

Request for Proposals (RFP)

For

SELECTION OF AN AGENCY FOR DESIGN AND DEVELOPMENT OF INTEGRATED SEARCH AND ANALYTICS PLATFORM FOR HOUSE PROCEEDINGS IN PRINTED BOOKS, VIDEO, NEWSPAPER CLIPPINGS FOR VIDHANSABHA SECRETARIAT, MADHYA PRADESH



16/03/2017

Secretariat of Vidhan Sabha

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Though adequate care has been taken in the presentation of this RFP document, the interested firms shall satisfy it-self that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders 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 bids are satisfied that the RFP document is complete in all respects.

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1. Notice Inviting Tender (NIT)

Secretariat of Madhya Pradesh Vidhan Sabha, Bhopal

Tenders are invited from reputed Agencies based in India Design and development of multilingual Integrated Search and Analytics platform for House proceedings and for Intelligent Digitization of proceedings. in audio, video, newspaper clippings and development of web portal for Vidhan Sabha secretariat of Madhya Pradesh, with the flexibility to expand/ upgrade to cover future IT roadmap of secretariat of Vidhan Sabha, Madhya Pradesh.

Interested Bidders eligible as per qualification criteria may submit their response online as well as offline to the RFP latest by **07/04/2017 till 03:00 p.m.** The proposal must accompany a non-refundable amount of **Rs. 5,000/-** (Rupees Five Thousands only) towards non-refundable RFP Document Fees. The detailed RFP document can be downloaded from Madhya Pradesh Vidhansabha portal i.e. <http://www.mpvidhansabha.nic.in> in case of online submission www.mpeproc.gov.in will be used.

Principle Secretary
Vidhan Sabha Secretariat

2. Important Dates

1.	Issuance of RFP Document	15-03-2017
2.	Submission of Tender document- Offline process (all sealed three envelope i.e. 1. DD for RFP document and EMD 2. Technical bid 3. Financial bid	Submit to the Sealed box putting At Security Office of GATE NO 3. Madhya Pradesh Vidhansabha Secretariat Indira Gandhi Vidhan Bhawan, Arera Hills Bhopal(MP)- 462004
3	Submission of E-Tender document- Online process Documents need to be uploaded 1. Scan copy of DD for RFP document i.e Rs 5000/ and scan copy of DD of EMD i.e. Rs. 10,000,00 2. Technical bid 3. Financial bid	Both DD will be in favor of Under Secretary (Accounts) MP Vidhansabha secretariat Bhopal. Note:- Original DDs will be submitted mandatorily on or before the date of Technical BID opening (Please refer point 5)
4.	Pre Bid meeting (email ID : <i>birendra.kumar@mpvidhansabha.nic.in</i>)	Meeting will be held on Vidhanbhawan Committee Room no-6, Vidhansabha campus Bhopal Madhya Pradesh on 25-03-2017 at 11AM (IST)
5.	Last date and time for submission the RFP document fee and EMD amount (in Demand draft-Original)	07-04-2017, till 03:00 PM IST
6.	Last Date and Time for Submission of Bids	07-04-2017, till 03:00 PM IST
7.	Technical Bid Opening	07-04-2017,at 03:30 PM IST at Committee Room no-6, Vidhansabha campus Bhopal Madhya Pradesh
8.	Technical Presentation	08-04-2017,at 11:00 AM IST at Committee Room no-6, Vidhansabha campus Bhopal Madhya Pradesh
9.	Financial Bid Opening	Will be communicated to the qualified bidders

3. Introduction

3.1. Background

Vidhan Sabha Secretariat proceedings have been recorded from 40+ years in the form of Physical Papers so that these proceedings can be accessed in future. Physical (paper) format makes, search and retrieval of information from these records an extremely cumbersome task. As time passes by more and more records will get generated and it becomes humanly impossible to search for the relevant information especially when the session is in action. There is a need of creation of Digital search solution so that search and retrieval of proceedings and Video recordings is presented just in time accurately hence improving overall house proceedings debate experience significantly. It is proposed to have an end to end solution to address digitization of existing house proceedings, Journals, committee reports, Newspaper cuttings and House proceedings in paper and video format

1. Design and development of integrated search and analytics platform for house proceeding.
2. Development of web portal
3. Software hosting in state data centre.
4. Implement a Content Management System (CMS), and
5. Provide manpower for operation and processing (O&M).
6. Software for Intelligent digitization of Books and video cassettes

The Agency will be appointed for a period of five years)

3.2. Eligibility / Qualifying Criteria

Consortium

In case of Consortium, the Prime Bidder must be specified.

Each partner of any consortium would have to own the scope of work and would be equally responsible for all the tender terms despite Vidhan Sabha Secretariat interacting with only the prime vendor as defined in the bid submitted.

Memorandum of Understanding (MOU)/Agreement among the members signed by the Authorized Signatories of the companies dated prior to the submission of the bid to be submitted in original. The MoU /Agreement shall clearly specify the prime bidder, stake of each member and outline the roles and responsibilities of each member. However, complete responsibility from the submission of Bid to the successful completion of the project lies with the Prime Bidder.

All the Consortium members shall be signatories to the Contract Agreement & Service Level Agreement and shall be Jointly & Severally responsible for the Project.

The Prime Bidder / consortium member cannot be a Consortium member of any other Consortium.

A maximum no. of 2 members (including Prime-bidder) are permitted in case of Consortium.

Eligibility Criteria is as per the table given below:

Table 3-1: Eligibility/Qualification Criteria

Pre-Qualification criteria: Tender document fees Rs. 5000/- INR and Earnest Money Deposit (EMD) of INR 10, 00, 000 (Rs. Ten Lakhs Only), will be submitted in separate sealed envelope along with the technical and financial bid in demand draft in favour of “Under Secretary (Accounts) MP Vidhansabha Secretariat” .

For online process, scanned copy needs to be uploaded of the demand draft in e-procurement (www.mpeproc.gov.in) site and vendor need to submit the original demand drafts of both RFP document fee and EMD on the date of technical bid opening (please refer point 5 of section 2-“Important dates”)

Note:- Bidders will submit tenders either through E-Tendering or Offline process. Submission found in both modes will be reason to disqualify the Bid.

Sr. No.	Criteria	Compliance (Yes/No)	Ref. Pg. No.
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Sr. No.	Criteria	Compliance (Yes/No)	Ref. Pg. No.
1	Prime bidder and consortium partner should be a Company registered in India under the Companies Act 1956/ 2013 with their Registered office in India. Copies of relevant documents must be submitted.		
2	The Prime bidder and consortium partner should have Articles of Association (in case of registered firms), Bye laws and certificates for registration issued by the Registrar of Companies. Copies of relevant documents must be submitted.		
3	Prime bidder must submit a Power of Attorney Resolution in the name of the Authorized Signatory for this tender.		
4	The Prime Bidder and consortium partner must provide a copy of PAN Card		
5	The Prime Bidder and consortium partner must provide a copy of Service Tax Registration		
6	The Prime Bidder and consortium partner shall submit an undertaking of Non-Blacklisting (during the last five years) by any agency / department / etc. under the Central / State / PSUs as on the bid submission date.		
7	The bidder/ Prime bidder in case of consortium must have successfully executed during the last three years (as on the date of bid submission), at least any one of the following. <ul style="list-style-type: none"> • One project comprising of hardware, software development, manpower and training of minimum value of rupees Rs. 08 Crores with the same nature of project Or • Two projects, each project comprising of hardware, software development, manpower and training of minimum value of rupees Rs. 5 Crore of same nature of project Or • Three projects, each project comprising of hardware, software development, manpower and training of minimum value of rupees Rs. 4 Crores with the same nature of project 		
8	Bidder responding to this RFP should have a minimum average annual turnover of Rs. 50 Crores (Fifty Crores) during the last three financial years (FY-2013-14, 2014-15, 2015-16), In case of consortium, the turnover of Prime bidder will be		

Sr. No.	Criteria	Compliance (Yes/No)	Ref. Pg. No.
	considered for evaluation		
9	<p>Bidder responding to this RFP should have an experience to work with following</p> <ol style="list-style-type: none"> 1. Government Department(s); & / or 2. PSU(s); &/ or 3. Government Undertakings; & / or 4. Digitization of Vidhan Sabha (preferably) <p>Should provide the copy of certificate for successfully project execution for the above.</p>		

All bid documents must be clearly signed and stamped by the Authorized Signatory of the bidder. Only those bidders, who satisfy the eligibility requirements and accept the terms and conditions of this RFP document, shall be short-listed for further evaluation. The Bidder shall submit the copies of the Audited balance sheets / Annual Reports in support of their Annual Financial Turnover.

3.3. Earnest Money Deposit

1. The bidder shall submit Earnest Money Deposit (EMD) of INR 10, 00, 000 (Rs. Ten Lakhs Only), which shall be submitted in demand draft along with the tender documents. It will be in the favour of **“Under Secretary (Accounts) MP Vidhansabha Secretariat”**.
2. Unsuccessful bidder’s EMD will be released as promptly as possible, but not later than 120 days after the award of the contract to the successful bidder.
3. The successful bidder’s EMD will be released upon submission of Performance Bank Guarantee.
4. The EMD may be forfeited in following cases:
 - a. If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
 - b. In the case of a successful bidder, if it fails within the specified time limit to sign the Agreement
 - c. The tender fee and EMD shall be exempted for bidders having a valid certification of registration under single point registration scheme by NSIC

for exemption or the Public Sector Undertakings and government Institutions.

3.4. Performance Bank Guarantee (PBG)

The Bidder shall at his own expense, deposit with department, within Twenty (20) working days of the date of notice of award of the contract or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled/ nationalized Bank acceptable to department, payable on demand, for the due performance and fulfilment of the contract by the bidder.

This PBG shall be for an amount equivalent to 10% of value of contract, in favour of **“Under Secretary (Accounts) MP Vidhansabha Secretariat”** and payable at Bhopal. All charges whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the bidder. The PBG shall be valid for a period of 5 years from date of signing of agreement and should be in the standard format prescribed by Reserve Bank of India.

4. Scope of Work

4.1. Development Phase

The scope of the work for the selected Agency during development phase shall broadly include the following:

1. Design and Development of the Intelligent Bi-Lingual Search and Analytics Platform for searching the proceedings from printed books and video recordings.
2. Intelligent digitization, Annotation, Indexing and Image processing of the House proceedings, Video cassettes and news Paper clippings and various other important books
3. Implement a Content Management System (CMS)
4. Infrastructure build and maintenance/Commissioning within state data centre
5. Hindi Optical Character Recognition (OCR) Engine: OCR convert image into editable text format with 90% accuracy for full page text. A Hindi OCR engine is needed to mark image of text as 'Heading' or 'Text' during annotation process.

The detailed scope of work for each item is as described below:

4.1.1. Design, developing, hosting and maintenance of web portal with mobile access

4.1.1.1. Business Objectives:-

1. To publicize activities and functions of Legislative Assembly, Madhya Pradesh
2. To coordinate and Interact with stakeholders of Secretariat Vidhan Sabha, Madhya Pradesh
3. To generate awareness about Secretariat Vidhan Sabha, Madhya Pradesh
4. To disseminate information in Printed Books , Video cassettes about Secretariat Vidhansabha Proceedings , Madhya Pradesh
5. To publish Articles, Events and News related to Secretariat Vidhan Sabha, Madhya Pradesh

4.1.1.2. Technical Objectives:-

1. To Design & Develop Bilingual Web portal
2. Web portal with necessary security features against hacking & defacement
3. To present an visually appealing look to web portal

4. Provide Dynamic Content Management System for managing web portal. The targeted audience would be
 - a. External stakeholders like Citizens, Politicians and Governments at Global & Local levels
 - b. Internal Stakeholders like Officials & Employees of the Secretariat Vidhan Sabha
1. The agency is also required to provide services as indicated below:
 - i. Design & Development of Web portal for Bi-lingual Contents in Unicode Format.
 - ii. The static and dynamic content and database driven content to be displayed English & Hindi.
 - iii. Mapping of the existing content, Editing, Formatting of Documents and Conversion in web pages for both English & Hindi Version.
 - iv. The correct data as provided by Secretariat Vidhan Sabha officials will be formatted and after consistency checking will be uploaded on web portal
 - v. Mapping of existing applications & selected dynamic features of the existing web portal into new design of the web portal
 - vi. Delivery mechanisms for all type of contents
 - vii. Hosting of web portal on user department server
2. The information content on the web portal should be:
 - i. General information about Secretariat Vidhan Sabha, its roles, goals and vision etc.
 - ii. Event calendar, which should be updated from time to time.
 - iii. Five Year Plans
 - iv. Annual Reports, Outcome Budgets,
 - v. Database section containing all the existing databases and may be proposed
 - vi. State Nodal Agencies
 - vii. Ministry Specific Information, profile of each MLA and prominent people in Legislative Assembly.
 - viii. Infrastructure in Secretariat Vidhan Sabha
 - ix. Resources
 - x. Expression of Interests (EOIs)/ Request for Proposals (RFPs)
 - xi. Right to Information (RTI)
 - xii. Citizen Charter
 - xiii. Webcast
 - xiv. Important Links
 - xv. Contact Us

- xvi. Notices
- xvii. Archives

3. The following content type would be delivered through the web portal: -

- i. HTML Documents
- ii. Word Documents
- iii. Presentation Files
- iv. PDF Documents
- v. Photographs
- vi. Video Files
- vii. Blog Feeds
- viii. Podcasts
- ix. RSS Feeds
- x. Web portal based application Forms
 - i. Option (i) Web based (HTML) Printable application
 - ii. Option (ii) Portable Document Format (PDF) Printable & Fill-able application forms

4. The web portal has to meet following requirements with respect to scope of work: -

- i. The web portal must conform to Guidelines for Indian Government Web portals (GIGW) and its compliance should be ensured by the agency
- ii. The web portal should meet international standards like HTML and ensure Cross Browser compatibility with most of the popular browsers like Internet Explorer, Firefox, and Chrome etc.
- iii. Web page creation infrastructure should facilitate for frequent content updates on daily/Weekly/Monthly basis
- iv. The redesign of web portal in English & Hindi must be accomplished simultaneously. Hindi version must be attempted minimum up to a level where finally a document needs to be linked after translation and conversion into a web page.
- v. Flexibility to modify the design when a major event has to be publicized
- vi. The web portal should have feature like an event calendar that would be updated from time to time.
- vii. The web portal should be database-driven/ modular so that it can store & handle all the information and be able to handle the documents that would get uploaded on it on a daily basis
- viii. Design and Development should support resizing the text without use of assistive technology
- ix. Content Management should provide following facilities: -

- a) It should be able to create and upload the pages daily/weekly/ or on frequent basis with appropriate Business flow required to authenticate Publications of content on site
- b) The Log and Audit trail should be maintained
- c) Design should support the single sign On by Administrator
- d) User administration services should be an integral part of the Enterprise Content
- e) Management facility inbuilt with the site Design and Content Management should support Extensive Web Site Analytics and Statistics to be provided. Traffic reports, visitor analysis, duration analysis, content wise analysis, top landing pages and top exit pages, other statistical reports should be provided as per requirement of Vidhan Sabha Secretariat
- f) There should be provision for discussion forum with security features for the officials of Legislative Assembly and connected organizations
- g) Web portal needs to have a very good Search Engine so that visitors would be able to do a comprehensive search on web portal for any content
- h) The web portal should be secure and bug free and should incorporate necessary security features against hacking and defacement of the same
- i) The web portal must be layered and well-rounded so that there are no dead ends. Link to Home page from each page must be given.
- j) No photo or material or software etc. for which copyright lies with someone else should be used in the web portal
- k) Web portal design should provide up to date Site Map that is linked to Homepage as well as to all important entry pages of the Web portal
- l) Deliver a detailed user manual to Secretariat Vidhan Sabha that will enable Secretariat Vidhan Sabha employees who are otherwise unfamiliar with the software to become adequately trained
- m) Copyright for the web portal and contents to be retained with Secretariat Vidhan Sabha, Madhya Pradesh
- n) During the entire period of development of web portal the Agency shall be in close contact with the official of the Secretariat Vidhan Sabha Madhya Pradesh.
- o) At no time during the site development, the contents of the web portal must be discussed with other parties

5. Development Cycle for Content Management

- i. Freezing Requirements & Sign off SRS
- ii. Approval of Prototype
- iii. Gap Analysis
- iv. Development
- v. Auditing
- vi. User Acceptance Test (UAT)
- vii. Hosting
- viii. Launch of Web portal

Platform should be accessible from a mobile device such as tablet, mobiles, Laptops etc.

This is a list of indicative requirements, and final layout, menus etc. shall be finalized between the selected agency and the Department.

The web portal must conform to GIGW guidelines, W3C's WCAG guidelines, must use SSL and must be tested and certified by CERT-IN empaneled agency. It should be compliant to the browsers mentioned above, and should be in user friendly format for viewing on mobile phones.

The site must be bilingual, must be adaptive to the screen size.

The selected bidder will be required to maintain the web portal for entire contract duration, and will be responsible for updation/ changes required as per the Government rules and regulations from time-to-time.

4.1.2. **Type of Contents to be digitalized**

The Legislative Assembly of Madhya Pradesh has various books/journals, newspaper clippings, Video Cassettes related to Legislative Assembly's proceedings in its archival. These proceedings need to be digitized so that it can be searchable and easily accessible in various forms including e-books. Following is the rough estimate of the size of the archive.

4.1.2.1. **Books of the Proceedings:**

Approximately there are 10, 00,000 pages that needs to be digitalized. The actual number may vary.

4.1.2.2. Videos of the Proceedings:

There are videocassettes of the proceedings from the beginning and amounting to approximately 480 hours that needs to be digitalized.

4.1.2.3. Newspaper Clippings:

There are about 100000 newspaper cuttings of which also need to be digitalized.

4.1.3. E-Book publishing

An eBook publishing tool has to be made available on the client machines to enable the users to convert the books/ journals of the proceedings into eBooks with page flip facility. Thus, an enhanced multimedia experience will be provided for perusing the contents of proceedings.

4.1.4. Specifications for Secretariat Vidhan Sabha Search engine

- Basic keyword search.
- Ability to display results of the search with following results at minimal
 - Headlines in text format
 - Key persons involved in the discussions during the house proceedings.
 - Digitalized page thumbnails
 - Digitalized Video
 - E-book.
- Basic SERP features (no of results, pagination, highlighting keywords in results etc.)
- Spell Correction in search keywords in Hindi and English
- Dynamic faceted search
- Search result title and appropriate parts of the result snippet needs to be clickable – enabling the user to open one or multiple documents associated with the matching record.
- Synonyms and related keywords
- Auto Suggest -
- Support for major search retrieval methods (structured and unstructured, Boolean, statistical, semantic...) Free text search
- A web-based administration tool that allows the administrator to configure reporting and logging to capture all relevant events, and also allows him or her to

view statistics, including top users, top categories, top terms with no results and throughput of queries.

- English language for both User Interface and Search
- Linear scalable solution for high volumes of data and traffic

4.1.5. **Content Management System (CMS)**

An enterprise level Content Management System is needed to organize and store the digitalized journals and other content, which relate to the Legislative Assembly processes. The CMS will aim for simplifying storage, security, process routing, and retention. Here are some of the key features needed from CMS:

- Streamlining the entire journal scanning and tagging process
- Securely stored scanned images in central database
- Ensure better reporting and information access across the house
- Store digitalized content in a secure central information repository allowing access to authorized users only
- Create an audit trail of each and every images file stored
- Facilitate quick search and retrieval of tagged information

4.1.6. **Digital Video Audio archival retrieval system (Digital Vault)**

Data protection is an essential part of this solution. The digital vault has to be provided to minimize the risk of downtime and data loss as well as the risk of access breach. This Data vault will host all the video, audio and text proceedings in a searchable form. This will be similar to enterprise “You Tube”. Data vault should provide:

- **Robustness:** The vault should assures high availability of data with regular backup
- **Disaster recovery:** Multiple copies of content is to be stored – one in Data center and another in a fire and earthquake resistant Disaster Recovery location with in India
- **Efficient:** The vault has to use fewer server, storage and network resources
- **Fast:** In case of failures, the vault has to restore data in minutes from backup
- **Secure:** The vault should also ensure controlled access to data and prevent it from changes by unauthorized users
- **Virtualization technologies** may be used if required

4.1.7. Design and development of multilingual search analytics Platform

While the Legislative Assembly sessions are in progress there is need to search for right information and present it just in time and ensure speed of access users can search for information by querying in English or Hindi. Search Features of the System should include:

- Alternate Spelling: There could be two ways to spell a word. The search on one form should provide the results with other form as well. Example: “हिंदी” and “हिन्दी”.
- Mis-spelling: Like all languages, Hindi also has its share of misspelled words. Some misspelled words are more prominently in use than their grammatically correct counter-part. For example the word “जाँच” is incorrect but is used more often than its correctly spelled form “जाँच”. Thus a plug-in should allow the user to cater the search results that contains the miss spelled form of the entered word and also allow the user to filter the search through spell checker and suggest to user the alternate correct spelling using ‘Did you mean <correct word>?’ feature. Synonyms: To ensure that synonyms are trapped in the search net, the synonym suite should provide the most common synonymic equivalents of the word thereby enriching the search capabilities. Look for भाषा and also see the most common synonyms for language like बोली etc.
- Multi Lingual Lookup: Allows the user to enter query in English or Hindi and get the desired search result
- Lemmatiser: The search results must include the linguistic variants including suffixes of searched terms, like “चुने”, “चुनकर”, “चुनिये” etc.
- Homophone Engine: The Homophone Engine has to be incorporated to the solution for enabling searches for look-alikes in Indian languages as well as in Indian English. The problems treated here are mainly pertinent to Indian names as written both in English as well as in Indian scripts. However they could also be extended to all alphabets and some examples show lacunae in script systems other than Indian
- Machine Learning Capabilities for Document Search, Word Cloud, Inter word Prediction, Entity Extraction, Synonyms and Sentiment Analysis
- Topic Identification and Topic Word Cloud: Identify the important topics discussed in the documents and highlight the topics based on their importance as word cloud
- Document Search: Search the queries in set of documents based on the context of the query (not word matching).

4.1.8. **Design and development of Intelligent Data Analytics dashboards**

- Dashboard for Data Analytics: An Analytical suite is needed to manage and monitors the new digitalized platform. This will help in knowing the activity on digitalized portal and for research studies.

4.1.9. **Design and development of software online publication of house proceedings**

While the Legislative Assembly sessions is in progress there is need to digitalize future proceedings for Legislative Assembly to save on future expenses related to further digitalize the new content. The Digital capturing of on-going proceedings of Legislative Assembly should automatically be processed and sent to processing centre for further fine-tuning the content. Hence, a state of art software system is required.

4.1.10. **Design and development of digital vault for secure audio, video and text information with disaster recovery**

It is critical to protect the digitalized content. Hence a security model is required which allows administrators to build access policies based on a user's identity and group affiliations rather than based on the location of the user or the user's system (such as the IP address, subnet or VLAN the user is using). An ideal solution to protecting the datacenter needs to also consider a wide range of threats that includes malicious unauthorized users, as well as viruses, worms and Trojans that unhealthy endpoints can unleash on the internal network.

The solution should highlight:

- Remote endpoint health validation and quarantine
- Identity-based access control of remote users to internal network assets
- Intrusion detection system for threat containment
- Audit log for each user of resources accessed

Disaster recovery: Multiple copies of content should be stored – one in a data center and another in a Disaster Recovery location within India.

4.1.11. Service Support (Managed Services)

4.1.11.1. Web portal and support and upgrading

- **Deliverables:** Agency has to handover the Source Code, Patches & Releases (If any), Application Software, all content used in the Designing of the Web portal, along with Technical Documents, user manual, functional manual, cyber security certificate and all reports during error correction, installation guide and any other if required for creation of development environment and hosting, launching of the site to Legislative Assembly, Madhya Pradesh for the purpose of copyright and intellectual properties. Agency also has to provide the list of software that would be used to design & develop the web portal including all graphics software and recommend software and licenses that Legislative Assembly, Madhya Pradesh will need to purchase for continued maintenance of web portal.
- **Training, maintenance and up-gradation support:** Agency will provide training at Legislative Assembly, Madhya Pradesh premises to users for using new platform without any extra cost and provide with maintenance, support and platform upgrading for 2 years from date of acceptance that could be extended on yearly basis on mutually agreed terms.
- **Copyright and Trademarks:** Successful Agency will hand over the all the software and graphics to Legislative Assembly, Madhya Pradesh for the purpose of copyright and intellectual ownership. On the bottom of every page a link, navigating to information page regarding copyright must be provided.

4.1.12. Security certification of hardware and software infrastructure

The selected agency has to get certification listed below to show reliability and security of new digitalized platform. The Secretariat Vidhan Sabha shall engage these agencies directly to do the necessary security audit of the complete infrastructure. Secretariat Vidhan Sabha shall be engaging STQC and or a CERTin certified agency for doing this audit and will bear the cost of certification separately.

4.1.13. Internet Bandwidth and Hosting

- Required bandwidth needed to manage the system efficiently will be arranged by Secretariat Vidhan Sabha.
- The required space for the Data center and data digitization will be in State data center and all access and permissions will be arranged by Vidhan Sabha

These are broad indicative requirements, howsoever; the developing agency may provide their comments on objectives and scope of the work, which could be included.

The support for up gradation and upload of new information is to be provided by the agency. During the support period the bidder will be required to deploy their manpower as per table for managed services post warrantee. This manpower is required on site on all working days of the Secretariat Vidhan Sabha, Madhya Pradesh.

4.2. Operations Phase

The major activities during the operations phase are hosting & maintenance, and providing manpower to manage the operations.

4.2.1. Hosting and maintenance

- a) The selected agency will be responsible for developing, hosting and maintaining the application for a period of five years
- b) The app shall be hosted over platform provided in a state Data center
- c) Selected agency will update whenever necessary and will maintain totally, ensuring uptime of 98%.
- d) Selected agency shall provide the access credentials for the cloud hosting, if any, to the Department upon request.
- e) The selected agency will be required to deploy at least 1 full-time technical resource for web site update.
- f) The selected agency will be required to publish the live content over the web site, as and when instructed by Secretariat Vidhan Sabha officials.

4.2.2. Team

The agency will be required to provide following resources/teams:

- a) Project Leader – Responsible for overall coordination and management of the teams.
- b) Technology Team – For maintenance of app/website and the CMS application.
- c) Digitization Team- Group of people with different set of profiles like scanning, OCRing, Editing, Formatting, QA etc.
- d) Content Management Team– This team will be responsible for generation and uploading of content for in web site/CMS wherever needed.

- e) The members from all the teams shall work in close coordination under the overall guidance of project leader. The agency shall provide all the necessary resources (hardware / software etc.) for the resources to function efficiently and productively.

The full time resources will be placed in Bhopal.

4.2.3. Warranties and Intellectual Property Rights (IPR)

- a) The Agency shall provide all product(s) and documentation updates, patches/ fixes, and version upgrades within 15 days of their availability/release date and should carry out installation and make operational the same at no additional cost to the Department. Bidder will have to obtain all necessary licenses, approvals, consents of third Parties/principle manufacturers and all necessary technology, hardware and software to enable it to provide the solution, at no additional cost to the Department.
- b) Intellectual property in anything developed by the Agency specifically and exclusively for Department, and based on the information or data owned by Department, shall vest with Vidhan Sabha, Bhopal (MP) .

4.3. Implementation Timelines and Deliverables

The implementation timelines are as described below:

Please note that ‘T’ is the time of signing the contract.

Activity	Expected Timelines for Completion (in Weeks)	Deliverables
Team Mobilization	T+1	Project Implementation Plan (week-wise)
Project Planning	T+2	
Digital Communication Strategy		
Interactions with Key Stakeholders	T+4	Interactions with Sec. Vidhan Sabha Officials, and heads of various other Departments
Identification of gaps in Communications channels for effective engagement of audience	T+5	Gap Assessment Report

Submission of Approach paper of implementation with flow	T+6	Draft Process Document
Discussions and Approval of flow and approach paper	T+7	Final Process Document
Development		
Preparation of SRS for Website/Portal, Mobile App and CMS	T+10	Draft SRS.
Approval of SRS for Website/Portal, Mobile App and CMS	T+11	Final SRS
Preparation of Wireframes for system and layout for website/portal	T+12	
Approval on Wireframes and layout	T+13	Approved Wireframes and Layouts
Development of the Website/Portal, and customization/development of CMS	T+20	N.A.
User Acceptance Testing	T+28	User Acceptance Test Report, along with the list of changes suggested
Customization/ Changes in the Website/Portal, Android application and customization/development of CMS and Search engine.	T+30	N.A.
Security Testing of the Website/Portal, Android application and customization/development of CMS and search, analytics engine.	T+35	Security testing certificates
Deployment of Android application on Play Store, Website/Portal, search engine and CMS on cloud	T+40	Availability of approved android mobile app on play store, portal/website and back-end application on cloud
*Note: Expected Timelines of T + k would mean that the task is required to be complete at the end of kth week from the date of signing of contract.		

The performance of the team will be judged on the basis of work done against the agreed work plan. The team leader will be responsible to submit quarterly activity plans and share it with the Department.

The team leader will submit overall monthly progress reports highlighting the overall activities done for that month. The monthly progress reports shall also include, as an Annexure, details of duties performed by each of the resource for every team, during that month, along with the amount of effort put in by each resource (effort may vary for part-time resources).

A joint monthly review mechanism will be put in place and represented by Steering committee members of the project and the Project Lead along with various team leads. The review of the progress and the plan for future action will be decided therein.

The invoices for the manpower deployment shall be raised only on the basis of approved manpower effort by the Department.

4.4. Payments

Payment shall be made against the invoices duly certified by Vidhan Sabha Secretariat officials. All taxes deductible at source, if any, at the time of release of payment, shall be deducted at source as per the current rate while making any payments. Before making any payment, deduction of penalties (as specified in Service Level Agreements (SLAs)) will be done, if applicable. Payment shall be released as per the following schedule:

Sr. No.	Payment Milestone	Payment Amount
Payments during Implementation Phase		
1.	All the software module costs will be paid on delivery for acceptance	35 % of the respective module costs
2.	Remaining software costs will be paid on successful user acceptance.	60 % of the respective module cost
3.	Web portal and Search, analytical engine cost will be paid on delivery for acceptance.	60 % of the costs on delivery on test server
4.	Remaining Portal development costs will be paid after Security Testing of Web based solution(s) and Sample QA pass data with the accuracy of 99.99%	40 % of the Portal module cost
5.	Go Live on all types of files, including Video files.	5% of the remaining cost
6.	Hardware and networking components.	70 % on Delivery
7.	Remaining Hardware and	30% after Installation and

Sr. No.	Payment Milestone	Payment Amount
	networking components cost will be paid only after Installation and commissioning	Commissioning
Payments during Operations Phase		
8.	Quarterly Hosting & Maintenance Charges	Recurring hosting charges to be paid quarterly during operations phase
9.	Manpower Charges	Recurring manpower charges to be paid monthly during operations phase
10.	Costs for Digitization, annotation, Indexing will be paid on Per page basis	Every Month on submission of the invoices with certificate of completion and acceptance from designated authority of Vidhan Sabha

4.5. Service Level Agreements (SLAs)

The below mentioned service levels and applicable penalties would be applicable on the selected bidder. The penalties shall be capped to 10% of the value for System Implementation Phase.

4.5.1. SLAs and applicable penalties for System Implementation Phase

Activity	Penalty for Delay
Approval on SRS for Web site, CMS and analytics engine.	0.5% of the module costs for the delay per week or part thereof for the delay
Deployment web based solution	0.5% of the module costs for the delay per week or part thereof for the delay
UAT of e-book, analytical engine and QA pass proof of content library	0.5% of the module costs for the delay per week or part thereof for the delay

4.5.1. SLAs and applicable penalties for Operations Phase

The penalties for the operations phase are based on the monthly amount to be made for that component. The same is capped to the maximum monthly amount payable for that component.

SLAs for Application

Activity	Expected Performance	Measurement Mechanism	Penalty for Delay
Application Uptime	>=98% measured on monthly basis	The application uptime considers application and hosting availability. Reports from the hosting provider for uptime shall be submitted on monthly basis	2% of the monthly hosting & Maintenance charges for downtime of every 1% (or part thereof) below expected performance levels
Resolution-time for Software Issues*	<=2 working days.	The time between raising of the issue by the Vidhan Sabha Secretariat through call/e-mail to the resolution / rectification provided by the agency.	1% of the monthly hosting & Maintenance charges for delay in resolution of every issue per day (or part thereof)

* Issues here are fixing of bugs etc. for the existing functionalities present in the application. Any new requirement given by the Vidhan Sabha shall not be treated as software issue.

SLAs for manpower

Parameter	SLA	Penalty for Delay
Initial Deployment	If the key resource (for which marking has been done) proposed in the bid is replaced during joining, a penalty per resource for replacement is applicable	Penalty of 3 months quoted cost for that resource
Shortfall of attendance of resources deployed for scan/QA	If a resource is absent for 5 consecutive working days without any prior notice & Approval.	Penalty of Rs. 1000 per day per resource absent, starting from the 6 th day onwards further up to 2 weeks.

Bidding Instructions

4.6. Submission of Bids

Technical and Financial Bid/Proposal separately with “SELECTION OF AN AGENCY FOR DESIGN AND DEVELOPMENT OF INTEGRATED SEARCH AND ANALYTICS PLATFORM FOR HOUSE PROCEEDINGS IN PRINTED BOOKS, VIDEO, NEWSPAPER CLIPPINGS FOR VIDHANSABHA SECRETARIAT, MADHYA PRADESH” should be submitted in three separately sealed envelopes to Vidhan Sabha, Bhopal Office.

The bids should be submitted as per the schedule given in the section important dates.

The Technical Proposal and Financial Proposals shall be submitted in separate as follows:

Part 1: DD for RFP document FEE and EMD

Part 2: Technical Proposal

Part 3: Financial Proposal

4.7. Technical Bid

The Technical Proposal should contain the following information:

- i. Proposal Form as per Annexure 1
- ii. Qualification of Bidder as detailed in Annexure 2 (Company Profile along with documentary evidence of services offered and all relevant enclosures.)
- iii. Detailed Technical Proposal including the Solution and Deployment Architecture.
- iv. Any additional information that the bidder may think fit but not included elsewhere in the proposal, which will help Vidhan Sabha Secretariat to assess the capabilities of the Agency.

Note: The Technical Proposal shall not include any financial bid information.

4.8. Financial Bid

- i. After verifying the eligibility criteria and Technical evaluation, Vidhan Sabha Secretariat shall notify the shortlisted bidders indicating the date, time and

place for financial bid opening. The Financial Bid of technically qualified Bidders shall be opened in the presence of Bidders who choose to attend.

- ii. The Financial Bid should be submitted strictly in the format given by Vidhan Sabha Secretariat as Annexure 3 of this document and should not have any deviations, restrictive statements, etc. therein. Otherwise, such bids are liable to be rejected at the sole discretion of Vidhan Sabha Secretariat.
- iii. If any calculation error is found in the Financial Bid that would be corrected by Vidhan Sabha Secretariat and if any difference in the figures or words is found, then the values in words shall prevail.

4.9. Period of Validity of Proposal

The Proposals submitted by bidders 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, Vidhan Sabha Secretariat, Government of Madhya Pradesh would solicit the bidder’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing by post or email.

4.10. Amendments to RFP

At any time prior to the deadline for submission of Proposal, Vidhan Sabha Secretariat may amend the RFP documents by issuing suitable Corrigendum. Any corrigendum issued in this regard shall be uploaded on MP Vidhan Sabha website <http://www.mpvidhansabha.nic.in> and on e-procurement site i.e. www.mpeproc.gov.in . To give reasonable time to the vendors, so that they can take corrigendum into account in preparing their Proposals, the Vidhan Sabha Secretariat shall extend (if necessary), the deadline for submission of Proposals.

4.11. Language of Proposal

The Proposal, and all correspondence and documents related to the Proposal exchanged by the bidder and the Vidhan Sabha Secretariat should be in English. Supporting documents and printed literature furnished by the bidder may be in any language other than English provided they are accompanied by an accurate translation of the relevant passages 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.

4.12. Currency of the Proposal and Payment

The currency of the Proposal offers and the payments made (commercial transactions) shall be in Indian Rupees (INR).

4.13. Clarification on Bids

During the evaluation of bids, if required, Vidhan Sabha Secretariat may seek clarification(s) of the bid from the bidder via email / post / in person. If required clarification is not received in the specified time limit, Vidhan Sabha Secretariat will have rights to reject the bid.

4.14. Bid Opening

- i. The envelope containing the demand draft of RFP document fee and the EMD **“Part 1: DD for RFP document fee and EMD”** will be opened in the presence of the representatives of the bidders at the time and place as mentioned in the section important dates.
- ii. The technical bid containing **“Part 2: Technical Proposal”** will be opened in the presence of the representatives of the bidders at the time and place as mentioned in the Section Important Dates.
- iii. Financial bids of only those bidders, whose bids are shortlisted after Part1 and Part2 i.e. Technical evaluation, will be opened in the presence of the bidder’s representatives subsequently for further evaluation.
- iv. One authorized representative of each of the bidder would be permitted to be present at the time of aforementioned opening of the bids.

4.15. Bid Evaluation

No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and Vidhan Sabha Secretariat can make any enquiry/ seek clarification from the bidders, which the bidders must furnish within the stipulated time else the bids of such defaulting bidders will be rejected.

4.15.1. Pre-Qualification Evaluation

- i. The Bidders are requested to furnish documents to establish their eligibility (indicating the reference page number in the bid against the proofs

submitted) for each of the items given in Eligibility Criteria. Relevant portions in the documents should be highlighted. If a bid is not accompanied with all necessary documents, it may be summarily rejected.

- ii. Undertaking for subsequent submission of any of the eligibility documents will not be entertained. However, Vidhan Sabha Secretariat reserves the right to seek fresh set of documents or seek clarifications on the already submitted documents.
- iii. Upon verification, evaluation/assessment, if in case any information furnished by the Bidder is found to be false / incorrect, their bid will be summarily rejected and no correspondence on the same shall be entertained.
- iv. Submission of false/forged documents will lead to forfeiture of EMD and blacklisting of agency for a minimum period of 3 years from participating in M.P. Govt. tenders.
- v. A Bid that does not fulfil all the stipulated eligibility conditions/criteria will not be considered.
- vi. The Bids conforming to the eligibility criterion only will be considered for further evaluation. If there is any lack of clarity in the submitted eligibility documents, evaluation committee may ask concerned bidder representative to be present physically to prove their eligibility.
- vii. No enquiry shall be made by the (s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful agency (ies).

4.15.2. **Technical Evaluation**

Technical evaluation will be done only for those bidders who have been found to be in compliance with the Eligibility criteria. The Technical Evaluation Committee based on technical evaluation framework mentioned shall evaluate each proposal and allot technical score as per the Technical criteria mentioned below:

Table 4-1: Technical evaluation Criteria

Sr. No.	Description	Maximum Score	Supporting Document
1.	Bidder's Turnover: The bidder should	20	Audited Financial

	<p>have a minimum Annual Average turnover of in the last three financial years</p> <p>50 Cr. to 70 Cr. = 10</p> <p>Above 71 Cr. and upto 100 Cr. = 15</p> <p>Above 100 Crore = 20</p>		Statements.
2.	<p>Bidder's Experience : The bidder (during the last three years) must have successfully executed project comprising hardware setup, system software, multilingual search and analytical engine, manpower training of minimum value of rupees during the last three years (as on the date of bid submission, relevant papers needs to submit) preferably on parliamentary/assembly records digitization, at least of value of</p> <p>One project of rupees 8 Crores = 30 Marks</p> <p>or</p> <p>Two projects each of rupees 5 Crores = 20 Marks</p> <p>or</p> <p>Three projects each of rupees 4 Crores = 10 Marks</p>	30	Copies of the Work order
3.	Data Digitization experience in any of the Govt. departments	10	Copies of the Work order
4.	<p>Technical Presentation / Solution Evaluation by Nodal Agency/ capability demonstration of bidder should comprise of at least the following.</p> <ul style="list-style-type: none"> • Clarity on total scope of work • Implementation Methodology • Phase wise implementation plan • Mechanism to adherence to SLA • Team Composition • Clarification of the queries raised by technical evaluation committee. 	40	Technical Presentation
	Total	100	

- The minimum technical score required to qualify for further evaluation is 60
- Elaboration of marking under serial no. 1:- Adequacy and quality of the proposed methodology, and work plan
- Elaboration of marking under serial no. 2: - Evaluation of Teams for the Assignment.

4.15.3. Overall Evaluation using QCBS

- i. Bid evaluation committee will evaluate and compare the bids determined to be substantially responsive. It is bid evaluation committee's intent to select the proposal that is most responsive to the project needs and each proposal will be evaluated using the criteria and process outlined in this section.
- ii. Technical bids shall be examined by the bid evaluation committee with respect to compliance, completeness and suitability of the proposal to the project and only the bids which are in compliance to the requirements mentioned in the RFP shall be considered as technically qualified.
- iii. Total bid evaluation: Only the commercial bids of those bidders qualified in the technical evaluation shall be opened. Commercial bids of the other bidders will not be opened.
- iv. The evaluation shall be strictly based on the information and supporting documents provided by the bidders. It is the responsibility of the bidders to provide all supporting documents as listed in forms necessary to fulfil the mandatory eligibility criteria.

The Bids received will be evaluated using Quality cum Cost Based Solution (QCBS).

After the Technical evaluation, the evaluation committee will evaluate each of the Technically Qualified bidders' response on the basis of technical and commercial parameters. The weightage of the technical and commercial parameters will be in the ratio of **70:30** respectively. For calculation of the combined Technical and Price Score of all bidders, following formula will be used:

$$\text{Total Score} = [(\text{Technical Score} \times 0.70) + ((\text{LP/OP} \times 100) \times 0.30)]$$

Where LP is the Lowest Price offer of the Technically Qualified Bidders and OP is the Offer Price of the bidder being evaluated.

Bidder scoring highest "**Total Score**" will be given highest priority and will be selected.

In case of tie, the bidder securing higher Technical Score would be given preference.

5. General Terms and Conditions

5.1. Payment Terms

- i. Payment will be made in Indian Rupees only on quarterly basis.
- ii. Payments shall be subject to deductions of any amount for which the agency is liable as per the penalty clause of this tender document. Further, all payments shall be made subjects to deduction of TDS (Tax deduction at Source) as per the income- Tax Act, 1961 and any other taxes.
- iii. The bidder is required to set-up a local operations office within 30 days of the award of contract.

5.2. Confidentiality

The RFP contains information proprietary to Vidhan Sabha Secretariat. Vidhan Sabha Secretariat 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 Vidhan Sabha Secretariat.

Vidhan Sabha Secretariat will not return the bids/responses to the RFP received. The information provided by the bidder/s will be held in confidence and will be used for the sole purpose of evaluation of bids.

5.3. Vidhan Sabha Secretariat reserves the right to the following

- i. Reject any or all proposals received in response to the RFP without giving any reason whatsoever.
- ii. Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery.
- iii. Extend the time for submission of proposal.
- iv. Modify the RFP document, by an amendment that would be published on the Vidhan Sabha Secretariat website.
- v. Independently ascertain information from other organizations to which bidder has already extended a service for similar assignments.

- vi. To terminate the services if the assignment is not proceeding in accordance with the terms of contract

5.4. Other Instructions

- i. The successful bidder should treat all data and information about Vidhan Sabha Secretariat obtained in the execution of the proposed assignment as confidential, hold it in strict confidence and should not reveal such data/information to any other party without the prior written approval of Department.
- ii. The proposal should be submitted strictly in the format provided in this RFP document and should be signed by the authorized signatory with seal of the Company.
- iii. A signed copy of this RFP shall be submitted along with the technical proposal as a token of acceptance of RFP terms & conditions.
- iv. The proposal should be free of overwriting/ corrections/ alterations.
- v. The proposals should be signed by the authorized representative/s of the bidder.

5.5. Disqualification

The proposal submitted by a bidder is liable to be disqualified if:

- i. Not submitted in accordance with this document.
- ii. During validity of the bid or its extended period, if any, the bidder increases his quoted prices.
- iii. Bid received in incomplete form or not accompanied by bid security amount.
- iv. Bid received after due date and time.
- v. Bid not accompanied by all requisite documents.
- vi. Awardee of the contract qualifies the letter of acceptance of the contract with his conditions.

- vii. Bidder fails to enter into a contract within 15 days of the date of notice of the award of tender or within such extended period, as may be specified by Department.

Bidders may specifically note that while processing the tender documents, if it comes to our knowledge expressly or implied, that a bidder has intended to form a cartel resulting in delay / holding up the processing of tender then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by Department.

It is also clarified that if need arises Vidhan Sabha Secretariat would go in for appointment of outside party(s) to undertake the work under the captioned tender. In case any party submits multiple bids or if common interests are found in two or more Bidders, then such Bidders are likely to be disqualified, unless additional bids / bidders are withdrawn immediately upon noticing such things.

5.6. Modification, Substitution & Withdrawal of the Proposal

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

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

The Bidder'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 bidder on the Proposal Form.

5.7. Termination of Contract

5.7.1. Termination by Default

Vidhan Sabha Secretariat, without prejudice to any other remedy for breach of contract, by written 7 days' notice of default sent to the Successful Bidder, terminate the Contract in whole or part.

If the Successful Bidder fails to deliver any or all of the systems within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to conditions of contract clause or if the Successful Bidder fails to perform any other obligation(s) under the Contract.

In the event that Vidhan Sabha Secretariat terminates the Contract in whole or in part, pursuant to the conditions of contract clause, it may procure, upon such terms and in such manner, as it deems appropriate, systems or services similar to those undelivered, and the Successful Bidder shall be liable to pay Vidhan Sabha Secretariat for any excess costs for such similar systems or services. However, the Successful Bidder shall continue the performance of the Contract to the extent not terminated.

5.7.2. Termination for Insolvency, Dissolution etc.

Vidhan Sabha Secretariat 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 Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to Department.

5.7.1. Termination for Convenience

Vidhan Sabha Secretariat, by written notice sent to the Successful Bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for Vidhan Sabha Secretariat convenience, 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 Department.

5.8. Force Majeure

Notwithstanding 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 Department 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 Vidhan Sabha Secretariat in writing of such conditions and the cause thereof. Unless otherwise directed by Department 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.

5.9. Disputes and Arbitration

If any dispute of any kind whatsoever shall arise between Vidhan Sabha Secretariat and the Successful Bidder 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 resolved as per the Arbitration & Conciliation Act.

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6. Annexures

6.1. Annexure 1: Proposal Form

(To be included in Technical Proposal)

Date: __/__/2017

To,

Principal Secretary
Vidhan Sabha Secretariat
Vidhan Sabha, Bhopal

Subject: Proposal for “SELECTION OF AN AGENCY FOR DESIGN AND DEVELOPMENT OF INTEGRATED SEARCH AND ANALYTICS PLATFORM FOR HOUSE PROCEEDINGS IN PRINTED BOOKS, VIDEO, NEWSPAPER CLIPPINGS FOR VIDHANSABHA SECRETARIAT, MADHYA PRADESH”

Dear Sir,

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **“Digitization of proceedings including design and development of multilingual Integrated Search platform for House proceedings for the office of Secretary, Vidhan Sabha Govt. of Madhya Pradesh”** and to meet such requirements & provide such services as are set out in the Bid Document.

We hereby attach the Technical Bid as per the requirements of the tender document.

We undertake, if our Bid is accepted, to adhere to the implementation plan put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and Department or its appointed representatives. If our Bid is accepted, Department will retain our EMD till Performance Bank guarantee is submitted.

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the Bid Response without assigning any reason whatsoever.

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

Dated this Day of20XX

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

.....

(Name and address of the Bidder)

Seal/Stamp of Bidder

6.2. Annexure 2: Qualification of the Bidder

6.2.1. Bidder Information Sheet

Table 1: Bidder Information Sheet

S. No.	Particulars	Details	Page no. (for any attachment)
1.	Name of the Entity/ Organization		
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.	Financial Turnover	FY 15-16: FY 14-15: FY 13-14:	
6.	Year and Place of the establishment of the entity/organization		
7.	Service Tax Registration details		
8.	Details of the offices present in Madhya Pradesh, if any		

6.2.1. Experience/Project Details

Table 2: Project Details (To be filled for each Project)

Sr. No	Item	Details
1	Name of the project (Also specify the name of website/portal/web application AND URL of the website/portal/Web application)	
2	Work Order / Contract No.	
3	Contract Value (In Lakhs)	
4	Client Details	
5	Name, Title & Address of the Client who can be contacted	
6	Project Duration	
7	Start Date & End Date	
8	Scope of work	
9	Relevant work domain	
10	Software Tools & Technology used	

*Work Order/ Contract copy (Mandatory attachment)

6.3. Annexure 3: Detailed Commercials

A. Software

Sr. No.	Software Module	Detailed specifications / Description	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
A	Part-A- Software Components			
1	Videos Annotation module	Video Annotation software, Suitable parser and time stamping , Text and Video synchronizer Module, Video Thumbnails		
2	Video merge and splitter software	Merge and split digitized Video for one day of the session as required		
3	Video play back with Streaming engine	Concurrent Streaming of multiple videos as per the query requirement over internet and intranet		
4	Video editing software	Muting and blanking of un-parliamentary frames		

Sr. No.	Software Module	Detailed specifications / Description	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
5	Proceedings annotation module	Image Annotation Software, OCR engine, Floating In script and UNICODE compliant Key Board, Headline Identification, auto suggest feature, segregation of the proceedings based on the characteristic of the session		
6	Newspaper, hard copy clipping annotation module	Image Annotation Software, Floating Inscript and UNICODE compliant Key Board, segregation of the news based on the classification provided by legislative assembly.		
7	Online newspaper crawling	Online news RSS crawling, news categorization workflow, news indexing		
8	Workflow management and quality assurance system	User authentication through LDAP integration, On screen floating in script Unicode keyboard, Video and text synchronization, integrated video playback from streaming engine, multilevel quality control workflows		

Sr. No.	Software Module	Detailed specifications / Description	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
9	Proceedings interactive e-book generator module and viewer	Generate interactive e-book for the proceedings and provide the facility to view the proceedings on a wide range of hand held devices and desktops		
10	Integrated Search platform development	Bilingual Unicode search engine with auto suggest, auto complete domain based dictionary, homophone engine, Lemmatiser, synonyms, search relevancy booster		
11	Bilingual web portal and Content management Software	Legislative assembly web portal using content management system integrated with search platform		
12	Data Analytics platform	Intuitive analytics platform enabling creation of intelligent dashboards about the search and search data helping stakeholders take informed decisions		
13	Sub Total	Total cost of software without AMC		
14	AMC			
15	Grand Total	Total Cost of software with AMC for 5 yrs.		

B. Hardware and hosting

Data Centre Component:

Sr. No	Required Items with Technical Specifications	Quantity	Total Price Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
<1>	<2>	<3>		
	Data Centre Components			
1	APP Server	14		
	Data Base server, Active Directory, Anti-Virus server, Backup server, Crawler server, Media Server, Analytic Server, Indexing server, CMS server, Portal server, Monitoring and Management Server with redundant VMs 2*Intel Xeon E5-2680 v4 2.4GHz,35MB Cache,9.60GT/s QPI,Turbo,HT,14Core (120W) 4*32GB LRDIMM, 2133 MT/s, Quad Rank, x4 Data Width 4*300GB 10K RPM SAS/ NLSAS 6Gbps 2.5in Hot-plug Hard Drive PERC H330 Integrated RAID Controller QLogic 57810 Dual Port 10Gb Base-T Network Adapter On-Board LOM 1GBE (Quad Port), Dual Port 8Gb Fibre Channel HBA Fan for 2 CPUs Ready Rails Sliding Rails With Cable Management Arm. Warranty 5 year			
2	Web Server:	2		
	2*Intel Xeon E5-2650 v4 2.2GHz,30M Cache,9.60GT/s QPI,Turbo,HT,12Core (105W) 4*32GB RDIMM, 2133 MT/s, Dual Rank, x4 Data Width iDRAC8 Enterprise, integrated Remote Access Controller, Enterprise, 4*300GB 10K RPM SAS/ NL SAS 6Gbps 2.5in Hot-plug Hard Drive, QLogic 57810 Dual Port 10Gb Base-T Network Adapter , Hot-plug, Redundant Power Supply (1+1), Dual Port 8Gb Fibre Channel HBA, Dual Port 10Gb Direct Attach/SFP+ Network Adapter On-Board LOM 1GBE (Dual Port for Towers, Quad Port for Racks Ready Rails Sliding Rails With Cable Management Arm Warranty 5 year			
3	Storage Capacity-120 TB: Raw capacity of 120 TB usable capacity storage .Unified Storage with Dual Redundant Active-Active SAN Controllers for high performance and reliability and capability to scale for future capacity and performance requirements	1		

Sr. No	Required Items with Technical Specifications	Quantity	Total Price Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
	<p>Must have atleast 20GB of Cache per controller with cache de-stage to flash / disk for cache data protection in case of abrupt power failures</p> <p>Storage Interfaces & Connectivity: Front End Connectivity – The storage should support 8 nos. of 8/16Gbps FC Ports / 10gig-E iSCSI Ports. The Storage should also be configured with 4 Nos. of 1 Gig E and 2 Nos. of 10 Gig E Ethernet Interface for File level access supporting CIFS / NFS protocol (in case the FC interface is not able to address the application requirement with only block/File level access)</p> <p>Disks and Capacity: The storage shall support Ported 6Gbps SAS Drives (300GB / 600GB / 1.2TB or higher), NLSAS Drives (4TB / 6TB or higher) and SSD / Flash Drives (400GB / 800GB / 1.6TB or higher) in RAID 5, 6 configurations The storage should be sized with 120 TB usable capacity in RAID 5/ 6 using high capacity NLSAS Drives, with global hot spare drives as per industry standards</p> <p>Additional Functionalities: The storage should be capable of replicating the required capacity from the Primary Storage to the DR Storage synchronously / asynchronously and also create active connectivity between the two sites. All the necessary hardware / modules shall be provisioned for the same. The Storage Management Software shall be easy to use GUI based and shall be able to discover and monitor the storage system with an ability to move data seamlessly across the RAID groups within the storage or to other virtualized /connected storage arrays without stopping the host applications. All the software such as the storage operating system, Backup and replication software to be provided for supported storage capacity.</p>			
4	Tape Library	1		
	Latest Backup Tape Library devices LTO-7 for backing up NAS backup with Backup application to backup 120 TB of DATA.			
5	Global Load Balancer	2		
	Should be high performance purpose built multi-tenant hardware with multicore CPU support. Single hardware should support multiple instances including link load balancing, application			

Sr. No	Required Items with Technical Specifications	Quantity	Total Price Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
	<p>load balancing & SSL VPN functions from same OEM with dedicated hardware resources for each virtual instance.</p> <p>The appliance should have minimum 24 Gbps of system throughput from day one and must have option to scale up. The appliance should have minimum 4 x10G SFP+ interfaces from day one</p> <p>Hardware based SSL acceleration with 18,750 SSL TPS 2K Keys from day one and must have option to scale up on the same hardware.</p> <p>Platform should support minimum 6 virtual instances and must have option to scale upto 8 virtual instance on same appliance. Each instance must have assigned dedicated hardware resource such as CPU, memory, SSL & I/O for guarantee performance</p> <p>Appliance should provide full ipv6 support and OEM should be IPv6 gold-certified. OEM should be listed vendor for ipv6ready.org phase-2 certification only</p> <p>The appliance should have feature of GSLB for future requirement. Script based functions support for content inspection, traffic matching and monitoring of HTTP, SOAP, XML, diameter, generic TCP, TCPS. Load balancer should support Policies to customize new features in addition to existing feature/functions of load balancer.</p>			
6	SAN Switch	2		
	8Gb FC Switch (24 x 8G SFP)			
7	Installation & Professional Services for all the hardware devices			
	Installation and Configuration			
8	Network Access Switch	2		
	<p>Networking L3 switch, 48x 1GbE + 2x 10GbE SFP+ Fixed Ports, Stacking, IO to PSU airflow, AC Stacking Cable, for Networking switches, 1m Installation and Layer-3 implementation</p> <p>5Yr ProSupport: Next Business Day Service</p> <p>Lifetime Limited Standard Technical Support</p>			
9	Workstation	5		

Sr. No	Required Items with Technical Specifications	Quantity	Total Price Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
	Intel Core i5-4770 3.4 GHz or higher, 8MB 84W Intel HD Graphics 4600 4C HT CPU, 2TB 7200 RPM SATA 1st Hard Drive, 16GB DDR3-1600 nECC (2x8GB) Unbuffered RAM, 16X Super-Multi DVDRW SATA 1st ODD, Intel HD Graphics 4600, splayPort To VGA Adapter, 1GB LAN Connectivity, USB Optical Mouse, USB Keyboard, windows 8 professional, MS-office 5Yrs Onsite Warranty			
10	Laptop	4		
	Intel Core i5 4210U Processor or higher 8GB RAM (1*8GB), 1TB, 7200 RPM HDD, 14" LED HD Display, VGA & HDMI Port, Integrated Webcam, Wi-Fi, Bluetooth, 1GB Ethernet Connectivity, Battery with 5Yrs Warranty, Windows 8/10 Professional MS-office professional,64bit, Laptop Bag pack, 5Yrs NBD Onsite Warranty			
	Total Amount (1 to 10)			

Disaster Recovery Components:

Sr. No	Required Items with Technical Specifications	Quantity	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
<1>	<2>	<3>		
	Disaster Recovery Components			
	DR Servers			
1	APP Server :	5		
	Data Base server, Active Directory, Anti-Virus server, Backup server, Crawler server, Media Server, Analytic Server, Indexing server, CMS server, Portal server Monitoring and Management Server and redundant VMs 2*Intel Xeon E5-2680 v4 2.4GHz,35MB Cache,9.60GT/s QPI,Turbo,HT,14Core (120W) 4*32GB LRDIMM,			

Sr. No	Required Items with Technical Specifications	Quantity	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
	<p>2133 MT/s, Quad Rank, x4 Data Width 4*300GB 10K RPM SAS/ NLSAS 6Gbps 2.5in Hot-plug Hard Drive PERC H330 Integrated RAID Controller QLogic 57810 Dual Port 10Gb Base-T Network Adapter On-Board LOM 1GBE (Quad Port), Dual Port 8Gb Fibre Channel HBA Fan for 2 CPUs Ready Rails Sliding Rails With Cable Management Arm.</p> <p>Warranty 5 year</p>			
2	Web Server	1		
	<p>2*Intel Xeon E5-2650 v4 2.2GHz,30M Cache,9.60GT/s QPI,Turbo,HT,12Core (105W) 4*32GB RDIMM, 2133 MT/s, Dual Rank, x4 Data Width iDRAC8 Enterprise, integrated Remote Access Controller, Enterprise, 4*300GB 10K RPM SAS/ NL SAS 6Gbps 2.5in Hot-plug Hard Drive, QLogic 57810 Dual Port 10Gb Base-T Network Adapter , Hot-plug, Redundant Power Supply (1+1), Dual Port 8Gb Fibre Channel HBA, Dual Port 10Gb Direct Attach/SFP+ Network Adapter On-Board LOM 1GBE (Dual Port for Towers, Quad Port for Racks Ready Rails Sliding Rails With Cable Management Arm</p> <p>Warranty 5 year</p>			
3	Portal Server	1		
	<p>2*Intel Xeon 2620V4, 2 * 8 Core CPU, 4*32GB RDIMM, 2133 MT/s, Dual Rank, x4 Data Width iDRAC8 Enterprise, integrated Remote Access Controller, Enterprise, 4*300GB 10K RPM SAS/ NL SAS 6Gbps 2.5in Hot-plug Hard Drive, QLogic 57810 Dual Port 10Gb Base-T Network Adapter , Hot-plug, Redundant Power Supply (1+1), Dual Port 8Gb Fibre Channel HBA, Dual Port 10Gb Direct Attach/SFP+ Network Adapter On-Board LOM 1GBE (Dual Port for Towers, Quad Port for Racks Ready Rails Sliding Rails With Cable Management Arm</p> <p>Warranty 5 year</p>			
4	Storage:	1		

Sr. No	Required Items with Technical Specifications	Quantity	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
	<p><u>Storage Capacity-120 TB:</u> Raw capacity of 120 TB usable capacity storage .Unified Storage with Dual Redundant Active-Active SAN Controllers for high performance and reliability and capability to scale through addition / virtualization of controllers for future capacity and performance requirements.</p> <p>Must have atleast 20GB of Cache per controller with cache de-stage to flash / disk for cache data protection in case of abrupt power failures</p> <p>Storage Interfaces & Connectivity: Front End Connectivity – The storage should support 8 nos. of 8/16Gbps FC Ports / 10gig-E iSCSI Ports.</p> <p>The Storage should also be configured with 4 Nos. of 1 Gig E and 2 Nos. of 10 Gig E Ethernet Interface for File level access supporting CIFS / NFS protocol (in case the FC interface is not able to address the application requirement with only block level access)</p> <p>Disks and Capacity: The storage shall support Ported 6Gbps SAS Drives (300GB / 600GB / 1.2TB or higher), NLSAS Drives (4TB / 6TB or higher) and SSD / Flash Drives (400GB / 800GB / 1.6TB or higher) in RAID 5, 6 configurations</p> <p>The storage should be sized with 120 TB usable capacity in RAID5/ 6 using high capacity NLSAS Drives, with global hot spare drives as per industry standards</p> <p>Additional Functionalities: The storage should be capable of replicating the required capacity from the Primary Storage to the DR Storage synchronously / asynchronously and also create active connectivity between the two sites as and when required in future. All the necessary hardware / modules shall be provisioned for the same. The Storage Management Software shall be easy to use GUI based and shall be able to discover and monitor the storage system with an ability to move data seamlessly across the RAID groups within the storage or to other virtualized /connected storage arrays without stopping the host applications. All the software such as the storage operating system, Backup and replication software to be provided for supported storage capacity.</p>			

Sr. No	Required Items with Technical Specifications	Quantity	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
5	SAN Switch	2		
	8Gb FC Switch (16 x 8G SFP)			
	Installation and Configuration,			
6	Network Access Switch	1		
	Networking L3 switch, 48x 1GbE + 2x 10GbE SFP+ Fixed Ports, Stacking, IO to PSU airflow, AC Stacking Cable, for Networking switches, 1m Installation and Layer-3 implementation 5Yr ProSupport: Next Business Day Service Lifetime Limited Standard Technical Support			
7	Global Load Balancer	1		
	<p>Should be high performance purpose built multi-tenant hardware with multicore CPU support. Single hardware should support multiple instances including link load balancing, application load balancing & SSL VPN functions from same OEM with dedicated hardware resources for each virtual instance.</p> <p>The appliance should have minimum 24 Gbps of system throughput from day one and must have option to scale up. The appliance should have minimum 4 x10G SFP+ interfaces from day one</p> <p>Hardware based SSL acceleration with 18,750 SSL TPS 2K Keys from day one and must have option to scale up on the same hardware.</p> <p>Platform should support minimum 6 virtual instances and must have option to scale upto 8 virtual instance on same appliance. Each instance must have assigned dedicated hardware resource such as CPU, memory, SSL & I/O for guarantee performance</p> <p>Appliance should provide full ipv6 support and OEM should be IPv6 gold-certified. OEM should be listed</p>			

Sr. No	Required Items with Technical Specifications	Quantity	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
	<p>vendor for ipv6ready.org phase-2 certification only</p> <p>The appliance should have feature of GSLB for future requirement. Script based functions support for content inspection, traffic matching and monitoring of HTTP, SOAP, XML, diameter, generic TCP, TCPS. Load balancer should support Policies to customize new features in addition to existing feature/functions of load balancer.</p>			
	Total Amount Part-G (1 to 7)			

Sr. No.	Required Items with Technical Specifications	Quantity	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
<1>	<2>	<3>		
	Hardware Components			
1	Infrastructure Monitoring and Management tools	1		
2	Network Monitoring and Management tools	1		
3	Performance Management Tools	1		
4	Microsoft Windows Server/ RHEL server Operating System	37		
5	Enterprise virtualization, Hyper-v, VMWARE, RHEV, KVM	14		
6	Datacenter security: HIPS/ IDS/ HFW/ Anti Malware/ Network Threat Protection Security Configuration Virtual Patching/ Application and Device Control.	37		

Sr. No.	Required Items with Technical Specifications	Quantity	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
7	Flat Bed Scanners with ADF	3		
8	High Speed Book Scanner.	1		
9	Security audit for web portal, web application and Data Centre	3		
10	Network Laser Printers with Wi-Fi	1		
11	Networking L3 switch, 24x 1GbE + 2x 10GbE SFP+ Fixed Ports, Stacking, IO to PSU airflow, AC Stacking Cable, for Networking switches, 1m Installation and Layer-3 implementation.	1		
12	Intel Core i5-4770 3.4 GHz or higher, 8MB 84W Intel HD Graphics 4600 4C HT CPU, 2TB 7200 RPM SATA 1st Hard Drive, 16GB DDR3 Unbuffered RAM, 16X Super-Multi DVDRW SATA 1st ODD, Intel HD Graphics 4600, playPort To VGA Adapter, 1GB LAN Connectivity, USB Optical Mouse, USB Keyboard, windows 8 professional, MS-office 3Yrs Onsite Warranty	5		
13	2*Intel Xeon E5-2650 v4 2.2GHz,30M Cache,9.60GT/s QPI,Turbo,HT,12Core (105W) 4*64GB RDIMM, 2133 MT/s, Dual Rank, x4 Data Width iDRAC8 Enterprise, integrated Remote Access Controller, Enterprise, 4*600GB 10K RPM SAS/ NL SAS 6Gbps 2.5in Hot-plug Hard Drive, QLogic 57810 Dual Port 10Gb Base-T Network Adapter , Hot-plug, Redundant Power Supply (1+1), Dual Port 10Gb Direct Attach/SFP+ Network Adapter On-Board LOM 1GBE (Dual Port for Towers, Quad Port for Racks Ready Rails Sliding Rails With Cable Management Arm	1		
	TOTAL Amount Part-B (1 to 13)			

C. Data Conversion Cost

Sr. No.	Required Items with Technical Specifications	Average No of Session per year	No of months	Total Quantity of Printed House proceeding and Anukramanika Books (approx.)	Basic Price per page indexing and tagging conversion cost of proceeding Including all charges	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
				NOTE-Number of document may vary. <A>	@FIX PRICE for further document onward other than mentioned in column <A>		
C	Part-C - Data Conversion Cost						
1	Books Identification Cleaning , Unstitching, /unbinding and scanning	40	60	10L			
2	Image processing , Skew correction , Registration and OCR	40	60	10L			
3	Character corrections Intelligent Tagging/ annotation of the text	40	60	10L			
4	Key words Identification , Indexing and annotation	40	60	10L			

Sr. No.	Required Items with Technical Specifications	Average No of Session per year	No of months	Total Quantity of Printed House proceeding and Anukramanika Books (approx.)	Basic Price per page indexing and tagging conversion cost of proceeding Including all charges	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
5	Flip Book Generation , Water Mark Insertion , Cover creation	40	60	10L			
6	Newspaper Clipping from approx. 10 newspapers having 3 cuttings from each paper		60	5L			
	Total Amount Part without tax						
	Total Amount Part –VAT/CST and service tax @						

D. Video Digitization and Indexing

Sr. No.	Required Items with Technical Specifications	Average No of Session per year	no of year (2011 to 2017)	Total No of VHS recording (approx.)	Basic Price Per Hour video Digitisation, tagging and indexing cost Basic Price Including all charges and taxes except VAT/CST and Service Tax (Rs)	Total Price without Tax (Rs.)	Total Price with VAT/CST & Service Tax (Rs.)
D	Part-D - Video digitization and Indexing						
1	Video Digitisation and conversion to MPEG 4	40	2	480			
2	Video Annotation , Indexing	40	2	480			
3	Video Conversion to different streaming formats	40	2	480			
4	Video editing for Muting and Blank Insertion	40	2	480			

	Total Amount without tax						
	Total Amount with tax(VAT/CST and service tax						

E. Operation and Management

Sr. No.	Required Items with Technical Specifications	Duration in Months	No of resources	Rate Per month	Total Price without tax (Rs)	Total Price with VAT/CST & Service (Rs)
<1>	<2>	<3>	<4>	<5>	<6>	
	Madhya Pradesh, Vidhan Sabha BHOPAL					
	- Managed Services Through Resources					
1	Program manager and Technical manager	60	2			
2	Onsite Solution Administrator	60	2			
3	Onsite coordinator/QA/Editor	60	2			
4	Technical/support staff (Scanning etc.)	60	10			
	Grand Total for five years of operations) (1 to 4)(Service tax)					