



निरोगी महाराष्ट्र, प्रगतीशील राष्ट्र...

REQUEST FOR QUALIFICATION

for

Selection of System Integrator for the Project of
Implementation of Clinical Protocol Module

Reference No. : RGJAYS/MA/RFQ/09/clinical
protocols/2014-15

Issued By

Rajiv Gandhi Jeevandayee Arogya Yojana Society
Government of Maharashtra
Jeevandayee Bhavan, E.S.I.S. Hospital Compound,
Ganpat Jadhav Marg, Worli Naka, Worli, Mumbai – 400 018,
Phone – 022-24912291/22621797

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1) (Request for Qualification) RFQ Notice

This RFQ Document is being published by Rajiv Gandhi Jeevandayee Arogya Yojana Society (RGJAYS), Government of Maharashtra, for the Project “**Implementation of Clinical Protocol Module for RGJAY**”.

Bidder agencies are advised to study this RFQ document carefully before submitting their proposals in response to the RFQ Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

This RFQ document is not transferable.

1.1 Critical Information

#	Information	Details
1	Project Name	Implementation of Clinical Protocol Module for RGJAY
2	RFQ reference No and Date	RGJAYS/MA/RFQ/09/clinical protocols/2014-15 on February 14 th , 2014, 10 a.m.
3	RFQ Application Fees	INR 100,000 (Rupees one Lakhs Only)
4	Bid Validity Period	120 Days from the Date of Opening the Bid
5	Tender Publish Date & Time	February 14 th , 2014, 10:00 a.m.
6	Document download start Date and Time	February 14 th , 2014, 10:00 a.m.
7	Last date for submission of written queries for clarifications	February 20 th , up to 1:00 pm.
8	Pre-Bid Meeting	February 20 th , 2014, 3:00 p.m.
9	Bid submission Date & Time	March 7 th up to 2:00 p.m.
10	Date of Bid Opening	March 7 th at 3:00 p.m.
11	Bid Submission Address	Address for the Bid Submission:

RFQ for Project “Implementation of Clinical Protocol Module for RGJAY”.

#	Information	Details
		Jeevandayee Bhavan E.S.I.S. Hospital Compound, Ganpat Jadhav Marg, Worli Naka, Worli, Mumbai – 400 018, Website – www.jeevandayee.gov.in
12	Presentation / demo on technical solution by bidders	To be Informed Later
13	Contact Person for queries	Dr. Nagesh Sonkamble maudit.po1@jeevandayee.gov.in Phone No: 022-24912291/22621797 Fax: 22621797
14	Addressee and Address for the RFP Application Fees is to be submitted	<p>Addressee for the EMD : Rajiv Gandhi Jeevandayee Aarogya Yojana Society</p> <p>Address for the EMD: Jeevandayee Bhavan E.S.I.S. Hospital Compound, Ganpat Jadhav Marg, Worli Naka, Worli, Mumbai – 400 018, Website – www.jeevandayee.gov.in</p>

2) Scope of Work

The proposed project is for the development of a separate module to automate capture of Clinical Protocols and integrate the same seamlessly with the existing RGJAY software application. RGJAY Society wants this module to form a part of existing workflow or an extension to the existing workflow and will have protocols based on pre-defined logic for all the clinical procedures covered under the RFGJAY. At present 972 procedures and 121 follow up procedures are covered under the Scheme.

2.1 Existing system details:

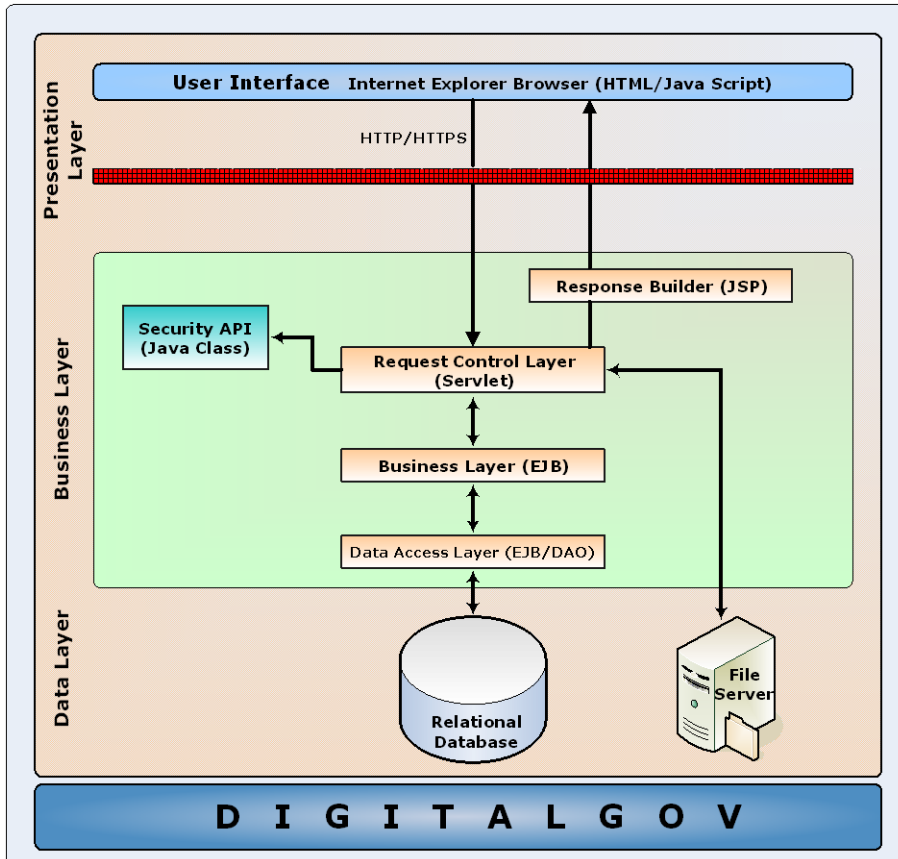
Existing application of RGJAY is developed based on 3 tier architecture. All the environments of existing system are hosted at Maharashtra State Data Centre (MSDC) at Mumbai except the development servers, which are hosted at TCS Data Centre, Hyderabad.

2.2 Technical Architecture overview

The Solution is based on the JBOSS product stack such as JBoss Application Server and Oracle 11g database. Brief details of the Software architecture solution is provided below :

- Core Business Modules implementation on JBoss Application Server;
- Centralized database on Oracle 11 g R2;
- SMS Gateway and Mail System using Web Services based on SOA Platform;
- Single Sign-On (SSO), Digital Certificate Based Authentication
- Integration with Bank’s Payment Gateway for e-Payment

Enterprise architecture of the system is shown below for reference:



2.3 Functional Architecture overview

The existing RGJAY software application has following modules/functionalities:

- General information on the scheme
- Details of patients reporting and referrals from the PHC/Rural/Sub-district/Women/General/District
- E-Health Camps system and daily reporting of health camps
- Details of patients reporting and getting refereed from the health camps
- E-Empanelment system
- Emergency approval system
- Call centre application
- Patient registration of Arogyamitras in Network Hospitals
- Details of in-patients and out patients in the network hospitals
- Hospital occupancy (On-Bed) reporting system
- Costing of the Tests done in the network hospitals
- E-preauthorization
- Surgery details
- Discharge details
- MIS, real time reporting, Claim settlements

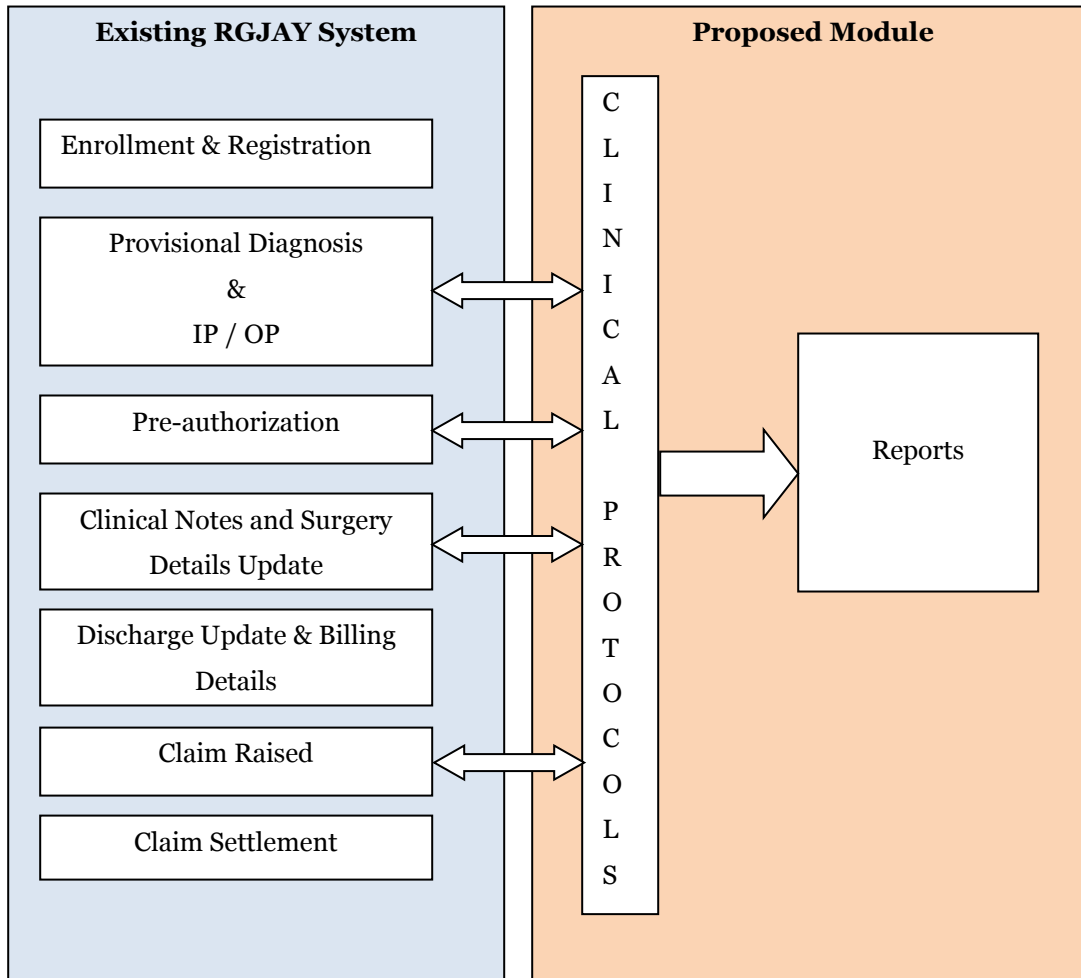
- Electronic clearance of bills with payment gateway
- Follow-up of patient after surgery and follow up services
- Distribution of Follow-up medicines
- Rajiv Gandhi Jeevandayee Messaging Services
- Grievance and Feedback workflow
- Bug Tracking System
- Accounting system
- TDS workflow
- Death reporting system
- Unicode compliance
- The system should be providing necessary information in English, Marathi
- Facility to generate alerts and reminders through email/short messaging service on mobile phones to recipients
- Charity Hospitals Module

The RGJAY application has following integration points :

- Email Solution
- SMS gateway
- ConVox (Call Centre –Call dialer Application)
- Payment Gateway
- Biometric Solution
- Digital Signature
- Barcode Scanner

2.4 Proposed system overview:

Following diagram shows the proposed integration of the RGJAY software application and proposed clinical protocol module:



2.5 Summary of Services Components to be delivered under this project

➤ One time

- Bespoke Development of Software / COTS Implementation
- Maintain own Development & Testing environment with all the required infrastructure till Go Live of the Clinical Protocol Module
- User Acceptance Testing (UAT) of the Framework / Platform
- System Documents, User Documents
- Test Implementation
- Live Implementation

➤ Recurring (Post Implementation)

- Implementation (codification) of the Clinical Protocols as and when such protocols are provided by RGJAY
- User Acceptance Testing (UAT) of the Clinical Protocols implemented
- Annual Technical Support (ATS) for Application Software

- Man month based Post Implementation Module Enhancements / Customisation (After one year)

2.6 Supply (Development) and Installation of Application and related Software

The bidders will be responsible for the following:

- Successful bidder would be responsible for understanding the existing software application and proposing the proven solution, indicating specific module, tools etc. suitable to meet the functional and technical specifications laid down in this Tender Document, giving justifications where ever necessary;
- Developing the Clinical Protocol module and integrating it with the latest version of RGJAY application seamlessly. Development is expected to be using Agile Framework.
- Each protocol /form should be developed and released as it is coded and tested, ideally, every two weeks, there should be a new release. We expect a minimum of four protocols / forms released every two weeks.

2.7 Project Implementation Services

As a part of implementation services, the successful bidder shall undertake the following:

- **User Acceptance Testing (UAT)**

The primary goal of Acceptance Testing is to ensure that the proposed IT System meets requirements, standards, and specifications as set out in this RFQ and as needed to achieve the desired outcomes. Successful Bidder shall prepare the UAT criteria document and sample data for UAT, and take approval from RGJAYS, well in advance before start of the UAT process.

Successful Bidder needs to provide a bug tracking tool where RGJAYS / PHD / Testing team can log and track the status of the issues / bugs. *(Issue / Bug specified here would mean an error, flaw, failure, or fault in the Software Application that produces an incorrect or unexpected result, or causes it to behave in unintended ways, thereby hampering the functioning or execution of the software application or service).*

RGJAYS reserves it’s right to undertake this exercise of Testing, Acceptance and Certification through a third party.

UAT is expected at 2 levels: First for the Framework / Platform developed to implement the Clinical Protocols (one-time) and then after the Clinical Protocols are codified on regular basis (recurring for each protocol).

UAT for Framework / Platform will be carried out to ensure that the framework / platform developed meets the :

- Functional requirements
- Performance requirements (application is expected to be used by 800 – 1200 users concurrently, while the peak level concurrency for any specific protocol form could be about 50)
- Security requirements
- Manageability requirements (primarily with respect to the integration with RGJAY application)
- Is accompanied by required Project Documentation

- **System Documents, User Documents**

The Successful Bidder will provide documentation, which should follow the ITIL (Information Technology Infrastructure Library) standards. This documentation should be submitted as the project undergoes various stages of implementation. Indicative list of documents include:

- Project Commencement Documentation: Project Plan in giving out micro level activities with milestones & deadlines.
- User Manuals : For operationalization of the system.
- System Manual: Covering detail information required for it’s administration.
- Source Code versioning document

Note: The successful bidder will ensure Upkeep & Updataion of all documentation and manuals.

- **Application Software Certification from STQC / GoM Empanelled Firm**

Upon successful UAT and prior to the Go Live, the bidder shall undertake testing (Security and performance) and certification of the Software by the Standardization Testing and Quality Certification (**STQC**) Directorate or by the vendor empanelled by DIT, Govt of Maharashtra.

- **Test & Live Implementation**

Successful Bidder will have to submit detail plan for test & live implementation of the system. Successful Bidder has to ensure that the Software Module is completely operational as per the requirements in this RFQ and all the acceptance tests are successfully concluded as per the satisfaction of RGJAYS or RGJAYS Consultant.

RGJAYS reserves the right to undertake Test Implementation of the system before making it public. Upon 30 days of successful Live / Test Implementation, RGJAYS would give Implementation Completion Certificate to the Successful Bidder.

2.8 Post Implementation Services

As a part of Post-Implementation services, the successful bidder shall undertake the following services for the period of 3 Years from the date of successful testing and Live Implementation:

a) Annual Technical Support (ATS) for Application Software

Successful Bidder would be completely responsible for the defect free functioning of the application software and would undertake following as part of ATS for Application Software:

- Resolve any issues including bug fixing, improvements in presentation and/or functionality and others within a duration mentioned in Service Level Agreement.
- Provide latest updates, patches / fixes, version upgrades relevant for the software components.
- Software version management and software documentation management reflecting features and functionality of the solution.
- The vendor has to co-ordinate with other vendors, wherever required/applicable
- RGJAYS reserves the right to reduce / increase the period of ATS

b) Application Software Enhancements / Customisations

RGJAYS reserves the right to ask for the services of following personnel for carrying out Enhancements / Customisations in any of the modules:

- Programmer (with minimum 2 years of relevant programming experience)
- System Analyst (with minimum 2 years of relevant System Analysis experience)
- Project Manager (with minimum 3 years of relevant Software Project Management experience)

2.9 Generic features for proposed application

Architecture

- Centralized Server Architecture (3-tier architecture with web enabled user interface)
- The presentation logic should be decoupled from the business components logic
- Data access layer will be on RDBMS platform of the RGJAYS
- Application should be deployable on the existing set of technology and IT infrastructure, as used by RGJAY Application deployed in Maharashtra.

User Interface

- The solution proposed should be Unicode compliant. The extent of these requirements shall be finalized during existing application analysis stage. Functional specification including User Interface (i.e. Form) must be approved by the RGJAYS / PHD before coding.
- Any item of data needs to be entered once and is then should be made available as often as necessary to all the systems that need to use it.
- Application should not have too many questions per screen as it would become too cluttered and if we put too few, the user might forget the sequence and have to keep going back.

Access & Data Security

- Role based authentication to various functionalities mentioned in different modules with encrypted passwords. Same authentication used for the existing RGJAY system should be used for the proposed Module.
- Should capture exceptions to detect frauds / mistakes
- An audit trail of changes to data in the system shall be maintained to identify the users responsible for the modification. There should be a facility to create reports on audit logs.
- Information Security i.e. Integrity, Confidentiality & Availability of data to be maintained.

Scalability

- System should be built using Service oriented, Open Architecture

- It should be possible to add more fields to the data input screens for capturing additional business specific information without having to do major coding
- Capability to modify existing forms to suit the requirements without requiring additional development tools
- Should be scalable to handle 800-1000 concurrent users.

Integrated Application Software

- Department intends to implement an application which needs to be seamlessly integrated with with existing RGJAY applications.

General

- The application requires continuous availability (24 * 7)
- System should store and display defaulted values
- The system shall be designed in such a way so as to ensure that the loss of data is minimized due to network ‘drop outs’
- Automatic refreshing of data at specified time intervals. The information shall be refreshed from the database and shall not require user intervention
- System should provide a user driven data archiving capability, with support for flexible archiving periods and selected tables
- System should have an online help capability, which should be customizable. Should have a facility for online learning and collaboration
- All reports should be query based and should have options like Hospitals, Districts, from date, to date, etc.
- RGJAY Users will access the system using Ethernet LAN / Lease Line / RF / Internet
- SI should follow all eGovernance standards for Application Software and Data as per the guidelines published (from time to time) by Government of Maharashtra & Government of India, including (but not limited to) NIC Web Guidelines, Accessibility Guidelines, W3C and Security Standards.

2.10 Source Code Transfer Protocol

- **Submission of documentation**

The SI shall submit detailed documentation for clinical protocol module of RGJAY. The list of the documents to be submitted are as follows :

RFQ for Project “Implementation of Clinical Protocol Module for RGJAY”.

- Functional Specification Document
- Technical Specification Document
- Software architecture Documentation
- User Manuals
- Test Plan, Test Cases and Results
- Release Notes
- User Guide to install, configure and use the module

All the documents must be updated as per the last release of that module. The documents shall be reviewed by Society or the consultant appointed by Society. SI shall ensure that any disparity / lacunae found in the documents are rectified and revised documents are submitted for further review. The transfer of documentation to be considered as complete after Society issues the completion certificate for the task.

- SI shall transfer of all the code files, supporting libraries, database scripts, libraries & metadata dictionary, procedures and supporting software components. Source Code has to be exact replica of the live clinical protocol module..
- Documentation of Step-by-Step procedure for recompilation of the RGJAY Software solution will be submitted by the SI to RGJAY. The documentation should enable RGJAY (or any third party appointed by RGJAY) to install, configure and recompile the application/module.
- While submitting the Source Code files, SI must submit the declaration that the Source code is of the same version which is on Production Environment and used for live operations. SI and TCS together to setup replica of production environment to recompile the source code and provide access to the application to confirm that the Source Code is of the latest version and is same as that on the Production Environment.
- SI shall conduct the necessary Knowledge transfer sessions to the technical staff provided by the Society. The Success criterion of training would be that IT team provided by Society is able to recompile successfully the clinical protocol module on the test server independently.
- The transfer of source code will be an ongoing exercise. As and when, a new version of clinical protocol module is deployed on production environment; the file where source code is changed only those should be transferred as per the above protocol to Society. At the end of contract period or at the end of the complete development and deployment of all the change requests provided by Society within the contract period or

whichever is later, the entire source code shall be transferred in the same way.

- It is advisable that the Insurer conducts the (a) Software architecture and code review and (b) Security Audit of the Application; and necessary compliances are carried out. Timelines for this compliance be jointly decided between Insurer and Society.

2.11 Categorization of Protocols

- All the protocols shall be categorised into two categories i.e. Simple and Complex by RGJAYS based on the number of questions in the protocol.
- To keep the clinical protocol workflow less time consuming, number of forms per protocol shall be kept limited by the RGJAYS.
- Categorisation is done based on the following criteria:
 - Simple – Up to 8 number of Questions in a protocol
 - Complex – 9 and above number of Questions in a protocol
- To keep the clinical protocol workflow less time consuming, number of forms per protocol shall be kept limited by the RGJAYS.

2.12 Resource Deployment and Continuation

- Project Team should be deployed within 2 weeks of signing of contract and Issue of Work Order by RGJAYS
- The Project Manager, who will be responsible for the project delivery, shall be based out of Mumbai.
- Once deployed on the project, SI shall not change the resource for at least a period of (One) 1 year. After the year, if there is any change inevitable, prior permission of RGJAYS shall be taken.

2.13 Deployment and Configuration Management

- The SI will work in close coordination with the existing SI for integration with RGJAY application deployment on RGJAY servers.
- Primary responsibility of deployment of the integrated application on RGJAY servers will be of existing SI.
- SI for clinical protocol module will provide all the necessary support for integration of clinical protocol module with RGJAY application.
- SI for clinical protocol shall follow the configuration management process to maintain versions of source code.

2.14 Support Levels

RFQ for Project “Implementation of Clinical Protocol Module for RGJAY”.

Health Department has defined following priority & severity levels during the support period:

2.15 Priority Levels:

#	Priority	Description	Resolution Time #
1	P0	Show-stopper. These issues / bugs have impact on functioning of the entire clinical protocol module & thus needs to be fixed immediately. Any impact of this application on the basic RGJAY application is also part of these issues / bugs.	2 Hours
2	P1	These issues / bugs have an impact only on the particular protocol and not on the entire module.	1 Day
3	P2	These issues / bugs don't have any direct impact on the functioning of the individual protocols / module; however have bearing on the smooth functioning. MIS Report related issues also to be clubbed in this category.	3 Days
4	P3	Other Issues / Bugs , which are not having any serious impedance to system functionality	7 Days

Days specified are calendar Days.

3) Work Completion Timelines

#	Milestone	Deliverables	Timelines
1	Signing of Contract	Signed Contract & PBG of 10 % of total contract value	Contract Sign-off Date (T)*
2	Project Kick-Off Meeting	Project Inception Report covering approach & Project Plan for the Project	T+2 Weeks
3	Development / Customization of the Application	UAT of the Application	T + 8 Weeks
4	Completion of Security Audit	Completion of Security Audit by DIT Empanelled Agencies / STQC	T + 12 Weeks
5	Quarterly Payment	At the end of every quarter post Go successful Live of the Module	-

Note: Time is the essence of the agreement.

4) Service Level Agreements

The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLR/SLA) is to clearly define the levels of service which shall be provided by the System Integrator to the department for the duration of this contract period of the Project.

Timelines specified in the above section (Work Completion Timelines & Payment Terms) shall form the Service Levels for delivery of Services specified there-in.

Penalty Terms for Delivery of Services

Timelines for Delivery of Protocols

Type of Protocol	SLA To make the Protocol available for successful UAT
Simple Protocol	4 Working Days
Complex Protocol	6 Working Days

After Successful UAT, protocol needs to be deployed on live server within 1 - 5 working days, as per the release management plan decided by RGJAYS alongwith the selected.

Penalty of Rs. 100/- per working day’s delay in making the protocol available for successful UAT or deployment after the UAT.

5) Bid Evaluation

5.1 Evaluation of Technical Bids:

- Compliance to Requirement stipulated in the RFQ, duly supported by documentary evidence will be evaluated in detail.
- Written reply, if any, submitted in response to the clarification sought by RGJAY society, if any, will be reviewed.
- The applicants shall be called upon to provide a demonstration/ presentation on the bidder's understanding level of the scope of work & proposed methodology, quality of technical solution and Training & change management plan

5.2 Parameters for Evaluation

The bidders would be evaluated on the following parameters:

- Project Experience:
 - Experience in software design, programming, and implementation.
 - Experience in working for Government Organizations (PSU/ PSU / Municipal Corporation/ Government Departments / Nationalized Banks)
 - Experience in software design, programming, and implementation in Healthcare and Allied Sectors
- Proposed Manpower:
 - Qualifications of each member
 - Total Work experience for each member
 - Experience of working in Government Projects for each member
 - Total number of staff proposed to be deployed for the project
- Project Specific:
 - Understanding of the Project Requirement
 - Proposed Approach and Methodology
 - Presentation
 - Response to Clarifications sought on various issues during presentations

5.3 Subsequent Process:

The bidders shortlisted after the Technical Evaluation will be asked to submit financial bids, details of which will be provided at a later stage.

6) Cover Letter

Date: dd/mm/yyyy

To

Sub : Selection of System Integrator for the Project "Implementation of Clinical Protocol Module for RGJAY"

Ref :

Dear Sir,

Having examined the RFQ, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFQ for the Appointment of System Integrator for the Project "Implementation of Clinical Protocol Module for RGJAY".

We attach hereto our responses as required by the RFQ. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to Health Department, Govt. of Maharashtra, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFQ document (and the subsequent clarifications / corrigendum issued) and also agree to abide by this tender response for a period of 120 days from the date fixed for bid opening. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the RFQ.

We agree that you are not bound to accept any tender 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 tender response.

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

Signature of Authorized Signatory (with official seal)

Name :

RFQ for Project “Implementation of Clinical Protocol Module for RGJAY”.

Designation :
Address :
Telephone & Fax :
E-mail address :

7) Format to share Bidder’s Particulars

Sr. No	Description	Details (to be filled by the responder to the RFQ)
1.	Name of the company	
2.	Official address	
3.	Phone No. and Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. and Fax No.	
6.	Web Site Address	
7.	Details of Company’s Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	Quality Certificates (ISO 9001/SEI CMMI) and its validity	
11.	CST/LST/VAT registration No.	
12.	Service Tax Registration No.	
13.	Permanent Account Number (PAN)	

Please submit the relevant proofs for all the details mentioned above along with your Bid response.

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorised Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		

8) Details of Manpower Resources Proposed

#	Name of the Resource	Proposed Role	Highest Qualification	Total Experience (in years)	Total Relevant Experience for the proposed position (in years)

CV of the Key Manpower proposed to be submitted in the following format:

1	Name of the Staff																	
2	Current Designation in the Organisation																	
3	Proposed Role in the Project																	
4	Proposed Responsibilities in the Project																	
5	Date of Birth																	
6	Education	1. Degree / Diploma, College, University, Year of Passing 2. Degree / Diploma, College, University, Year of Passing																
7	Summary of Key Training and Certifications	3. 4.																
8	Language Proficiency	<table border="1"> <thead> <tr> <th>Language</th> <th>Reading</th> <th>Writing</th> <th>Speaking</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Language	Reading	Writing	Speaking												
Language	Reading	Writing	Speaking															
9	Employment																	

RFQ for Project “Implementation of Clinical Protocol Module for RGJAY”.

	Record (For the total relevant experience)	From / To:	
		Employer:	
		Position Held:	
		From / To:	
		Employer:	
		Position Held:	
		From / To:	
		Employer:	
		Position Held:	
10	Total No. of Years of Work Experience		
11	Total No. of Years of Experience for the Role proposed		
12	Highlights of relevant assignments handled and significant accomplishments (Use following format for each project)		
	Name of assignment or project:		
	Year:		
	Location:		
	Client:		
	Main project features:		
	Positions held:		
Activities performed:			

9) Format to share Project Details

Name of the Project	
General Information	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of work of the Bidder	
Deliverables of the Bidder	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the bidder	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents: <ul style="list-style-type: none"> • Work order / Purchase order / Contract for the project • Client Certificate giving present status of the project and view of the quality of services by the bidder 	

10) Check list of Documents to be submitted in a separate envelope

#	Mandatory documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	Bid Covering Letter		
2.	Power of attorney / board authorizing the Signatory to sign/ execute the proposal as a binding document and also execute all relevant agreements forming part of RFQ Or Power of Attorney executed by the Bidder in favor of the duly Authorized Representative.		
3.	E.M.D. of Rs. 1,00,000/-		
4.	Particulars of the Bidders as per format given in section 3		
5.	Copy of Certificate of Registration/Certificate of Incorporation		
6.	Copy of Audited Balance Sheets preferably for last 2 years OR Certificate from Statutory Auditor		
7.	Service Tax Registration Copy		
8.	Income Tax Certificate (ITR)		
9.	Copy of Work Order		
10.	Details of Manpower Resources Proposed as per section 4		

#	Optional documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	Copy of Work Completion Certificate		
2.	Details of Manpower Resources Proposed as per section 4		
3.	Copy of CMMi/ ISO Certificate		