenses.
4. The resources should be available at the client location on T+90 day and initiate their work else a penalty of 1% of the rates mentioned section 3 (b) would be charged per week per resource for not reporting
5. The agency will ensure that the selected and approved resource by IGRSworks on the project atleast for a period of 10 months, if the resource leaves the project earlier the agency would be penalized 1, 00,000 per resource.
6. If a resource intends to leave the project, alternate resource should join the project immediately and knowledge transfer should be ensured among the resource. 1% of rates mentioned in section 3(b) would be charged per week per resource if the resource is not available for the project.

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7. If the resource intends to proceed for a leave, replacement resource should be provided for the leave period;before the resource leaves the IGRS Head quarter else a penalty of 1% of rates mentioned in section 3(b) would be charged per week per resource or part thereof.

21. FORCE MAJEURE

Notwithstanding anything contained in the provisions of conditions of contract the Successful Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its' delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purpose of this Clause, Force Majeure means an event beyond the control of the Successful Bidder and not involving the Successful Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of IGRS either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises the Successful Bidder shall promptly notify IGRS in writing of such conditions and the cause thereof. Unless otherwise directed by IGRS in writing, the Successful Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

22. TERMINATION FOR INSOLVENCY

IGRS may at any time terminate the contract by giving written notice to the Successful Bidder, if the successful bidder becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the Successful agency, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to IGRS

23. TERMINATION FOR CONVENIENCE/DEFAULT ON BID CONDITIONS BY SUCCESSFUL BIDDER

IGRS by written notice sent to the Successful Bidder may terminate the Contract, in whole or in part, at any time for its convenience or default on bid conditions by successful bidder. The notice of termination shall specify the reasons for termination of contract, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective. However any undisputed payment to the invoices of the task accomplished by successful bidder would be paid by IGRS

24. DISPUTES AND ARBITRATION

If any dispute of any kind whatsoever shall arise between IGRS and the Successful agency in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity, or termination, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference by mutual consultation, **the dispute can be filed at MP Jurisdiction.**

Section 3. ANNEXURE

ANNEXURE A QUALIFICATION OF THE AGENCY

Qualification of the Agency

RFP-1/2016

a) AGENCY INFORMATION SHEET

S/N	Particulars	Details	Page no. (for any attachment)
1.	Name of the firm		
2.	Registered office address Telephone number Fax number Email		
3.	Correspondence Address		
4.	Details of the Contact Person (name, designation, address) Telephone number Fax number Email		
5.	Year and Place of the establishment of the Company/firm/society		
6.	Service Tax Registration details		
7.	Details of the offices present in Madhya Pradesh, if any		
8.	Quality Certifications, if any		

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b) FINANCIAL CAPABILITY

Format for providing Financial Information

S No	Description	Financial Year 2013-2014	Financial Year 2014-2015	Financial Year 2015-2016
1	Overall Turnover			
2	Net Profit			
3	Net Worth			

c) EXPERIENCE

SPECIFIC EXPERIENCE IN CONTRACTS OF A SIMILAR NATURE - SHOULD BE SUBMITTED IN MULTIPLES OWING TO MORE THAN ONE PROJECT DESCRIPTION

S. No	Item	Guidelines	Attachment Ref. No. for details
1.	Name of the project		
2.	Client Details	Name; Contact Person's name and number.	
3.	Relevant Work Area/domain	Please specify the area of work/domain relevant to the given requirement	
4.	Scope of Work	Provide Scope of Work; highlight Key Result Areas expected and achieved	
5.	Contract Value (in INR)	Provide particulars on contract value assigned to each major phase and milestone.	
6.	Workorder issuance date		
7.	Project Completion Date		

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ANNEXURE B QUALIFICATION OF THE RESOURCES

Qualification and Experience of the resources

RFP-1/2016

Profile	Positions	Qualification	Experience	Requirements
Senior Data Analyst	3	B.E./B.Tech/ MCA/BSc Maths/ Economic/ Statistics along with certification in a data analytics tool	At least 3 years' relevant experience in Data Analytics as practice	<ul style="list-style-type: none"> • Proven working experience as a data analyst • Extracting data from the data base and providing relevant information to the department • Interpret data, analyze results using statistical techniques and provide ongoing reports • Technical expertise regarding data models, database design development, data mining and segmentation techniques • Strong knowledge of and experience with reporting packages (Business Objects etc.), databases (Oracle etc.), programming (XML, JavaScript, or ETL frameworks) • Knowledge of statistics and experience using statistical packages for analyzing large datasets (Excel, SPSS, SAS etc.) • Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy • Adept at queries, report writing and presenting findings • Expertise in generating standard and ad hoc based reports. • Expertise in creation of dashboards and analysis of hidden trends • Development of analytical models

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ANNEXURE C MAN MONTH RATES REFERRING TO NICSI RATE CONTRACT

Profile	Man month rates from NICSI for similar profile
Senior Data Analyst	1,10,814/- (inclusive of all taxes)