

Notes on preparing The Work

This volume consists of 7 parts in the form of annexures

Annexure 1 Technical Requirements (Including Implementation Schedule)

Annexure 2. Project Plan (Delivery and installation plan, delivery schedule of documents and reports etc. to be included)

Annexure 3. Personnel

Annexure 4. Working Hours and SLA

Annexure 5A. Lists (Manufacturer's Authorization, List of Approved Subcontractors, Categories of Software, and Custom Materials)

Annexure 5B. Forms (Change Request forms, performance/advance security forms, and installation and acceptance forms.)

Annexure 6. Price Schedules

Annexure 7. Minutes of Contract Finalisation discussions and agreed-to contract amendments.

Notes on preparing Annexure 1. Technical Requirements

The Technical Requirements should include all the technical details that Bidders need, in combination with the Implementation Schedule and the supporting System Inventory Tables, to prepare realistic, responsive, and competitive bids.

The Technical Requirements should, as much as possible, be based on and expressed in terms of the Purchaser's business, rather than technological needs. This leaves it up to the market to determine what specific Information Technologies can best satisfy these business needs. Nevertheless, in the case of a relatively straight-forward Information System, where the business needs have been clearly linked to technological requirements, it would be acceptable to prepare Technical Requirements that describe technologies known to satisfy those business needs. Even in these cases, however, the requirements must be vendor neutral and specified to elicit the widest range of possible technical responses.

References to brand names, catalog numbers, or other details that limit the source of any item or component to a specific manufacturer should be avoided. Where such references are unavoidable, the words "or substantially equivalent" should be added to permit Bidders to bid equivalent or superior technologies. Only in the most exceptional circumstances may Bidders be required to offer brand-name items and the equivalency clause be omitted. Any consideration for exception requires that:

(a) a brand-name component appears to have no equivalent or superior alternative, because of its unique ability to reliably interoperate with a relatively large base of existing technologies, to conform with the Purchaser's adopted technological standards, and to offer overwhelming savings in terms of avoided costs for retraining, data conversion, macro / business template redevelopment, etc.;

(b) there is advance agreement, during project preparation, that such brand-name restrictions are warranted; and

(c) such brand-name components are the absolute fewest possible and each component has been explicitly identified in the Bid Data Sheet for ITB relevant Clause.

Similarly, where national standards or codes of practice are specified, the Purchaser should include a statement that international standards "that are substantially equivalent" will also be acceptable.

To help ensure comparable bids and ease Contract execution, the Purchaser's requirements must be stated as clearly as possible, with minimum room for differing interpretations. Thus, wherever possible, technical specifications should include definitive characteristics and quantifiable measures. If technical characteristics in a specific range, or above or below specific thresholds, are required, then these should be clearly specified. For example, the expandability of a server should be stated as "no less than four processors." Technical specifications that state only "four processors" create unnecessary uncertainty for Bidders regarding whether or not, for example, a server that could be expanded up to six processor boards would be technically responsive.

Quantitative technical specifications must, however, be employed with care. They can dictate technical architectures and, thus, be unnecessarily restrictive. For example, a quantitative requirement for the minimum width of the data path in a processor may be unnecessarily restrictive. Instead, a specification of a required level of standard performance benchmark test may be more appropriate, allowing different technical approaches to achieving the Purchaser's functional and performance objectives. In general, the Purchaser should try to use widely

accepted direct measures of performance and functionality whenever possible and carefully review specifications for those that might dictate technical architectures.

It is important that the Requirements clearly identify which are mandatory features (for which a bid's non conformance might require rejection for non-responsiveness) and which are preferable features that can be included or excluded from a bid at the Bidder's option. To enhance the clarity of the specifications, Purchasers are advised to use the word "MUST" (in bold capitals) in sentences describing mandatory requirements. The Technical Responsiveness Checklist is also a useful device to ensure that mandatory and preferred features are clearly indicated.

The following sections give an outline that will help Purchasers organize and present in a comprehensive way both the business purpose and technical characteristics of the System to be supplied and installed.

The major sections under this annexure are:

1. Background (description of the project, history, and structure of the agency, purpose of the System, etc.)
2. Scope of Work
3. Functional Requirements (Business Function and Performance Requirements)
4. Technical Specifications
5. Testing and Quality Assurance Requirements
6. Implementation Schedule
7. Required Format of Technical Bids
8. Technical Responsiveness Checklist
9. Attachments (e.g., drawings of site premises, descriptions of existing technologies, sample data, and reports, etc.)

Notes on preparing the Implementation Schedule as part of annexure 1.

The Implementation Schedule presents in summary form:

- (a) the key Information Technologies, Materials, and other Goods and Services that comprise the System to be supplied and/or performed by the successful Bidder (including a breakdown showing all Subsystems);
 - (b) the quantities of such Information Technologies, Materials, and other Goods and Services;
 - (c) the site(s) where the System will be installed and the services performed; and
 - (d) the time lines for Installation, and Operational Acceptance for all Subsystems and/or major components of the System, and the overall System itself, as well as any other major Contract milestones.
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Note that the delivery date is not presented in the Implementation Schedule but left for bidders to provide. The target completion dates given in the Implementation Schedule must be realistic, and the Schedule itself must contain enough clear information to enable Bidders to quickly prepare responsive bids with realistic and competitive prices. These prices are to be submitted in the format of the Price Schedules included in the SBD. Thus, the breakdown provided in the Implementation Schedule should closely mirror that given in the Price Schedules. If inconsistencies are introduced in these two key forms, confusion and delays will likely occur during the evaluation.

The Implementation Schedule also fulfills a variety of other important functions:

- (a) the performance milestones in the Schedule are used to construct the payment schedule given in the Special Conditions of Contract;
- (b) the Schedule is a key tool that the Purchaser utilizes to monitor and supervise day-to-day performance by the Supplier;
- (c) the application of the liquidated damages provision in the General Conditions of Contract is linked directly to the dates given in the Schedule; and
- (d) the quantities for each item shown in the Schedule are used as the starting point for any quantity variations the Purchaser may wish to request at the time of Contract award pursuant to relevant para of ITB.

The sample tables provided in this section of the SBD are designed to help the Purchaser organize and present the necessary information. They comprise:

- (a) an Implementation Schedule Table;
- (b) System Inventory Tables (Supply and Installation cost items and Recurrent cost items);
- (c) a Site Table(s); and
- (d) a Table of Holidays and other Non-Working Days.

The Purchaser should modify these tables, as required, to suit the particulars of the System (and Subsystems) to be supplied and installed. The sample text provided for various sections of the tables is illustrative only and should be modified or deleted as appropriate.

The Implementation Schedule Table should provide:

- (a) brief identifying descriptions for the major Subsystems and/or major components of the System and the site(s) where they will be installed;
- (b) the Purchaser's required completion time, specified in weeks from the Effective Date of the Contract, for Installation and Achieving Operational Acceptance, for each Subsystem and major component, as well as for Operational Acceptance of the entire System itself (if required); and
- (c) a clear indication of which completion date(s) would be used for assessment of Liquidated Damages.

In specifying the Schedule, it is essential that the target completion dates be realistic and achievable in light of the capacity of both the average Supplier and the Purchaser to carry out their respective contract obligations. Also, the Purchaser must take care to ensure that the dates specified in the Schedule are consistent with any specified elsewhere in the Bidding Document,

especially in the SCC (e.g., in relation to the Time for Achieving Operational Acceptance and/or times specified for the submission and acceptance of the Agreed and Finalized Project Plan).

The System Inventory Tables give a more detailed description of each of the Information Technologies, Materials, and other Goods and Services needed for the System (broken down by Subsystem, if applicable), the required quantities of each, and the location of each on a specific site (e.g., building, floor, room, department, etc.). Each entry in the System Inventory Tables should be cross referenced to the relevant section of the Technical Requirements where that component is described in greater detail. There are two sample formats given for the System Inventory Tables: one for the Supply and Installation cost items and the second for recurrent cost items needed (if any). The second version of the table permits the Purchaser to obtain price information about items that are needed during the Warranty and Post-Warranty Service Periods.

The Site Table(s) provides information regarding the physical location of the site(s) where the System is to be supplied, installed, and operated. The site(s) may consist of a number of branch offices in remote regions, different departments or offices in the same city, or a combination of these. The Purchaser must specify this information in sufficient detail so that Bidders can accurately estimate costs related to:

- (a) Delivery and insurance;
- (b) Installation, including cabling and inter-building communications, etc.;
- (c) any subcontracts needed to perform post-warranty operational support services, such as emergency repair, maintenance, and other support services; and
- (d) any other related Service obligations the successful Bidder will have to perform under the Contract, including related travel and subsistence costs.

This information will also help Bidders identify which site(s) may warrant a site visit during the period they are preparing their bids. If the System presents complex installation problems, a detailed site layout drawings should be included in the Bidding Document.

If the System comprises a number of Subsystems or components that can be supplied and installed separately and are organized into separate “lots” for bidding, evaluation, and Contract award purposes, each such lot should be described in separate sets of Implementation Schedule, System Inventory, and Site Tables.

Appendix 1. Standard Technical Requirements document:

Note: The following is only a sample outline. Entries should be modified, extended, and/or deleted, as appropriate for the particular System to be supplied and installed.

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Technical Responsiveness Checklist .

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Attachment 3. Sample Reports, Data Entry Forms, Data, Coding Schemes, Etc.

Attachment 4. Relevant Legal Codes, Regulations, Etc.

Attachment 5. Available Training Facilities

Attachment 6. The Purchaser's Project and Corporate Management Structure

1.BACK GROUND

1.The Purchaser

.1 [provide: an overview of the Agency's legal basis, organizational role, and core objectives]

.2 [provide: an overview of the stakeholders and decision-making arrangements applicable to the System and performance of the Contract]

[as applicable, state: "Attachment X to these Technical Requirements provides a more detailed description regarding stakeholders and the Purchaser's project management arrangements."]

For example:

Rajiv Aarogyasri is the flagship scheme of all health initiatives of the State Government with a mission to provide quality healthcare to the poor. The aim of the Government is to achieve "Health for All" in Aarogyandhra Pradesh (Healthy Andhra Pradesh state). In order to facilitate the effective implementation of the scheme, the State Government has set up the Aarogyasri Health Care Trust under the chairmanship of the Chief Minister. The Trust is administered by a Chief Executive Officer who is an IAS Officer. The trust, in consultation with the specialists in the field of insurance and medical professionals, runs the scheme

2.Business Objectives of the Purchaser

.1 [provide: an overview of the current business objectives, procedures, and processes and how they will be affected by the System]

.2 [provide: an overview of the changes in objectives, procedures, and processes to be made possible by the System]

.3 [provide: a brief description of the expected benefits of the System]

For example:

The objective of the scheme is to improve access of Below Poverty Line families to quality medical care for treatment of diseases involving hospitalization and surgery through an identified network of health care providers. There is a felt need in the State to provide financial protection to families living below poverty line for the treatment of major ailments such as cancer, kidney failure, heart and neurosurgical diseases etc., requiring hospitalization and surgery. Large proportions of people, especially below poverty line borrow money or sell assets to pay for the treatment in private hospitals. Health Insurance could be a way of removing the financial barriers and improving access of poor to quality medical care; of providing financial protection against high medical expenses; and negotiating with the providers for better quality care. Government of Andhra Pradesh has accordingly formulated the Rajiv Aarogyasri scheme and to operate the scheme professionally in a cost effective

manner. Partnership was envisaged between the Insurance Company/Business Process Outsourcing Companies, the private sector hospitals and the State agencies.

The major stake holders of the Scheme are

- Citizens
- Government of Andhra Pradesh (Aarogyasri Health Care Trust)
- Insurance Company / Business Process Outsourcing company
- IT implementation agency
- Network Hospitals

3 Acronyms Used in These Technical Requirements

.1 [compile: a table of organizational and technical acronyms used in the Requirements. This can be done, for example, by extending the following table]

Term	Explanation
bps	bits per second
cps	characters per second
DBMS	Database Management System
DOS	Disk Operating System
dpi	dots per inch
Ethernet	IEEE 802.3 Standard LAN protocol
...	...

2.SCOPE OF WORK

[*insert*: details]

For Example:

The following is the detailed description of scope as envisaged by the Purchaser for the period of [*insert*: period] towards the development and maintenance of the website.

A. **SOFTWARE DEVELOPMENT**

The following are the Service Provider's responsibilities during the development of the new applications as part of web portal www.aarogyasri.org

The new development includes the following modules:

B. **SOFTWARE MAINTENANCE AND OPERATIONAL SUPPORT**

The following are the activities as part of the maintenance and operational support of the web application www.aarogyasri.org.

C. **DATA CENTER SUPPORT SERVICES**

D. **VENDOR MANAGEMENT**

3. FUNCTIONAL REQUIREMENTS

1 Business Requirements to Be Met by the System

.1 [describe, at the appropriate level of detail for the System being supplied and installed: the specific business processes and procedures that will be automated by the System]

Note: The need to define the detailed business functions to be satisfied by the System is less critical for the Systems likely to be procured using these SBD than for more complex Systems.

.2 [as appropriate, describe: the relevant legal codes and regulations that govern the business processes and procedures that will be automated with the System; if appropriate, prepare: an attachment with the proper references or quotations from the regulations]

Note: If appropriate, the Purchaser should prepare an attachment to the Technical Requirements containing references to the relevant regulations and codes or duplicate the relevant text by attachment.

2 Functional Performance Requirements of the System

.1 [describe, at the appropriate level of detail for the particular System being supplied and installed: the relevant throughput and/or response times for specific business processes and procedures automated by the System; also describe: in business process terms, the relevant conditions under which the System must achieve these performance standards (e.g., the number of concurrent users, type of transactions, type and quantity of business data that the System must process in achieving these performance standards, etc.)]

Note: As indicated above, performance requirements in business function terms are less critical for many of the Systems to be procured using the single-stage bidding process. Nevertheless, whenever feasible, business functions should be stated and used as the basis for performance specifications. Relying solely on technological requirements can inadvertently restrict competition.

3 Related Information Technology Issues and Initiatives

.1 [if compatibility with existing systems based on other information technologies is an issue, or if the Purchaser plans to undertake any other information technology initiatives that might affect the most appropriate design or implementation strategy for the System to be supplied and installed, provide, at the appropriate level of detail: an overview of the related issue or initiatives]

For example:

Functional Architecture overview

The massive nature of the program spread all over the state covering entire 7.0 crore BPL population through a network of 1570 PHCs and 350 network hospitals wherein patient referrals, registration, treatment, diagnostic protocols need to be reviewed and pre-authorization, claim settlement, facilitation through 24 hours call centre, Health Camps, Follow

up etc., have to be done on 24hours round clock basis warranted a web-based real-time workflow and Trust designed the workflow in-house and the same was developed and is being maintained by the Service Provider with following features:

However, day to day changes in the scheme requires the modifications in the current applications. It can be modifications in workflows, introducing new applications such as HR module or redesigning the applications such as Empanelment, Accounts, etc.

3. TECHNICAL SPECIFICATIONS

1. General Technical Requirements

.1 Language Support: All information technologies must provide support for the [*insert: either national or business language(s) of the end-user(s)*]. Specifically, all display technologies and software must support the ISO [*insert: character set number*] character set and perform sorting according to [*insert: appropriate standard method*].

.2 Dates: All information technologies MUST properly display, calculate, and transmit date data, including, but not restricted to 21st-Century date data.

.3 Electrical Power: All active (powered) equipment must operate on [*specify: voltage range and frequency range, e.g., 220v +/- 20v, 50Hz +/- 2Hz*]. All active equipment must include power plugs standard in India.

.4 Environmental: Unless otherwise specified, all equipment must operate in environments of [*specify, temperature, humidity, and dust conditions, e.g., 10-30 degrees centigrade, 20-80 percent relative humidity, and 0-40 grams per cubic meter of dust*].

.5 Safety:

.1 Unless otherwise specified, all equipment must operate at noise levels no greater than [*insert: maximum number, e.g., 55*] decibels.

.2 All electronic equipment that emits electromagnetic energy must be certified as meeting [*insert: emission standard*].

2 Computing Hardware Specifications

.1 [*specify: processing unit 1*]:

.1 Processing unit performance: As configured for the bid, the processing unit must, at a minimum, (a) achieve [*specify: standard benchmark test or tests and minimum performance levels, for example, "SPEC CPU2006 rating"*] (or, for PCs) achieve a minimum performance equal to a score of [*specify: score*] under the benchmark [*specify: benchmark, for example "SYSMark 2004 Rating"*]

(b) provide input-output performance, as follows [*specify: minimum input-output performance levels (e.g., data bus transfer rates; standard peripheral interfaces; minimum number of concurrent terminal sessions, etc.)*]

.2 Processor expandability: [*for example, specify: minimum acceptable number of processors; minimum acceptable levels of performance; minimum acceptable degree of expandability for processors performance, relative to bid configuration; minimum acceptable number of internal Subsystem expansion slots; etc.,*]

.3 Processor memory and other storage: [*for example, specify: main memory; cache memory; disk storage; tape storage; CD-ROM; optical WORM; etc.*]

Note: If the upgrade requirements over the next few years for processing power, memory, etc., are reasonably well known at the time the Bidding Documents are to be issued, the Purchaser is encouraged to incorporate these requirements in the Recurrent Cost Table and include them in the

Contract Price. This will subject them to competition and provide a way contractually to control future price increases. This approach reserves for the Purchaser the option of including upgrades in the Contract, even if upgrades are not needed in the end. An SCC needs to be included clarifying how upgrades will be treated in the final Contract.

- .4 Processing unit fault tolerance: [for example, specify: error checking; failure detection, prediction, reporting, and management; redundant power supplies and other modules; “hot-swappable modules”; etc.]
- .5 Processing unit management features: [for example, specify: features and supported standards; local and remote management; etc.]
- .6 Processing unit input and output devices: [for example, specify: network interfaces and controllers; display; keyboard; mouse; bar-code, smart-card, and identification-card readers; modems; audio and video interfaces and devices; etc.]
- .7 Other processing unit features: [for example, specify: power-saving features; battery life for portable equipment; etc.]
- .8 Other processing unit-related equipment and furnishings: [for example, specify: UPS, equipment cabinet, data safe, environmental control equipment, etc.]

.2 [specify: processing unit type 2]:

.n Shared Output and Input Devices:

- .0 General Requirements: Unless otherwise specified, all shared output and input devices must be capable of handling A4 standard sized paper.
- .1 Printers: [for example, specify: high-speed, high-quality printer; standard-speed, high-quality printer; high-speed, large-format (A3) printer; color, high-quality printer, video and output devices; etc.]
- .2 Scanners: [for example, specify: scanner resolution; paper- / film-handling features; speed; etc.]

3.Network and Communications Specifications

.1 Local Area Network(S):

- .1 Equipment and software: [for example, specify: as appropriate, for each type of equipment and software: protocols supported; performance levels; expandability, fault tolerance, administration, management and security features; etc.]
- .2 Cabling: [for example, specify: cable type(s); topology(ies); cable protectors, channels and other installation standards (e.g., ANSI / EIA / TIA 598); cable labelling schemes, references to premises drawings; etc.]

.2 Wide-Area Network:

- .1 Equipment and software: [for example, specify: protocols supported; performance levels; expandability; fault tolerance; administration, management, and security features; etc.]
- .2 Telecommunications Services: [for example, specify: media; capacity; protocols supported; performance levels; expandability; fault tolerance; administration, management, and security features; etc.]

.3 Other communications equipment: [for example, specify: modems; facsimile devices; modem and facsimile servers, etc.]

4. Software Specifications

.1 System Software and System-Management Utilities:

.1 Processing unit type 1: *[for example, specify: operating system; back-up, optimization, anti-virus, and other utilities; systems administration, maintenance, and troubleshooting tools; etc.]*

.2 Networking and Communications Software: *[for example, specify: protocols, media and equipment to be supported; network services, management and administration features; security and failure management features; etc.]*

.3 General-Purpose Software: *[for example, specify: office automation software; programming tools and libraries; etc.]*

.4 Database Software and Development Tools: *[for example, specify: database and database management feature; development tools and environments; etc.]*

.5 Business Application Software: *[for example, specify: specific business functions to be supported; application management feature; customization options and tools; etc.]*

5. System Management, Administration, and Security Specifications

.0 General Requirements: In addition to the management, administration, and security requirements specified in each sections covering the various hardware and software components of the System, the System must also provide for the following management, administration, and security features at the overall system level.

.1 Technical management and troubleshooting:

.2 User and usage administration:

.3 Security:

6. Service Specifications

.1 System Integration: *[for example, describe: existing information Systems (as appropriate, reference the relevant attachment to the Technical Specifications containing any detailed description of existing Systems); and specify: technical and functional level of integration with the System.]*

.2 Training and Training Materials:

.1 User: *[for example, specify: minimum curricula, modes of training, modes of testing, and training materials for: the introduction to computers, the operation of the relevant equipment incorporated in the System, as well as the operation of the Software applications incorporated in the System; as appropriate, reference the relevant attachment to the Technical Requirements containing any detailed information regarding the available training facilities; etc.]*

.2 Technical:

.3 Management:

...

.3 Technical Support:

- .1 Warranty Service: *[for example, specify: coverage period; response time and problem-resolution performance standards; modes of service, such as on-site, on-call, or return to warehouse; etc.]*
- .2 User support / hot line: *[for example, specify: coverage period; response time and problem resolution performance standards; etc.]*
- .3 Technical Assistance: *[for example, specify: categories of technical staff required; anticipated tasks and objectives; response-time performance standards; etc.]*
- .4 Post-warranty maintenance services: *[for example, specify: coverage period; response time and problem-resolution performance standards; modes of service, such as on-site, on-call, or return to warehouse; etc.]*

.4 Data Conversion and Migration: *[for example, specify: volume of data; type, structure, and media of data; timing of conversion; quality assurance and validation methods; etc.]*

...

7. Documentation Requirements

- .1 End-User documents: *[for example, specify: type(s) of end-user documents; language; content; formats; quality control and revision management; medium; reproduction and distribution methods; etc.]*
- .2 Technical Documents: *[for example, specify: type(s) of technical documents; language; content; formats; quality control and revision management; medium;, reproduction and distribution methods; etc.]*

8. Consumables and Other Recurrent Cost Items

9. Other Non-IT Goods

4. TESTING AND QUALITY ASSURANCE REQUIREMENTS

1 Inspections

.1 Factory Inspections: *[if any, specify: the items, criteria, and methods to be employed by the Purchaser, or its agent, during factory inspections of the Information Technologies and other Goods prior to their shipment to the site(s).]*

.2 Inspections following delivery: *[if any, specify: the items, criteria, and methods to be employed by the Purchaser, or its agent, upon delivery and unpacking of the Information Technologies and other Goods to the Site(s).]*

2 Pre-commissioning Tests

.0 In addition to the Supplier's standard check-out and set-up tests, the Supplier (with the assistance of the Purchaser) must perform the following tests on the System and its Subsystems before Installation will be deemed to have occurred and the Purchaser will issue the Installation Certificate(s) (pursuant to relevant GCC Clause and related SCC clauses).

.1 *[specify: Subsystem 1 (as defined in the Site Table[s] attached to the Implementation Schedule) specify: tests, test conditions, success criteria, etc.]*

.2 *[specify: Subsystem 2 (as defined in the Site Table{s}) specify: tests, test conditions, success criteria, etc.]*

.n The Entire System: Pre-commissioning Tests for the entire System are: *[specify: tests, test conditions, success criteria, etc.]*

3 Operational Acceptance Tests

.0 Pursuant to relevant GCC Clause and related SCC clauses, the Purchaser (with the assistance of the Supplier) will perform the following tests on the System and its Subsystems following Installation to determine whether the System and the Subsystems meet all the requirements mandated for Operational Acceptance.

.1 *[specify: Subsystem 1 (as defined in the Implementation Schedule) specify: tests, test conditions, success criteria, etc.]*

.2 *[specify: Subsystem 2 (as defined in the Implementation Schedule) specify: tests, test conditions, success criteria, etc.]*

.n The Entire System: Pre-commissioning Tests for the entire System are: *[specify: tests, test conditions, success criteria, etc.]*

Note: The complexity of the Operational Acceptance Testing needed will vary in accordance with the complexity of the System being procured. For Systems to be procured using the single-stage bidding process, Operational Acceptance Testing may simply consist of requiring a specified period of trouble-free System or Subsystem operation under normal operating conditions. For more complex Systems, Operational Acceptance testing will require extensive, clearly defined tests under either production or mock-production conditions.

6. IMPLEMENTATION SCHEDULE

1. Implementation Schedule Table

System, Subsystem, or lot number: [if a multi-lot procurement, insert: lot number, otherwise state "entire System procurement"]

[Specify desired installation and acceptance dates for all items in Schedule below, modifying the sample line items and sample table entries as needed.]

Line Item No.	Subsystem / Item	Configuration Table No.	Site / Site Code	Delivery (Bidder to specify in the Preliminary Project Plan)	Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone
0	Project Plan						
1	NIMS Centre						
1.1	Hardware, LAN & General Purpose Software						
1.2	Database system						
1.3	Training.						
	...						
m	Data Conversion Service						
n	Custom Software						
K	Recurrent Cost Items						
k.1	NIMS recurrent cost items						
k.2	Custom Software recurrent cost items						

2. System Inventory Table (Supply and Installation Cost Items) [insert: identifying number]

System, Subsystem, or lot number: [if a multi-lot procurement, insert: lot number, otherwise state “entire System procurement”]

Line item number: [specify: relevant line item number from the Implementation Schedule (e.g., 1.1)]

[as necessary for the supply and installation of the System, specify: the detailed components and quantities in the System Inventory Table below for the line item specified above, modifying the sample components and sample table entries as needed. Repeat the System Inventory Table as needed to cover each and every line item in the Implementation Schedule that requires elaboration.]

Component No.	Component	Relevant Technical Specifications No.	Model/Version	Maintenance period expiry date	Additional Site Information (e.g., building, floor, department, etc.)	Quantity
1	Hardware (NIMS centre)					
1.1	Desktops					
1.2	Laser Printers					
	Etc.					
2	LAN(NIMS)					
2.1	Network hardware					
2.1.1	Wiring					
2.1.2	Switches etc.					
2.2	Server room					
2.2.1	Racks etc.					
3	General Purpose software					
	...					

3. System Inventory Table (Recurrent Cost Items) [insert: identifying number]

System, Subsystem, or lot number: [if a multi-lot procurement, insert: lot number, otherwise state “entire System procurement”]

Line item number: [specify: relevant line item number from the Implementation Schedule (e.g., k.1)]

[as necessary for the supply and installation of the System, specify: the detailed components and quantities in the System Inventory Table below for the line item specified above, modifying the sample components and sample table entries as needed. Repeat the System Inventory Table as needed to cover each and every line item in the Implementation Schedule that requires elaboration.]

Component No.	Component	Relevant Technical Specifications No.	Y1	Y2	Y3	Y4	...	Yn
1	Hardware maintenance		Incl. In Warranty	Incl. In Warranty	Incl. In Warranty	All items, all sites		Main server & WAN
2	Software licences and updates							
2.1	Custom software		Incl. In warranty					
2.2	Etc.							
3	Technical Services							
3.1	Sr. Programmer		20 days	40 days	50 days	0		0
3.2	Network administrator,							
3.3	Etc.							
4	Telecommunication services							
5	Other services...							

4. Site Table(s)

System, Subsystem, or lot number: *[if a multi-lot procurement, insert: lot number, otherwise state "entire System procurement"]*

[specify: the detailed information regarding the site(s) at which the System is to be operated]

Site Code	Site	City / Town / Region	Primary Street Address	Drawing Reference No. (if any)
NIMS	NIMS campus	Punjagutta		
Etc.				

5. Table of Holidays and Other Non-Working Days

[specify: the days for each month for each year that are non-working days, due to Holidays or other business reasons (other than weekends).]

Month	20xy	20xy+1	20xy+2	20zz
1						
2						
...						
12						

7. REQUIRED FORMAT OF TECHNICAL BIDS

1 Description of Information Technologies, Materials, Other Goods, and Services

.0 The Bidder must provide detailed descriptions of the essential technical, performance, or other relevant characteristics of all key Information Technologies, Materials, other Goods, and Services offered in the bid (e.g., version, release, and model numbers). Without providing sufficient clear detail, Bidders run the risk of their bids being declared non-responsive.

.1 To assist in the bid evaluation, the detailed descriptions should be organized and cross referenced in the same manner as the Bidder's item-by-item commentary on the Technical Requirements described in Section below. All information provided by cross reference must, at a minimum, include clear titles and page numbers.

.2 [specify: any other technical information related to the Information Technologies, Materials, other Goods, and Services necessary to assess the responsiveness of the Technical Bid, for example, histories of the Information Technologies offered, if demonstrated capacity to revise and extend these technologies is a mandatory criterion for technical responsiveness to be used in the evaluation.]

2 Item-by-Item Commentary on the Technical Requirements

.0 The Bidder must provide an item-by-item commentary on the Purchaser's Technical Requirements, demonstrating the substantial responsiveness of the overall design of the System and the individual Information Technologies, Goods, and Services offered to those Requirements.

.1 In demonstrating the responsiveness of its bid, the Bidder is strongly urged to use the Technical Responsiveness Checklist provided in Section G of the Technical Requirements. Failure to do so, increases significantly the risk that the Bidder's Technical Bid will be declared technically non-responsive. Among other things, the checklist should contain explicit cross references to the relevant pages in the Bidder's Technical Bid.

3 Preliminary Project Plan

.0 The Bidder must prepare a Preliminary Project Plan describing, among other things, the methods and human and material resources that the Bidder proposes to employ in the design, management, coordination, and execution of all its responsibilities, if awarded the Contract, as well as the estimated duration and completion date for each major activity. The Preliminary Project Plan must also address the topics and points of emphasis specified in [state: "**SCC Clause ____**" including any additional items stated in the Bid Data Sheet for ITB Clause __]. The Preliminary Project Plan should also state the Bidder's assessment of the major responsibilities of the Purchaser and any other involved third parties in System supply and installation, as well as the Bidder's proposed means for coordinating activities by each of the involved parties to avoid delays or interference.

.1 In addition to the topics and points of emphasis, the Preliminary Project Plan **MUST** address [for example, specify: what steps will be taken if there is a failure; how project progress will be reported; etc.].

.2 [specify: any additional requirements regarding the format of the Preliminary Project Plan, for example, must it be submitted in a specific word processing format, in addition to hard copy, etc.].

4 Confirmation of Responsibility for Integration and Interoperability of Information Technologies

.0 The Bidder must submit a written confirmation that, if awarded the Contract, it shall accept responsibility for successful integration and interoperability of all the proposed Information Technologies included in the System, as further specified in the Bidding Document.

8. TECHNICAL RESPONSIVENESS CHECKLIST

Note on Preparation of the Checklist for Purchasers: The following is a sample format that is designed to help Bidders quickly understand:

- (a) the Technical Specification given in the Technical Requirements;
- (b) whether each Requirement is mandatory or only “preferred”; and
- (c) to ensure that each Bidder includes along with a specific response to the Purchaser, a cross reference to the supporting information provided elsewhere in its Technical Bid.

It is important that the tables be prepared carefully and completely, with accurate references to the relevant section and paragraph numbers in the Technical Requirements so that Bidders will be more likely to submit complete information, particularly regarding the mandatory and scored Requirements. In preparing each Checklist entry, Purchasers should start with an abbreviated text of each Requirement so that Bidders can quickly confirm that they are responding to the right Requirement. Inconsistencies between the Checklist and the referenced section in the Technical Requirements should be avoided. Giving Bidders a revisable, “electronic” version of the Checklist as part of the Bidding Document will enhance the completeness of bids.

Technical Responsiveness Checklist

Note to Bidders: The following Checklist is provided to help the Bidder organize and consistently present its Technical Bid. For each of the following Technical Requirements, the Bidder must describe how its Technical Bid responds to each Requirement. In addition, the Bidder must provide cross references to the relevant supporting information, if any, included in the bid. The cross reference should identify the relevant document(s), page number(s), and paragraph(s). The Technical Responsiveness Checklist does not supersede the rest of the Technical Requirements (or any other part of the Bidding Documents). If a requirement is not mentioned in the Checklist, that does not relieve the Bidder from the responsibility of including supporting evidence of compliance with that other requirement in its Technical Bid. One- or two-word responses (e.g. “Yes,” “No,” “Will comply,” etc.) are normally not sufficient to confirm technical responsiveness with Technical Requirements.

Tech. Require. No. 1	Technical Requirement: [insert: abbreviated description of Requirement]	[specify: Mandatory or Preferred]
Bidder’s technical reasons supporting compliance:		
Bidder’s cross references to supporting information in Technical Bid:		

Tech. Require. No. 2	Technical Requirement: [insert: abbreviated description of Requirement]	[specify: Mandatory or Preferred]
Bidder’s technical reasons supporting compliance:		
Bidder’s cross references to supporting information in Technical Bid:		

9. ATTACHMENTS

Attachment 1. Existing Information Systems / Information Technologies

Attachment 2. Site Drawings and Site Survey Information

Attachment 3. Sample Reports, Data Entry Forms, Data, Coding Schemes, Etc.

Attachment 4. Relevant Legal Codes, Regulations, Etc.

Attachment 5. Available Training Facilities

Attachment 6. The Purchaser's Project and Corporate Management Structure

Appendix 2. Project Plan

A sample outline of project plan is given below:

2.1 Project Overview

PROJECT DESCRIPTION

PROJECT DELIVERABLES

- A. SOFTWARE DELIVERABLES
- B. HARDWARE DELIVERABLES
- C. LICENSES AND AMC
- D. DATACENTER

Following is the Implementation schedule of the deliverables:

Sl No	Item	Activity	JULY	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
1	Deployments	Bug fixes, New applications, Changes - workflows, GUI etc													
		Empanelment, OPD, Change Management System													
		Building Management System Module Integration, Visitor Management Module,													
		Data Visualization tool Integration													
		Procurement Module, Archival Solution													
		Scheme Management Module, HR Module and Finance Module													
		Restructuring Preauth and Claims Modules													
		Call center module for 104													
		Blood bank module													
5	Documents	Project Management Plan													
6		Project Schedule													
7		Process Document													
8		System Requirement Specification, System Design Document													
10		ERD													
11		User Manual													
12		System Administration Manual													
14	Data Center	Database backups													
15		Known error Database													
17	Licences	Oracle Data Base Enterprise Licenses - AMC													
18		Oracle Real Application Clustering Licenses - AMC													
19		Oracle Diagnosis & Tuning packs - AMC													
20		Digital Certificates - Renewals													
21		JBOSS *ON* - Application Management software support - AMC													
22		RHEL Standard operating system software support - AMC													
23		RHEL JBOSS Application stack support - AMC													
24		Hardware warranty Extension - AMC													
25		Internet Link from Bharti - 24mbps - Renewal													
26		Internet Link from TCL - 16mbps - Renewal													
27		Internet Link from TCL for training URL - 2mbps - Renewal													
28		Form Signer license support - AMC													
29		Intelliveiv Reporting software - AMC													
30		Radware (Link Load balancer) - AMC													
31		CISCO - Hardware application load balancer - AMC													
32		Symantec Netbackup Software - AMC													
33		Data center with two cages - AMC													
36	Hardware	Network Components													

ASSUMPTIONS, DEPENDENCIES AND CONSTRAINTS

DEFINITIONS AND ACRONYMS

[Type text]

REFERENCE MATERIAL

PROJECT ORGANISATION

OVERALL ORGANISATIONAL STRUCTURE

2.2 Roles & Responsibilities

The following table lists the stakeholders and responsible entities:

Stakeholders -----> Process V	Aarogyasri Purchaser	Project Director	Project Manager/ Project Leader	Module Leader

STAFFING DETAILS

S.No	Name of the Associate	Module	Role	Years of Exp	Competencies	Qualification

Organizational Boundaries and Interfaces

Role in Project Team	Role in Purchaser Organization	Mode of Interaction	Frequency of Interaction
			-

Stakeholder Involvement Plan:

Process Area	Activity	Roles (as applicable to the project)				
		Purchaser	Project Director	PM	PL	ML/TL

Definitions:

R = Responsible. Role owns the responsibility

A = to whom "R" is accountable. He or She must sign or approve the work before it is OK

S = Can be Supportive. Can provide resources or can play a supporting role in implementation

I = Can be informed

PROJECT MONITORING AND CONTROLLING**PROJECT MEETINGS****STATUS REPORTING**

From	To	Periodicity
PL/PM	PM/PD	Weekly
PL/PM	Purchaser	Monthly/Need Basis
ML	PL	Daily
TM	ML/PL	Daily

Status reporting template

Weekly Status Report			
Report date		Report by	
Report To			
For the reporting period ending on			

[Type text]

Good Job Done!!	
1.	

Trainings conducted during this reporting period

S.no	Training	Trainer	Trainee

Resource Utilization

Team Name	Project	Non-Project	Total

Major activities during this reporting period

Module Name :Module 1	
Module Name: Module 2	

Module Name: Module 3	

Major activities scheduled for next reporting period

Module Name :Module 1	
Module Name: Module 2	

Dependency Status (Any dependency in terms of accessing the latest build, awaiting responses from SMEs since more than 7 person days, etc.)

No	Description	Date

Issues to be discussed (Related to deliverables, quality, team dynamics, resources, etc.)

No	Issue Description

Resource Management – Current team structure

Team	Team Members
Module 1	
Module 2	

[Type text]

Module 3	
-------------	--

PROJECT MANAGEMENT REVIEW

INTERNAL QUALITY AUDIT

TIMESHEETS

RISK MANAGEMENT

Risk Table

Risk	Risk Impact	Contingency Plan	Mitigation Plan	Probability	Impact	Risk Exposure

MAINTAINING ASSETS

QUALITY ASSURANCE PROCESS

QUALITY OBJECTIVES

SI No.	Quality Factor	Quality Objective

[Type text]

The following filing system will be followed for maintaining hard copies of project records:

Sl. No.	File Identification	File #	Contents

The soft copy filing system for the project is tabulated below:

Sl. No.	File / Folder Name	Content of File / Folder

CONFIGURATION MANAGEMENT

CONFIGURATION MANAGEMENT ACTIVITIES AND RESPONSIBILITIES

Activity	Responsibility

CONFIGURATION IDENTIFICATION

CI	Item	Stage	Criteria	Approving Authority

BACKUP AND MEDIA CONTROL

Backup Details

No.	Software Item Type	Location of S/W Item	Type of Backup	Backup Media Type	Media Location	Periodicity	Responsibility

SI No.	Category	Description

Restoration Procedure:

SI No.	Category	Description

LIBRARY STRUCTURE

Library Structure:

No.	Library Name	Purpose of Library	Access Control

[Type text]

Appendix 3. Personnel

3.1 Personnel Capabilities –

The following are the details of the associates who will be working for the Aarogyasri project.

[Type text]

Appendix 4. Working hours and SLA

SERVICE LEVEL AGREEMENTS

4.1 Hours of Work for Key Personnel and Service Level Agreement

The following are the Service Levels defined and will be followed by Service Provider –

Severity	Response time	Resolution time	Correction time
Critical			
Major			
Normal			

Severities will be designated according to the following criteria:

Severity	Criteria
	▪
	▪

The following are some of the key statistics observed currently

Observations	Date

The approximate response time for few critical transactions is as follows:

Activity	Response time	Bandwidth	Location

MAINTENANCE SLAS

The following are the maintenance SLAs along with the penalty details

Sr. No	Category	Activity	Inputs	Outputs	SLA	Penalty

[Type text]

Appendix 5A. Lists

5A (i) Manufacturer's Authorization

5A.(ii).List of Approved Sub-contractors

[Type text]

5A.(iii). Categories of Software

	(select one per item)			(select one per item)	
Software Item	System Software	General-Purpose Software	Application Software	Standard Software	Custom Software

5A.(iv). Custom Materials

[Type text]

Appendix 5B. Forms

5B.(I). CHANGE ORDER PROCEDURES AND FORMS

Date:[*insert: date*]

Contract:[*insert: name or System or Subsystem and number of Contract*]

Subsystem:[*insert: name of module or Subsystem*]

General

This section provides samples of procedures and forms for carrying out changes to the System during the performance of the Contract in accordance with GCC Clause 39 (Changes to the System) of the Contract.

Change Order Log

The Service Provider shall keep an up-to-date Change Order Log to show the current status of Requests for Change and Change Orders authorized or pending. Changes shall be entered regularly in the Change Order Log to ensure that the log is kept up-to-date. The Service Provider shall attach a copy of the current Change Order Log in the monthly progress report to be submitted to the Purchaser.

References to Changes

- (1) Request for Change Proposals (including Application for Change Proposals) shall be serially numbered CR-nnn.
- (3) Change Proposals shall be numbered CP-nnn.
- (4) Change Orders shall be numbered CO-nnn.

On all forms, the numbering shall be determined by the original CR-nnn.

Forms:

- | | |
|-----------|---|
| 5B.I.i | Request for Change Proposal Form |
| 5B.I.ii | Change Proposal Response Form |
| 5B.I.iii. | Change Order Form |
| 5B.I.iv. | Service Provider Initiated Change Proposal Form |

5B.(I).I. REQUEST FOR CHANGE PROPOSAL FORM

(Purchaser's Letterhead)

Date:[*insert: date*]Contract:[*insert: name or System or Subsystem and number of Contract*]Subsystem:[*insert: name of module or Subsystem*]To: [*insert: name of Service Provider and address*]Attention: [*insert: name and title*]

Dear Sir or Madam:

With reference to the above-referenced Contract, you are requested to prepare and submit a Change Proposal for the Change noted below in accordance with the following instructions within [*insert: number*] days of the date of this letter.

1. Title of Change: [*insert: title*]
2. Request for Change No./Rev.: [*insert: number*]
3. Originator of Change: [*select Purchaser / Service Provider (by Application for Change Proposal), and add: name of originator*]
4. Brief Description of Change: [*insert: description*]
5. System (or Subsystem or major component affected by requested Change): [*insert: description*]
6. Technical documents and/or drawings for the request of Change:

Document or Drawing No.

Description

[Type text]

7. Detailed conditions or special requirements of the requested Change: *[insert: description]*

8. Procedures to be followed:

(a) Your Change Proposal will have to show what effect the requested Change will have on the Contract.

(b) Your Change Proposal shall explain the time it will take to complete the requested Change and the impact, if any, it will have on the date when Operational Acceptance of the entire System agreed in the Contract.

(c) If you believe implementation of the requested Change will have a negative impact on the quality, operability, or integrity of the System, please provide a detailed explanation, including other approaches that might achieve the same impact as the requested Change.

(d) You shall not proceed with the execution of work related to the requested Change until we have accepted and confirmed the impact it will have on the Implementation Schedule in writing.

9. As next step, please respond using the Change Proposal Request form, indicating the proposed approach for implementing the Change, all its elements, and will also address the points in paragraph 8 above pursuant to GCC Clause 17.3.1. Your Change Estimate Proposal should contain a first approximation of the proposed approach, and implications for schedule, of the Change.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: *[state: "Project Manager" or higher level authority in the Purchaser's organization]*

5B.(I).II. CHANGE PROPOSAL RESPONSE FORM

(Service Provider's Letterhead)

Date:[*insert: date*]Contract:[*insert: name or System or Subsystem and number of Contract*]Subsystem:[*insert: name of module or Subsystem*]To: [*insert: name of Purchaser and address*]Attention: [*insert: name and title*]

Dear Sir or Madam:

In response to your Request for Change Proposal No. [*insert: number*], we hereby submit our proposal as follows:

1. Title of Change: [*insert: name*]
 2. Change Proposal No./Rev.: [*insert: proposal number/revision*]
 3. Originator of Change: [*select: Purchaser / Service Provider; and add: name*]
 4. Brief Description of Change: [*insert: description*]
 5. Reasons for Change: [*insert: reason*]
 6. The System Subsystem, major component, or equipment that will be affected by the requested Change: [*insert: description*]
 7. Technical documents and/or drawings for the requested Change:
- | Document or Drawing No. | Description |
|-------------------------|-------------|
|-------------------------|-------------|
-

[Type text]

8. Additional Time for Achieving Operational Acceptance required due to the Change:
[insert: amount in days / weeks]
9. Effect on the Functional Guarantees: ***[insert: description]***
10. Effect on the other terms and conditions of the Contract: ***[insert: description]***
11. Validity of this Proposal: for a period of ***[insert: number]*** days after receipt of this Proposal by the Purchaser
12. Procedure to be followed: You are requested to notify us of your acceptance, comments, or rejection of this detailed Change Proposal within ***[insert: number]*** days from your receipt of this Proposal.

For and on behalf of the Service Provider

Signed:

Date:

in the capacity of: ***[state: "Service Provider's Representative" or other higher level authority in the Service Provider's organization]***

5B.(I).III. CHANGE ORDER FORM

(Purchaser's Letterhead)

Date:[*insert: date*]Contract:[*insert: name or System or Subsystem and number of Contract*]Subsystem:[*insert: name of module or Subsystem*]To: [*insert: name of Service Provider and address*]Attention: [*insert: name and title*]

Dear Sir or Madam:

We hereby approve the Change Order for the work specified in Change Proposal No. [*insert: number*], and agree to adjust the Contract Price, Time for Completion, and/or other conditions of the Contract in accordance with GCC Clause 39 of the Contract.

1. Title of Change: [*insert: name*]
2. Request for Change No./Rev.: [*insert: request number / revision*]
3. Change Order No./Rev.: [*insert: order number / revision*]
4. Originator of Change: [*select: Purchaser / Service Provider; and add: name*]
5. Adjustment of Time for Achieving Operational Acceptance: [*insert: amount and description of adjustment*]
6. Other effects, if any: [*state: "none" or insert description*]

For and on behalf of the Purchaser

Signed:

Date:

[Type text]

in the capacity of: *[state: “Project Manager” or higher level authority in the Purchaser’s organization]*

For and on behalf of the Service Provider

Signed:

Date:

in the capacity of: *[state “Service Provider’s Representative” or higher level authority in the Service Provider’s organization]*

5B.(I).IV. SERVICE PROVIDER INITIATED CHANGE PROPOSAL FORM

(Service Provider's Letterhead)

Date:[*insert: date*]Contract:[*insert: name or System or Subsystem and number of Contract*]Subsystem:[*insert: name of module or Subsystem*]To: [*insert: name of Purchaser and address*]Attention: [*insert: name and title*]

Dear Sir or Madam:

We hereby propose that the below-mentioned work be treated as a Change to the System.

1. Title of Change: [*insert: name*]
 2. Application
for Change Proposal No./Rev.: [*insert: number / revision*] dated: [*insert: date*]
 3. Brief Description of Change: [*insert: description*]
 4. Reasons for Change: [*insert: description*]
 5. Schedule Impact of Change: [*insert: description*]
 6. Effect on Functional Guarantees, if any: [*insert: description*]
 7. Appendix: [*insert: titles (if any); otherwise state "none"*]
-

[Type text]

For and on behalf of the Service Provider

Signed:

Date:

in the capacity of: *[state: “Service Provider’s Representative” or higher level authority in the Service Provider’s organization]*

5B(II). PERFORMANCE AND ADVANCE PAYMENT SECURITY FORMS

5B.(II)(I) PERFORMANCE SECURITY FORM (BANK GUARANTEE)

[insert: Purchaser's Name, and Address of Office]

Date: *[insert: date]*

PERFORMANCE GUARANTEE No.: *[insert: Performance Guarantee Number]*

We have been informed that on *[insert: date of award]* you awarded Contract No. *[insert: Contract number]* for *[insert: title and/or brief description of the Contract]* (hereinafter called "the Contract") to *[insert: complete name of Service Provider]* (hereinafter called "the Service Provider"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Service Provider, we hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert: amount(s)¹ in figures and words]* upon receipt by us of your first demand in writing declaring the Service Provider to be in default under the Contract, without cavil or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

On the date of your issuing, to the Service Provider, the Operational Acceptance Certificate for the System, the value of this guarantee will be reduced to any sum(s) not exceeding *[insert: amount(s) Fehler! Textmarke nicht definiert. in figures and words]*. This remaining guarantee shall expire no later than *[insert: number and select: of months/of years (of the Warranty Period that needs to be covered by the remaining guarantee)]* from the date of the Operational Acceptance Certificate for the System,² and any demand for payment under it must be received by us at this office on or before that date.

This guarantee is subject to the Applicable Law.

Notwithstanding anything contained hereinabove:

¹ The Purchaser shall insert the amount(s) specified and denominated in the SCC for GCC Clauses 20.3 (a) and 20.3 (d) respectively.

² In this sample form, the formulation of this paragraph reflects the usual SCC provisions for GCC Clause 20.3. However, if the SCC for GCC Clauses 20.3 (a) and 20.3 (d) varies from the usual provisions, the paragraph, and possibly the previous paragraph, needs to be adjusted to precisely reflect the provisions specified in the SCC.

[Type text]

- a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. _____ (Rupees _____ only)
- b) This Guarantee shall remain in force up to and including Dt. _____ (including claim period of three months)
- c) Unless the demand/claim under this guarantee is served upon us in writing before Dt _____ all the rights of PURCHASER under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.

[Signature(s)]

5B.(II).(II) ADVANCE PAYMENT SECURITY FORM (BANK GUARANTEE)

[insert: Purchaser's Name, and Address of or Office]

Date: *[insert: date]*

ADVANCE PAYMENT GUARANTEE No.: *[insert: Advance Payment Guarantee Number]*

We have been informed that on *[insert: date of award]* you awarded Contract No. *[insert: Contract number]* for *[insert: title and/or brief description of the Contract]* (hereinafter called "the Contract") to *[insert: complete name of Service Provider]* (hereinafter called "the Service Provider"). Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of *[insert: amount in numbers and words, for each currency of the advance payment]* is to be made to the Service Provider against an advance payment guarantee.

At the request of the Service Provider, we hereby irrevocably undertake to pay you any sum or sums not exceeding in total the amount of the advance payment referred to above, upon receipt by us of your first demand in writing declaring that the Service Provider is in breach of its obligations under the Contract because the Service Provider used the advance payment for purposes other than toward the proper execution of the Contract.

It is a condition for any claim and payment to be made under this guarantee that the advance payment referred to above must have been received by the Service Provider on its account *[insert: number and domicile of the account]*.

For each payment after the advance payment, which you will make to the Service Provider under this Contract, the maximum amount of this guarantee shall be reduced by the *[insert: ninth or appropriate figure/proportion]* part of such payment.¹ At the time at which the amount guaranteed becomes nil, this guarantee shall become null and void, whether the original is returned to us or not.

Notwithstanding anything contained hereinabove:

a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. _____ (Rupees _____ only)

¹ This sample formulation assumes an Advance Payment of 10% of the Contract Price excluding Recurrent Costs, and implementation of the main option proposed by this SBD in the SCC for GCC Clause 20.2(b) for gradually reducing the value of the Advance Payment Security. If the Advance Payment is other than 10%, or if the reduction in amount of the security follows a different approach, this paragraph would need to be adjusted and edited accordingly.

[Type text]

b) This Guarantee shall remain in force up to and including Dt. _____ (including claim period of three months)

c) Unless the demand/claim under this guarantee is served upon us in writing before Dt. _____ all the rights of PURCHASER under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.

5B(III). INSTALLATION AND ACCEPTANCE CERTIFICATES**5B.(III)(I) INSTALLATION CERTIFICATE**Date: *[insert: date]*Contract: *[insert: name and number of Contract]*To: *[insert: name and address of Service Provider]*

Dear Sir or Madam:

Pursuant to GCC Clause 31 (Installation of the System) of the Contract entered into between yourselves and the *[insert: name of Purchaser]* (hereinafter the “Purchaser”) dated *[insert: date of Contract]*, relating to the *[insert: brief description of the Information System]*, we hereby notify you that the System (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the System (or relevant Subsystem or major component: *[insert: description]*)
2. Date of Installation: *[insert: date]*

Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This letter shall not relieve you of your obligation to achieve Operational Acceptance of the System in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: *[state: “Project Manager” or state the title of a higher level authority in the Purchaser’s organization]*

[Type text]

5B.(III)(II) OPERATIONAL ACCEPTANCE CERTIFICATE

Date: *[insert: date]*

Contract: *[insert: name of System or Subsystem and number of Contract]*

To: *[insert: name and address of Service Provider]*

Dear Sir or Madam:

Pursuant to GCC Clause 32 (Commissioning and Operational Acceptance) of the Contract entered into between yourselves and the *[insert: name of Purchaser]* (hereinafter the “Purchaser”) dated *[insert: date of Contract]*, relating to the *[insert: brief description of the Information System]*, we hereby notify you the System (or the Subsystem or major component identified below) successfully completed the Operational Acceptance Tests specified in the Contract. In accordance with the terms of the Contract, the Purchaser hereby takes over the System (or the Subsystem or major component identified below), together with the responsibility for care and custody and the risk of loss thereof on the date mentioned below.

1. Description of the System (or Subsystem or major component): *[insert: description]*
2. Date of Operational Acceptance: *[insert: date]*

This letter shall not relieve you of your remaining performance obligations under the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: *[state: “Project Manager” or higher level authority in the Purchaser’s organization]*

APPENDIX 6

COSTING AND PAYMENT SCHEDULE

The following are the sample tables that could form part of a payment schedule.

6.1 Grand Summary of the costs

The following table provides the summary of the costing towards all the cost elements as detailed above

F1. Grand Summary Cost Table				
Sl. No.	Item	Price	Taxes	Grand Total
1	Supply and Installation Costs			
2	Recurrent Costs			
	Grand Total			

6.2 Summary break-up of the costs

The following table provides the summary with break-up costs of the each cost element

F1.1 Supply and Installation Cost and Recurrent Cost Summary Table			
Line Item No.	Subsystem/Activity	Sub table No	Price
0	Project Plan		NA
	Supply and Installation Cost items		
1	Application Software Enhancements		NA
	etc		

[Type text]

6.3 Detailed Cost Break-up

Hardware New procurement

The following table provides the details of the hardware cost towards the new procurement

F2 .Supply and Installation Cost Sub Table for Line item No - 2 of F1.1				
Component No.	Component	Quantity	Unit Price	Cost

Software New procurement

F3 .Supply and Installation Cost Sub Table for Line item No - 3 of F1.1				
Component No.	Component	Quantity	Unit Price	Cost

Hardware maintenance

F4.1 . Recurrent Cost Sub Table for Line item No – 4.1 of F1.1				
Component No.	Component	Quantity	Unit Price	Cost

System Software maintenance

The following table provides the details of the system software maintenance costs

F4.2 . Recurrent Cost Sub Table for Line item No – 4.2 of F1.1				
--	--	--	--	--

Component No.	Component	Description	Quantity	Unit Price	Cost

Data Center Services AMC

The following table provides the details of the data center services AMC cost

F4.3 . Recurrent Cost Sub Table for Line item No – 4.3 of F1.1					
SI No.	Component	Quantity(Area in Sq ft)	Unit Price/day/sq ft	Number of days(till Aug 19 th ,2012)	Cost

Technical Services – Development and Maintenance

The following table provides the details of the technical services towards development and maintenance cost

F4.4 . Recurrent Cost Sub Table for Line item No – 4.4 of F1.1							
Component No.	Name & Role	Skill set	Exp-Yrs	Qualification	Quantity in Man month	Man Month rate	Total Cost

6.4 Payment Schedule

The terms of payment shall be as under:

S. No	Milestone Description	Date	Amount (INR)	***Taxes	Total Incl. of Taxes
1	1st Quarter Milestone				
	Supply and Installation Cost				
	Hardware new				
	Software new				
	Recurrent Cost				

[Type text]