ELECTRONICS REGIONAL TEST LABORATORY (NORTH)
STQC DIRECTORATE
Department of Electronics & IT, Ministry of C&IT
S-Block, Okhla Industrial Area, Phase- II,
New Delhi – 110 020.
Tel. – 26386238, Fax – 26384583

RFP No: ERTL (N)/SLIM AMC/2012/01

Request for Proposal

3-Year Annual Maintenance Contract (AMC)
For
STQC Laboratory Information Management (SLIM) System

Under TWO BID SYSTEM

Release Date of RFP : 23rd March, 2012, 1600 Hrs
SLIM system Demonstration (if required) : 10th April, 2012, 1100 Hrs
Last Date & Time of Submission of Proposal : 20th April, 2012, 1400 Hrs
Opening of Technical Proposal /Bids : 20th April, 2012, 1500 Hrs

(Authorized Signatory)
SUB : Request for proposal under TWO BID SYSTEM for STQC Laboratory Information Management (SLIM) System’s Three Years Annual Maintenance Contract (AMC)

Dear Sir/Madam,

Electronics Regional Test Laboratory (North) – ERTL(N), invites sealed proposal under TWO Bid SYSTEM (Technical proposal, Financial proposal & EMD in separate sealed envelops), as applicable, from reputed organizations, for STQC Laboratory Information Management (SLIM) System’s three Years Annual Maintenance Contract (AMC) against RFP no. ERTL(N)/SLIM AMC/2012/01. The RFP is in four parts containing the requirements, terms & conditions, evaluation criteria and guidelines for submitting proposal.

Part-I : Scope of work and deliverables.
- A brief on present SLIM System.
- Scope of work for maintenance of SLIM System (Functionality, Accessibility, Enhancements and other requirements)

Part-II. Terms and conditions
- The terms and conditions

Part-III : Evaluation and selection Procedure
- Eligibility criteria
- Technical evaluation criteria
- Financial evaluation criteria
- Selection criteria

Part-IV : Guidelines and Formats
- Guidelines for submitting proposal.
- Format for technical proposal.
- Format for commercial bid.

The interested organizations are requested to submit sealed proposal completed in all respect, to Mr K.K.Sharma, Superintendent, latest by 20th April, 2012, 1400 Hrs. The proposal should be addressed to:

The Director,
ELECTRONICS REGIONAL TEST LABORATORY (NORTH)
S-Block, Okhla Industrial Area, Phase- II,
New Delhi – 110 020.

(Authorized Signatory)
Part-I

Scope of Work and Deliverables
1 Brief of SLIM System

ERTL (N) is using a customized legacy Software solution namely SLIM (STQC Laboratory Information Management) system for computerization of Technical functions (Test and Calibration activities as per NABL and other accreditations) and Administrative functions (HR, Finance, Store and Library as per GOI rules and procedures) of the laboratory. The software was designed and developed based on two tier Client/ server architecture with Visual Basic 6.0 as front end and Oracle 9i as back end. It has five user modules i.e. Job Progress Module, HR and Payroll Module, Finance and Accounting Module, Inventory Module and Library Module. Apart from these five user modules a separate module (viz., Administration module ) exists to administer the whole application and the users of the system. All these modules are seamlessly integrated for the end user and the complete solution is accessible from the client software installed on the desktops of the application users. The existing SLIM system has been put into operations since 1st April, 2006.

The software was initially designed and developed by Indus Business Systems Limited, Hyderabad. The system has been under Annual Maintenance Contract (AMC) of three years since April 2008 with one year extension from April 2011. This AMC was awarded to JNet Technologies, Hyderabad. The extension period is now expiring on 31st March 2012. Copyrights of the SLIM System Software are with STQC.

2 Scope of Work & Deliverables

- Removal of all existing bugs/Issues after performing necessary inspection, testing and QA.
- Removal of New bugs by providing solutions after performing necessary inspection, testing and QA. Immediate action is required for resolving bugs ( solution expected within one working day for Critical bugs while other bugs are to be resolved within one week ). All the bugs/issues to be resolved fast and should be closed within three months.
- SLIM System to be aligned with changing Legal, Financial, Technical and Administrative environment.
- Changing of User interface and backend as per changes in business processes.
- Maintenance of latest SLIM code and availability of the same to the laboratory on demand (along with versions).
- Maintenance of changes in the SRS and HELP documents and availability of the same to the laboratory on demand (along with versions).
- Version Control should be properly maintained by AMC provider.
- The AMC provider should ensure that changes done in the software should not affect the existing functionalities of SLIM system.
- Interaction with end users and Management Information System (MIS) for requirement gathering for SLIM enhancements.
- Ensure Compatibility of SLIM system with Latest Operating Systems in use by the laboratory.
- Addition of new Reports and modification of existing reports as per user requirements.
- Addition of new functionality as per organization requirement.
o Providing User trainings & Workshops on modified features and newly added functionalities.

o Keeping the old records in data warehouse and performing data mining as per user requirement.

o Fine tuning of the database to optimize response time with reference to front-end queries.

o SLIM AMC engineer should visit laboratory once in every two months for a period of at least four days after obtaining consent from the lab for the visit schedule.

o Creating / updating English/Hindi Templates as per the requirements of Rajbhasha Committee.

o **Additional Optional Work** : Support secured access to this existing application by software plugins to authorized limited users on public network.

3 **Approach, Timelines and Deliverables for 3 year AMC of SLIM System at ERTL(N), New Delhi**

From SLIM AMC Start Date to SLIM AMC End Date.

i. **Start of SLIM AMC :**

o AMC provider shall submit Performance Bank Guarantee (PBG) to the laboratory.

o Laboratory shall hand-over the SLIM code to the AMC company after signing the non-disclosure document.

o Laboratory shall brief the AMC provider about present status of SLIM system implementation as well provide guidelines to deliver the desired results during three year AMC period.

ii. **Quality audit of code :**

On receipt of SLIM code the AMC provider shall check the code and remove any quality bottlenecks which may create problems in smooth functioning of SLIM system.

iii. **Fixing the ongoing Bugs/Issues :**

o The Bugs/Issues will be attended immediately & fixed.

o Any bugs/issues observed by the users shall be vetted by MIS section before forwarding these in a standardized format to AMC Provider.

o Removal of all existing bugs/Issues after performing necessary inspection, testing and QA.

o Removal of New bugs introduced by providing solutions after performing necessary inspection, testing and QA. Immediate action is required for resolving bugs ( solution expected within one working day for Critical bugs while other bugs to be resolved within one week ). All the bugs/issues to be resolved fast and should be closed within three months.

o Provide Hard Copy of updated user manuals and SRS of SLIM system to ERTL(N) on completion of every year of AMC period.

o Maintain version/configuration control of SLIM system for the updates provided by AMC Provider.

o Provide a copy of updated source code including SRS, help files, EXEs, dlls etc. ,Technical reports on completion of each maintenance cycle of three months.
iv. Work on SLIM Enhancements and Maintenance Releases

- In this Phase the new requirements/changes will be addressed in the Enhancement document as and when required, the time required for addressing them will be given by AMC Provider after the discussion with ERTL (N).

- The development of the new requirements/changes defined in the enhancement document would be kicked off after necessary approvals. Subsequently all ongoing enhancement requirements would be designed, developed, tested and released to production.

- Changes made in SLIM source code should be such that these are unambiguous and clearly understood by MIS team/other developers.

**Note:** The hours consumed for SLIM enhancement will be deducted from the free coding hours. The additional coding charges will be levied if the total free hours consumed per year exceed 500 hours. The duration of AMC visit shall not be deducted in any manner from free coding hours. Enhancement work shall be basically off-site work carried-out by AMC provider.

4 Software Code, Documentation and Training requirements

- Updated SLIM system code (as per requirements stated above) along with softcopy of SRS, Source code, EXEs, dlls, Help files.

- Documentation covering SRS, Source code, EXEs, dlls, Help files, and Technical Design Report (TDR) of SLIM system.

- User manual for administration and management of SLIM system.

- Training on administration, operation & maintenance of SLIM system.
Part-II

Terms and Conditions
1. EARNEST MONEY DEPOSIT (EMD)
   
   i. The proposal/ bids must be accompanied by Earnest Money Deposit **Rs.20,000/- (Rs. Twenty Thousands only)**. Bids without earnest money will not be entertained.
   
   ii. The EMD shall be in the form of account payee Demand Draft or Fixed Deposit Receipt or Banker’s Cheque or Bank Guarantee form any Nationalized/Commercial Bank in favour of “PAO, DIT, New Delhi”. The EMD must be valid for six months from last date of submission of tenders. EMD through Cheque is not acceptable.
   
   iii. Earnest Money is liable to be forfeited and proposal is liable to be rejected, if the bidder withdraw or amends, impairs or derogates from the tender in any respect within the period of validity of the tender.
   
   iv. The earnest money of all the unsuccessful bidder will be returned as early as possible after the expiry of the period of the proposal validity and after issue of the purchase order. No interest shall be payable.

2. PERFORMANCE BANK GUARANTEE (PBG):
   
   i. A Performance Bank Guarantee (PBG) of any Nationalized Bank of 10% of AMC value is to be deposited with order acceptance after placement of AMC order. It should be in the name of Director, ERTL (N), New Delhi. No interest will be payable on PBG and it shall be returned to the bidder after the successful completion of three years AMC period. The contract is subject to renewal after mid term performance appraisal, if required by the Director ERTL (N).
   
   ii. In case the bidder fails to deliver the work within stipulated period or fails to provide satisfactory service during AMC period, the Performance Security amount is liable to be forfeited.

3. PAYMENT TERMS
   
   The payment schedule & terms for AMC of SLIM system will be as follows:
   
   i) 25 % of the yearly AMC amount on successful completion of every three months of AMC period with effect from SLIM AMC Start Date.
   
   ii) Service Tax and/or any other tax, if applicable and intended to be claimed from the ERTL(N), must be specifically mentioned along with quoted price, failing which no such claim will be admitted on any ground / at any stage.
   
   iii) The payment of bills would be made on submission of bills in triplicate duly pre-receipted on a revenue stamp, normally within 30 days of submission and satisfactory completion of work.
4. GENERAL TERMS AND CONDITIONS

i. General Work Requirements during AMC:
   o Infrastructure Support in terms of availability of system hardware and software will be
     provided to AMC engineer at ERTL (N), Okhla.
   o All existing bugs are to be removed within three months of AMC period.
   o During this period AMC engineer should work solely for fast removal of bugs.
   o AMC Engineer should be competent to make software changes on-site.
   o AMC Engineer should visit lab frequently and at least for four working days in every
     two months.
   o Additional reports requiring changes in SLIM System may have to be developed.
   o Service provider shall use VB as front-end development tool, Oracle as backend and
     Crystal Reports for MIS reports.
   o Training on the modified solution to be provided, wherever required.

ii. Ownership of Modified/Updated SLIM:
    The modified/updated Source Code, SRS, HELP & executables will be the property of
    Director, ERTL (N) and he shall have rights to install software solution developed for
    ERTL (N) to be used in other STQC labs/Centers.

iii. General Terms :
    o AMC rates and terms should be clearly quoted on “Yearly Basis”.
    o The payment will be made after the completion of each three months period.
    o Taxes applicable at the time of each invoicing should be clearly mentioned.

iv. Submission of Bids /Proposals :
    o The Bids /Proposals must be submitted within the specified time. The bids must be
      sent in sealed envelopes. Envelope should bear the inscription as RFP number, subject
      and bid system i.e. two bid system. refer important guidelines for submitting the
      proposal given in Part IV.

v. Validity of Quotes :
    o The rates quoted should remain firm at least for four months from the last date of
      submission of the tender.
vi. Incompleteness and Delays:
The incomplete proposal or proposal received after the due date and time of submission will not be considered. ERTL(N) shall not be liable for postal delays.

vii. Installation and Commissioning:
After successful design of solution and QA by AMC provider, solution shall be provided with new Maintenance Releases with integrated setup based installation at ERTL (N), New Delhi production site.

viii. Inspection & Testing:
The AMC Provider at his end will inspect and test the developed solutions for the bugs/issues/New functionalities. ERTL(N) reserves the right to review the work at any stage and may visit the development/maintenance site for ensuring compliance to work order requirements. The AMC Provider shall carryout changes if required, to comply with the technical compliance to the scope of work free of cost.

ix. Site/User Acceptance tests:
The SLIM System within the scope of supply shall be as per specification given. During such tests, in case the complete modified solution or part thereof is found to be having defects or not performing satisfactorily the same shall be made free of defects immediately at no cost.

x. The development hours required for fixing all the reported Bugs/Issues are covered in the proposed AMC cost.

xi. Five hundred development hours per AMC year towards SLIM enhancements is included in the AMC cost.
  o Additional development hours required for the enhancements would be provided extra at the quoted after obtaining approval from Director, ERTL(N).
  o The free development hours from subsequent AMC years will not be utilized for the current AMC year.

xii. Change Request Management:
  o For Bugs/Issues: Initially a consolidated document will be prepared as input for changes in the solution for AMC provider to initiate changes. In other situations bugs/issues will be reported to AMC provider from time to time by email/Phone/Fax/Internet chat etc.
  o For Enhancements: AMC provider representative’s visits to ERTL (N), Delhi will include requirements gathering, Joint Application Development sessions (JAD) sessions and user acceptance Test (UAT) that will be the basis for the enhancement document for changes in the solution.
  o Solution design for above to be presented to the MIS Section at ERTL (N) for sign off.

xiii. Modification / Cancellation:
The ERTL(N), reserves the rights to alter/modify or reject work specifications at any stage without assigning any reason, before the placement of work order.
xiv. **Delivery and Penalties:**

- The AMC Provider must adhere to the mutually agreed work plan (refer Part I, Point 3) and must comply to the agreed time frame for resolution of bugs/issues and enhancements. The orders must be executed within stipulated timelines, otherwise the same is liable to be cancelled without any reference/notice.

- The bidder stands committed to fix all the functionalities deficiencies noticed and reported in the software within agreed time frame.

- The AMC Provider would provide the SLIM system reference manual in CDs/DVDs to ERTL(N).

- The source code would be delivered to ERTL(N) in CDs/DVDs.

- After the completion AMC period the AMC provider will neither retain any copy of the SLIM system software and its artifacts with him nor it will be used by the AMC provider for any other purpose without the prior permission of Director, ERTL(N).

- Any delay beyond the quoted time schedule by the bidder, will attract a penalty @ 0.5% of total value of work order per week of delay subject to a maximum of 5% of work order. Beyond that ERTL(N) may cancel the work order and get unfinished work from alternate sources at the cost and risk of the defaulting bidder.

- The delays caused by following force majeure conditions such as war, riot to civil commotion, earthquake, natural disaster and restrictions imposed by government etc. will not call for penalty however if the conditions continue for more than one month, ERTL(N) reserves the right to cancel the order without any obligation to compensate the bidder in any manner whatsoever.

xv. **Manuals and Source code:** Updated SRS, Updated help and Updated Source code to be provided as per work plan (refer Part I, Point 3).

xvi. The attrition in the company **should not affect** the maintenance contract. The company shall take all possible measures to ensure continuous support.

xvii. Director, ERTL(N) may depute his representative to inspect to ensure that quality is being maintained at all levels in all SLIM system AMC processes at the development site, if required.

xviii. **Confirmation of Order:** Successful bidder has to confirm the order immediately on the receipt of P.O. by sending signed & stamped P.O. copy as token of acceptance of PO.

xix. **Business Condition:** General conditions of business and service etc. apply only when expressly recognized by ERTL(N) in writing.

xx. **Validity:** The order first becomes valid on receipt of Duplicate copy with your legally binding signature by the AMC provider. Supplements and amendments are only valid when made in writing.

xxi. **Arbitration and Jurisdiction of Disputes:** Any dispute or difference whatsoever arising between the supplier /contractor and purchaser unless resolved amicably, shall be settled by a Court of Law having jurisdiction over New Delhi.
xxii. Exit management

  o Notice period for termination:

  The exit management notice may be given by either of the parties (ERTL(N) or AMC Provider). A transition period of two months may be given for exit of the AMC Company after termination orders are issued. This would enable ERTL(N) to select a replacement AMC Provider and arrange for smooth transition. A provision may be made, for the outgoing AMC Provider passing on to ERTL(N) and/or to the replacement AMC Provider, the subsisting rights in any leased properties/licensed products on terms not less favorable to ERTL(N)/Replacement AMC Provider, than that enjoyed by the outgoing AMC Provider.

  o Exit Management Plan

  Bidder shall provide ERTL(N) with a recommended exit management plan which shall deal with at least the following aspects of exit management in relation to the AMC of SLIM software.

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

  Plans for the communication with such of the Bidder, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on SLIM system’s operations as a result of undertaking the transfer.

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Part-III

Evaluation and Selection Procedure
1. **Pre-requisites:**

   The bidder must have a legal identity. The Company registration, Service Tax registration and a valid PAN are essential requirements. **Please provide the relevant information in the Form 1.**

2. **Technical Eligibility/Qualification Requirements:**

   i. The organization’s turnover for past three financial years need to be furnished. **Please provide the relevant information in the Form 1.**
   
   ii. The bidder must have three years’ experience in the design, development and maintenance of software solutions and should have successfully completed projects. **Please provide the relevant information in the Form 2.** Also Attach copy of the work orders as proof.
   
   iii. The bidder should have previous experience in handling ERP Implementation with at least one project in Government Sector/ Private company.
   
   iv. The bidder should have sufficient technical manpower on its rolls for handling this SLIM AMC work. Specify their names, qualifications, experience, projects handled and joining date in the agency. **Please provide the relevant information in the Form 3.** Bidder has to make a plan to ensure that the requisite technical manpower is deployed to carry-out SLIM AMC work for three year duration. AMC work should continue smoothly in spite of any employee’s attrition/ long leaves.

3. **Technical Evaluation:**

   The received proposals (technical bids) will be evaluated for its suitability and adequacy to the technical features / requirements as stated in the Part I of this RFP and eligibility criteria as given above. The criteria for technical evaluation will be as follows:

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<tr>
<th>Sl.</th>
<th>Parameter / Attributes</th>
<th>Weightage</th>
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<tbody>
<tr>
<td>1</td>
<td>Pre-requisites for the bidders</td>
<td>Mandatory</td>
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<td>2</td>
<td>Adequacy of proposal w.r.t requirements given in Part I of RFP</td>
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<td></td>
<td>- Understanding of the work,</td>
<td>50</td>
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<td>- Approach to execute the work in terms of methodology to be used for the AMC</td>
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<td>- Time Schedule for removal of Bugs/issues</td>
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<td>3</td>
<td>Bidder’s experience indicating the technical capability / professional in handling</td>
<td>25</td>
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<td>software projects during past 3 years. ( <strong>Technical Eligibility requirement as in point 2 (ii)</strong> )</td>
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<td>4</td>
<td>Specific experience as technical competence and qualification of proposed personnel</td>
<td>25</td>
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<td>to be assigned for SLIM AMC as per RFP ( <strong>Technical Eligibility requirement as in point 2 (iii)</strong> ) and evaluation of EXIT PLAN.</td>
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   **Total** 100

   **Note:** The qualifying score for Technical evaluation is ≥ 75%
4. Financial Evaluation:
   
   i. Financial bids (in Form 4) of only technically qualified bidders will be evaluated.
   
   ii. The bids, found lacking in strict compliance to the Financial bid format shall be rejected straightway.

5. Selection of Bidders:

   i. The L1 Bidder (lowest quoted price) out of technically qualified bidders will be awarded the work.
   
   ii. The compliance to Terms and conditions as stated in part II of RFP is must. The statement of compliance to Terms and conditions need to be furnished.
   
   iii. The noncompliance to Terms and conditions as stated in part II of RFP, will disqualify the L1 bidder and will lead to the selection of L2 Bidder.
   
   iv. The detailed AMC work plan will be discussed with the successful bidder and any modification shall be mutually agreed to.
Part-IV

Guidelines and Formats
Please use the guidelines below for submitting the Proposals:

**Guidelines for submitting the Proposals**

There proposals must be submitted with scripting subject i.e ‘3-Year Annual Maintenance Contract (AMC) for STQC Laboratory Information Management (SLIM) System’ in sealed envelopes with proper RFP reference number written on each envelope.

**a.** The envelopes should also be clearly scripted with proposal system type i.e. ‘Two-Bid System’. The proposal under **TWO Bid System** need to be submitted in three separate sealed envelopes for

i. EMD and Request for Proposal fee etc
ii. Technical proposal containing all technical details,
iii. Commercial proposal containing item-wise cost for all items quoted in the technical proposal

Finally all the sealed envelops must be sealed in ONE envelope.

**b.** The proposal should contain full details of maintenance work to be executed and implemented.

**c.** Attach supporting documents (as applicable) as evidence of competence for carrying out the requisite work as described in scope of work.

**d.** The Proposals must be submitted in **Original**. The email/scan/Photocopies of bids/Proposal are not acceptable

**e.** The bidders shall submit their proposals in **Original duly ink signed by them on each page by Authorized signatory along with Company seal.**
## Formats for Technical Bids

### FORM 1

**Bidder’s Legal identity and Turnover during last 3 years**

<table>
<thead>
<tr>
<th>RFP Reference No.</th>
<th>Provide the relevant information</th>
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<tr>
<td></td>
<td><strong>Type of bidder’s organization (Government / Semi-Government / Private)</strong></td>
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<tr>
<td></td>
<td>Company registration, Service Tax registration, PAN</td>
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<td>ISO 9001 and other Certifications</td>
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<td>Organization’s turnover for immediate past three financial years</td>
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<td>2010-2011</td>
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### FORM 2

**Experience indicating the technical capability / professional in similar projects for past 3 years.**

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<th>RFP Reference No.</th>
<th>Provide the relevant information with proper evidence</th>
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<td><strong>Number of software developed/ maintained during last three years</strong></td>
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<td>Specify the Name(s) of key software developed/ maintained and contact details of organizations</td>
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<td></td>
<td>Specify Number of Clients (Government / Semi-Government / Private)</td>
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<td>Whether the bidder is empanelled with any Ministry or Department for development/ maintenance of software</td>
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<td>Brief on Software, tools and Technology used</td>
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<td>Specify any special features of the project, which the Bidder may like to highlight</td>
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<td>Attach copies of purchase order(s)</td>
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## FORM 3

Details of Technical competence and qualification of personnel likely to be assigned for maintenance of SLIM system

RFP Reference No. :
Bidder’s Organization name :

<table>
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<tr>
<th>S.N.</th>
<th>Name</th>
<th>Role</th>
<th>Educational Qualifications</th>
<th>Experience (in Years)</th>
<th>Area of Expertise</th>
<th>Nos. of Relevant Projects handled</th>
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**Role:** Project Manager, Analyst, Developer, Designer, Quality Assurance, Testing etc.

**Area of Expertise (technology):** Visual Basic, Oracle 9i, Crystal Reports, JAVA, .NET, PHP, SQL Server etc.

Date:            Authorised Signatory
Place:           Name:

Seal
FORM 4

Format for Financial Bid

RFP Reference No : 

Technical Bid reference and date :

Financial Bid reference and date :

<table>
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<tr>
<th>Sl.</th>
<th>PARTICULARS</th>
<th>PRICE (in INR)</th>
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</table>
| 1   | (a) AMC (Maintenance / updation of the SLIM System as per the scope of work) including 500 free coding hours  
The Price quoted is for the scope of work defined in the RFP Part I and Terms and Condition in Part II.  
(b) Development and Implementation of new functionalities beyond free coding hours |  |
| 2   | Additional optional work as defined in Part I - Scope of work and deliverables at S.No. 2 |  |

Note :

1. Technical and Financial bid shall be submitted in Company letter head and must be signed on each page by Authorized signatory along with Company seal.
2. Bidders are advised to work out meticulously costing of the AMC work by including all aspects of cost related activities. No payment in any other form will be made other than the price quoted as above.