

5 LAC Emd=10,000/-

**Request for Quotation
For**

**Selection of Service Provider for providing Facility
Management Services for RSMG Application for 1
years**

**For
Rajasthan State Motor Garage**

1. Scope of work

1.1 RSMG has implemented Web Portal and Client Server Application Software consisting of following modules:

A. Department Specific Application Modules

- Workshop Monitoring System
- Transport Operating/ Running Monitoring System
- Store Monitoring System
- Accounts Monitoring System
- General Section Monitoring System

B. Office Automation Modules

- Establishment section Monitoring System
- Receipt and Dispatch Monitoring System
- Legal Cases Monitoring System
- Assembly Questions Monitoring System
- Departmental Enquiry Monitoring System
- File Tracking System
- CM Announcement Monitoring System

B.2 The Application was developed and implemented by Third party on ASP.Net and MS SQL 2005 server.

B.3 RSMG is inviting quotations for Facility Management Services for period of 1 years covering following scope of services:

B.3.1 Bidder shall be responsible for:

- Installation of updates , patches required and correction in the application
- Administration of users, roles and security systems for application
- Database Backup as per Backup policy
- Application Backup as per Backup policy
- Administering the Bug/Feedback Management software
- Administration of the Operating Systems of the Application

B.32 The bidder shall be responsible for Database Administration of the Database which would include

- Fine Tuning of Database
- Performance monitoring of Database
- Database Backup

B.33 Application Maintenance and Administration for period of 1 years at State Data centre including:

- Maintaining the application software by versioning and maintaining tracks of all the changes made to the software
- Managing all the Bugs reported in the Application Software through the Bug Management tool.
- Ensuring incorporation of changes required in the application Software during the contract period subject to:
 - Changes shall be only related to the existing MIS Application and Website.
 - Changes include change of existing Software/ Database Architecture and major changes in the Database.
 - Changes shall include requirement of additional reports as and when required subject to availability of Data in the System.
- Any bugs reported by the users during the period of contract shall be removed by the bidder.
 - Any bugs reported in the application must be resolved by the service provider within two days of bug reporting.
 - Changes required shall be undertaken after the same are approved by the Representative of RSMG.

B.34 Providing Handholding Support services for 1 years

- Bidder must deploy 2 Technical Support executive for providing hand holding support services at RSMG for project duration of 1 years. Bidder must deploy one technical officer during auction of vehicle Whenever held in rsmg during FMS period ..
- He will be responsible for day to day correction, problem solving, and bug fixing and correct operation of RSMG application.
- Apart from it, bidder must provide a single point of contact between service provider and RSMG who will be responsible for one to one communication during project duration.

B.35 RSMG will provide sitting space, telephone connection and Internet connection to the Technical Support Executive.

1.3.6 Any changes related to generation of new reports or changes in database structure shall be under scope of bidder.

2. Eligibility

- 2.1 The bidders must qualify following minimum technical qualifications:
- 2.1.1 Bidder Company must be registered under Companies Act 1956.
 - 2.1.2 Bidder must have at least one experience of providing Application development and maintenance services/ Facility Management Services in last 3 years with worth value of Rs 10 lacs.
 - 2.1.3 Bidder must have turnover of at least 30 lacs in each of the last financial years (FY 2010-11, FY 2011-12 and FY 2012-13).
 - 2.1.4 Bidder must be ISO 9001:2008 and SEI-CMMi Level 3 certified.
 - 2.1.5 The firm must not be blacklisted from any Government/ Semi Government/ PSU/ Central Government/ State Government or any other organization.

3. Project Deliverables, Milestones & Time Schedule

Certain key deliverables are identified for the project. Bidder should take approval of templates of all before submission of deliverable to purchaser.

S N	Reference to Scope of work	Deliverable	Timelines
1	Successful completion of all the activities as specified in SCOPE OF WORK of the RFP document	• Quarterly satisfactory performance reports including report on Bugs/ Problems/ Complaints reported and resolved	Within 30 days of passing of each quarter starting from the date of commissioning

4. Service Level Standards/ Requirements/ Agreement

Service Provider shall carry out the services in conformity with generally accepted professional and technically accepted norms relevant to such assignments that are required for the project.

Service Level Standards:

S. No	Particulars	Time frame
1	Bug resolving within 2 days of reporting	No Penalty
2	Bug resolving more than 2 days of reporting but less than 5 days	0.5% from Quarterly Invoice
3	Bug resolving more than 5 days of reporting but less than 7 days	1% from Quarterly Invoice

5. Financial Bid Format

S. No.	Item Description	Unit	Qty	Total Amount in figures (INR) Including all taxes but excluding Service tax	Total Amount in words (INR) Including all taxes but excluding Service tax
1.	Total Cost of providing FMS Services for one year for the application implemented at RSMG	Per quarter	4		

Note:

- Bidder should provide all prices as per the prescribed format.
- All the prices (even for taxes) are to be entered in Indian Rupees only
- RSMG would make quarterly payments with service tax as applicable.

6. Bid Submission Process

<To be included as per RSMG>

7. Contract Period

The contract period would be for 1 years from the date of work order provided by the Department.