



डेडीकेटेड फ्रेट कोरीडोर

**Dedicated Freight Corridor Corporation of India Limited**

(A Govt. Of India Undertaking)

4<sup>th</sup> Floor, Supreme Court Metro Station Building Complex, New Delhi - 110 001

No. HQ/IT/Project Monitoring

Date: 15.06.2020

To

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**Sub:** Development & Deployment of customized cloud based Project Monitoring System having Master / Project Dashboards, with easy to use navigation, sorting and analytics for monitoring of all the Projects including Civil Works (such as Track, Bridges, ROB and RUB), Electrical Works (such as Pole Erection, OHE works and Substations) and S&T works (Indoor and Outdoor S&T works, Telecom) of DFCCIL and thereafter rolling out, training and maintenance of the developed web application successfully for twelve months.

Dear Sir / Madam,

Please arrange to submit quotation online using the link [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) on or before **15:00 Hrs. of 25.06.2020** for the subject item. The Quotation shall be opened online on [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) at **15:30 Hrs. on 25.06.2020** at the Dedicated Freight Corridor Corporation of India Limited (DFCCIL), 4<sup>th</sup> Floor, Supreme Court Metro Station Building Complex, New Delhi-110001.

- 1.0 Instruction to Agencies for online Quotations:
- 1.1 The Quotation to be submitted online on [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) on or before **15:00 Hrs. of 25.06.2020**. The Quotation will be opened online at **15:30 Hrs. on 25.06.2020** [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL).
- 1.2 Quotation shall be submitted through online mode only at [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL). Quotation submitted by any other mode will not be accepted.
- 1.3 It is mandatory for all Agencies to have Class-III Digital Signature Certificate (in the name of person who will submit the online quotation from any of the licensed Certifying Agencies ('CA') [Tender can see the list of licensed CAs from the link [www.cca.gov.in](http://www.cca.gov.in)] to participate in e-quotation of DFCCIL).
- 1.4 To participate in e-quotation, it is mandatory for Agencies(s) to get themselves registered with the Tender wizard

([www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL)) and to have user ID and password. Agencies have to pay Annual Registration charges of Rs.2000/- + GST to M/s ITIL through e-payment. Tenderers have to pay Tender-Processing Fee (Non Refundable) @ 0.1% of Estimated Cost + GST subject to minimum of Rs. 750/- + GST to M/s ITIL through e-payment. Already Registered Agencies at [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) need not pay registration charges to M/s ITIL.

1.5 [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) is the only website for submission of quotation. 'Vender Manual' containing the detailed guidelines for E-Tendering available on [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL).

**1.6 Modification / Substitution / Withdrawal of Quotation:**

1.6.1 Agencies(s) may modify, substitute or withdraw their quotation after submission prior to **15:00 Hrs. of 25.06.2020** (last Date & Time for Quotation Submission termed as Quotation Closing Date & Time). No Bid shall be modified, substituted or withdrawn by Agencies after Quotation Closing Date & Time.

1.6.2 For modification of financial offer, Agency has to detach its previous offer from [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) and then upload digitally signed modified offer.

1.6.3 For withdrawal of quotation, Agency has to click on withdrawal icon at [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL).

Before withdrawal, it may specifically be noted that after withdrawal of quotation, for any reason, Agency cannot resubmit their quotation again.

**1.7 Signing of Quotation:**

1.7.1 This Quotation being E-Quotation, the Digital Signature obtained from Approved Controller of Certifying Authorities (CCA) shall only be considered as authentic for submission of quotation.

1.7.2 For submitting the Quotation, the Authorized Signatory shall be the Digital Signatory. In case, the Authorized Signatory and Digital Signatory are not the same, the bid shall be considered non-responsive and will be rejected.

**1.8 Deadline for Submission of Quotation:**

Agencies must ensure to complete the Quotation submission process I time as [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) will stop accepting any online quotation after Quotation Closing Date & Time.

**1.9 Help-Desk for E-Quotation:**

For Any Clarification, Help and Registration for E – Tendering/Quotation and for obtaining Digital Signature, Contact at [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) and on Telephone No. 011-49424365 or Mobile No. 9599653865.

**1.10 Availability of Quotation Documents:**

a) Quotation Document can be downloaded from [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) . Agency who wishes to view quotation

Document can visit [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) .

- b) DFCCIL may issue Corrigendum to the Quotation Document which shall be placed on website [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) only and at least 2 days in advance of date fixed for Opening of Quotations.
- 1.11 The Agencies shall keep their offers open for a minimum period of 120 days from the date of opening of Quotations. The Agency cannot withdraw their offer within the period of Validity.
- 1.12 The complete quotation document including corrigendum digitally signed would be uploaded at [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) in 'Document Library'.
- 1.13 Financial Bid (Excel File) is to be downloaded from website [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) and then is to be filled, saved and uploaded (through Digital Signature) on the same website.
- 2.0 Terms and Conditions:
- 2.1 Period of Completion:  
Period of completion shall be **45 days** for development / certification / audit and thereafter **12 months** for support & maintenance, from the date of issue of Letter of Acceptance.
- 2.2 Delivery:  
Delivery is required at the DFCCIL, Corporate Office, Supreme Court Metro Station Building Complex, New Delhi - 110001.
- 2.3 Terms of Payment:
- i. No advance payment shall be made.
  - ii. Payment will be made as per Payment Terms as detailed in the Development and Rollout of developed Application (Annexure-A).
  - iii. Invoices should be submitted in duplicate, duly signed and stamped by the Firm.
  - iv. Payment to the Firm shall be made through Electronic Clearing System (ECS). The Firm shall submit complete bank details/ NEFT mandate Form issued by their bank.
  - v. Tax deducted at source (TDS) will be deducted from the payment due to the Firm as per rules of the state / Central government if applicable.
- 2.4 Acceptance:  
As per condition of deliverables at DFCCIL.
- 2.5 Paying Authority:  
DFCCIL's Finance Department as represented through GM/Finance is the paying authority.
- 2.6 Variation:  
Variation will be the done, if required and approved by DFCCIL.
- 2.7 GST Registration:  
Agency shall be registered under GST Act and shall furnish GST Registration Number along-with the Quotation. Agency shall furnish GST registration

Number on the invoices while submitting for payment.

## 2.8 Security Deposit / Performance Bank Guarantee:

- a) The Firm has to furnish a Performance Bank Guarantee (PBG) as per proforma attached (Annexure-E) from a Nationalized Bank, equal to 5% of total Accepted Cost as per the letter of award, having validity period of 2 months beyond the end of maintenance period, within 15 days from the date of receipt of Letter of Award. In case of extension of delivery period, or the warranty period on any account, the Firm shall extend the period of PBG Bond by an equivalent period.
- b) The DFCCIL shall be entitled and it shall be lawful on his part to forfeit the amount of PBG Bond in whole or in part in the event of any default, failure or neglect on Part of the Firm in fulfilment or performance of the contract in all respect of the contract under reference or any other contract with the DFCCIL or any part thereof to the satisfaction of the DFCCIL and the DFCCIL shall be entitled to deduct from the amount of PBG Bond any loss or damage which the DFCCIL may suffer or be put by any reason of or due to any act or other default recoverable by the DFCCIL from the contract. The losses recoverable by the DFCCIL from the PBG Bond shall include all losses incurred by the DFCCIL during the warranty Period on account of failure of equipment or delay in attending the equipment by the Firm during the warranty period as per stipulations of the contract.
- c) The PBG Bond will be returned to the Firm without any interest, after 60 days of the completion of support period, on performance and completion of the contract which shall include installation, commissioning under the contract and fulfilment of warranty obligations in terms of the contract.

## 2.9 Maintenance and Support:

Support and maintenance of the delivered Application is for a period of 12 months from the date of Go-Live of developed web application. During this period, any defect due to implementation shall be attended free of cost by the Firm. The Firm shall correct and debug all defect free of cost within a period of 1 week.

## 2.10 The Application strictly in accordance with the IT / Cyber Acts of India.

2.11 Rates quoted shall be all inclusive of Labor, Material and Cartage etc. but excluding GST. GST shall be paid as per applicability. As per GST Act, Anti Profiteering Measures shall be taken. Successful Agency shall pass Input Tax Credit to DFCCIL & shall give Declaration within 3 days from the date of issue of Letter of Acceptance in the Format as per Annexure-D.

2.12 DFCCIL reserves the right to modify, expand, restrict, scrap and re-invite the quotations without assigning any reason.

2.13 Public Procurement Policy for Micro and Small Enterprises (MSEs) is being followed. Participating MSE shall enclose with their offers the proof of their being MSE registered with any of the agencies mentioned in the notification of Ministry of MSME i.e. anybody specified by ministry of MSME. The MSEs must also indicate the terminal validity date of their registration. MSEs owned by Scheduled Castes or Scheduled Tribes (SC/ST) Entrepreneurs may be

indicated and proof of same may be enclosed.

#### 2.14 Resolution of Disputes and Arbitration:

In the event of any dispute or difference whatsoever arising under this contract or in connection therewith including any dispute relating to existing meaning and interpretation of this contract, shall be settled amicably through mutual negotiation by the parties. In case, there is no amicable settlement of disputes, the same shall be referred to the sole arbitrator as appointed by DFCCIL. The Arbitration and Conciliation Act 1996 notwithstanding any disputes between the parties, the Agency shall not be entitled to withhold delay or defer its obligation, under the contract, and the same shall be carried out in accordance with the terms and conditions of the contract.

#### 2.15 Force Majeure:

- (a) For the purpose of this contract, "Force Majeure" means an event which is beyond the reasonable control of a party which makes agency's performance of its obligations under the contract impossible or so impractical as to be considered impossible under the circumstances.
- (b) The failure of a party to fulfill any of its obligation under the contract shall not be considered to be a breach of, or default under this contract in so far as such inability arises from an event of Force Majeure, provided that the party affected by such an event(s) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and condition of this contract and has informed the other party as soon as possible about the occurrence of Force Majeure condition.

#### 3.0 **Eligibility Criteria:** The documentary evidence is to be produced duly certified digitally signed by authorized signatory of the Bidder, if the documentary proof is not enclosed for any criteria, the bid may be liable for rejection.

The Bidder shall meet the following criteria for eligibility:

General Requirement from Successful Bidder for development of Website:

- 3.1 The Bidder should be a profit-making organization in each of the last three Financial Years.
- 3.2 The Bidder should be ISO 9001:2008 certified company.
- 3.3 The Bidder should be registered under GST Act.
- 3.4 The Bidder should submit scan copy of PAN Card.
- 3.5 The Bidder should have successfully completed at-least one similar work costing not less than Rs. 20 Lakhs in last three years {i.e. current year and previous year three financial years} for any Government Department / PSU / Private Corporates / Private Limited Firms (date of start of work may not fall in this period).
- 3.6 The Bidder should have received payment against satisfactory execution of completed and ongoing works of all types during last

three financial years i.e. current year and preceding 03 year as per current ITCC / Audited balance sheet of not less than Rs. 50 Lakhs.

**4.0 Technical Requirement from Successful Bidder for development of Website:**

- 4.1 Understanding the requirement, architecture design, UX design, and development & testing.
- 4.2 Develop a tightly integrated Web Portal.
- 4.3 To provide standard MIS reports based on the data aggregated at various levels in the projects progress module.
- 4.4 Testing, defect fixing effort on bugs reported before Deployment of web-based portal.
- 4.5 Training of Users at Corporate Office limiting to 1-3 days of effort for training.
- 4.6 12 Months of support from the date of successful deployment or any issue reported, defect analysis, response and related issues.
- 4.7 Bug fixing support for any issue reported, defect analysis, response and resolution for 12 months from the date of successful deployment.
- 4.8 Web Application should be able to accommodate the future scalability requirements.
- 4.9 Suitable measures to be incorporated for anti-virus protection of these devices as well as servers.
- 4.10 A database of the Master Data related to various disciplines shall be created in the server in the required format with suitable backup and safety features to prevent loss of data.
- 4.11 All Master Data / reference parameters shall be provided by DFCCIL.
- 4.12 J-query to be used in the site to make the site lighter, hence faster.
- 4.13 To make Web Application accessible on all platforms.
- 4.14 To provide information to users with minimum number of clicks. To get security certificate from certified vendor.

**Encl.:**

- a) Terms of Payment (Annexure-A).
- b) Schedule of Deliverable and Price Quote (Annexure-B).
- c) Terms of Reference (TOR) (Annexure-C).
- d) Declaration for DFCCIL (Annexure-D).
- e) Format for PBG (Annexure-E)

Group General Manager/IT  
Corporate Office, DFCCIL  
Contact – 011-23454921

### Payment Terms for Development and Rollout of Website and Audit

Stage	Item Particulars	Timelines (in days) where T = date of award	Payment percentage of the value at item (1) in Annexure-B
1.	Development & Deployment of customized cloud based Project Monitoring System having Master / Project Dashboards, with easy to use navigation, sorting and analytics for monitoring of all the Projects including Civil Works (such as Track, Bridges, ROB and RUB), Electrical Works (such as Pole Erection, OHE works and Substations) and S&T works (Indoor and Outdoor S&T works, Telecom) of DFCCIL	T+30	25.00%
2.	One time setup of all Projects.	T+40	05.00%
3.	UAT/Go-Live of the Web Application & Audit Certification	T+45	10.00%
4.	Training for DFCCIL employees for each group of 25 persons, in DFCCIL office, New Delhi.	T+60	10.00%
5.	Annual running and Maintenance of software, Software Hosting and server charges for Cloud. This item also includes charges for SMS and Email services.	12 months from Go-Live of Web Application	50.00%
Note: Maintenance Charges will be payable Quarterly in equal installment.			

## Schedule of Deliverable and Price Quote

SN	Item	Rate / Unit (Rs.)	Quantity	Total Price excluding GST (Rs.)	Remarks
1	(a) Development & Deployment of customized cloud based Project Monitoring System having Master / Project Dashboards, with easy to use navigation, sorting and analytics for monitoring of all the Projects including Civil Works (such as Track, Bridges, ROB and RUB), Electrical Works (such as Pole Erection, OHE works and Substations) and S&T works (Indoor and Outdoor S&T works, Telecom) of DFCCIL.		1		
	(b) One time setup of all projects.		1		
	(c) Training for DFCCIL employees for each group of 25 persons, in DFCCIL office, New Delhi.		5		
	(d) Annual running and Maintenance of software		4		
	(e) Software Hosting and server charges for Cloud. This item also includes charges for SMS and Email services.		4		
	<b>Total of Price Quote =</b>				
Total Cost excluding GST (In Words) _____					

**NOTE:**

- Agency is required to quote their rates online in the given format of Excel Sheet on website [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) in terms of the total cost excluding of GST. Only rates quoted online shall be considered for Evaluation.
- GST as applicable will be paid extra.



## Terms of Reference (TOR)

<b>Technical Specifications for developing a cloud based Project Monitoring system for monitoring DFCCIL</b>	
<b>SN</b>	<b>FEATURES</b>
<b>Multilevel dashboards : Master Dashboard</b>	
1	As per hierarchy of various departments in DFCCIL, project stakeholders to have their own independent performance dashboards. A project dashboard showing all the relevant information related to individual project, and a master dashboard for DFCCIL top management level.
2	Login based dashboard access to define the read and edit accesses of the project data.
3	Master Dashboard shall be only for the DFCCIL top management level.
4	Master dashboard to display Corridor/CGMs/Rly. Zones wise performance status of various projects of DFCCIL. Easy navigation between Corridor/CGMs/Projects and various performance parameters as per requirements of DFCCIL to be ensured.
5	Master dashboard to be accessible on cloud through web service.
6	Master dashboard to display project wise actual vs. planned physical progress..
7	Project wise planned vs. actual financial progress to be shown separately.
8	Project wise Physical S-Curves showing planned vs. actual physical progress overall for a project.
9	Project wise Financial S-Curve showing planned vs. actual vs. Physical x Financial weightage curves.
10	For a selected project, Project dashboard to display customizable Bar Chart progress on their respective baselines. Percentage completion to be shown on each such bar.
11	No manual inputs for updating activity bars of Project Bar Chart. The data received for the Field Mobile App will be directly updating these in real time.
12	Master Dashboard is mainly for monitoring various activities at macro level. However if one wants navigation should be such that progress data right upto the activities level can be accessed.
13	Alerts- Alerts shall show all the relevant information where intervention of project manager is required.

14	Progress Reports section to have daily, weekly, monthly, quarterly and yearly progress reports archives. View and Download options shall be made available.
15	DFCCIL shall define the items and formats on which progress from field units/ CGM offices are desired.
16	The decided formats shall be made available in real time to the field engineers.
17	The monitoring system should not only act as a repository of progress data and a lot of information but also should deliver alerts and notifications where intervention of project manager is really required.
18	Data driven alerts and notifications to convey where meaningful intervention is required e.g. the items where progress has not been reported for the last three days.
19	Sorting of major activities of the project in the form of On schedule, behind Schedule, Delayed (where start date has passed but activity has not yet started) and completed.
20	Planned financial progress, actual financial progress which will come from the bill data, and then third would be physical progress data multiplied by financial weightage of items. Financial Weightages shall be filled by the DFCCIL Planning and monitoring Cell.
<b>Multi-Level Dashboards: Project Dashboard</b>	
21	These project dashboards shall be accessed by CGMs/ Directors of different departments.
22	Each project dashboard to display monitoring information related with one project.
23	Only the relevant CGM/Director of the relevant department can access these project dashboards. Access shall be protected by login and password.
24	If a CGM or Director of a department is handling more than one project then all such projects under him should be accessible from a single login only. Also navigation from one project to another must be easy and smooth without having a need to logout from the earlier project.
25	All the project related information can be uploaded on this project dashboard, like drawings, documents, project scope, Issues list, etc.
26	If activity is in edit mode by a user, then it should be available to other authorised user in view only mode.
27	The project dashboard should be cloud based and accessible from web service anywhere.
28	The setting up of a project into various sub divisions, and further subdivisions and items should be completely customizable. The navigation and accesses to

	be very easy, simple and intuitive so that very minimal training is required to set up and handle these dashboards.
29	The formats for reporting progress can be set from dashboard level itself, so that progress from field sites come in the same and desired formats.
30	A set of items on which progress to be fed from Field Mobile App can be defined with its scope, on this dashboard and the same set can be assigned to a field supervisor/ engineer/ contractor. Similarly many sets can be framed. A field representative can be assigned one or more such sets of items on which progress is to be fed through a mobile app.
31	The transmission of such a set of items from dashboard to field mobile app is to be real time. Any change therein should also be reflected in real time in field mobile app.
32	The project dashboard should show item wise cumulative progress against scope, start dates and finish dates of these items, photos, remarks and analytics.
33	Each project dashboard to have cloud gallery where all the photos sent by the field supervisors are stored item wise and date wise. All such photographs can also be downloaded offline from this gallery.
34	The physical progress of the entire project to be prominently displayed and also any delay thereof.
35	The physical progress of each such set of items as described above to be displayed separately and any delay should also be displayed so as to have a close monitoring.
36	A Bar chart module should display all such activities and its progress marked therein on a timeline.
37	Finance module of Project dashboard should enable user to fill in details regarding amounts paid to the contractor/ agency along with attaching attributes like date, bill no., amount, agency name etc.
38	Financial S Curve to show three curves first, planned financial progress, second actual progress and third Physical Progress multiplied by Financial weightage.
39	Project dashboards to be able to handle and monitor various site issues raised by the site supervisors/ engineers etc. These issues are specifically site hurdles etc. due to which site progress can get hampered. The supervisor can raise an issue through his Field Mobile App and all such issues shall be synced into project dashboard.
40	The project dashboard to display a list of all issues and categorise them between resolved and unresolved. The list of unresolved issues shall be prominently displayed and oldest issue shall appear first. Photos attributed along

	with the issues shall also be displayed alongside the issue with the description.
41	The dashboard shall enable the user to assign an issue to a field supervisor whom project manager thinks is the right person to handle it. Such assigned issue to go directly into that supervisor's Field Mobile App.
42	Till the issue is resolved entire communication history shall be displayed prominently to assess development of issue redressal.
43	Once a drawing gets finalised in the office, the same can be uploaded on the Project Dashboard so that it always remains available for ready reference on cloud through web access.
44	Such uploaded drawing can also be shared with a particular field supervisor/ engineer/ team member on his Field Mobile App.
45	If a drawing gets revised or altered due to some reason, the same can be uploaded clearly defining its previous version. The latest drawing shall be displayed for direct access and old versions can be accessed from archive.
46	The drawing can not only be shared with the field supervisors but also attributed to the respective set of items for which it is relevant.
47	A section where all the project team members can be included along with their emails and mobile numbers details.
48	In the case of many projects under a single login, there must be some tree like structure where projects can be displayed sorted based upon some attribute.
49	On a project dashboard once a project is set up with its major activities, their scope etc. then there is no need to update it on dashboard level. The data coming from the field mobile app should be automatically updating the dashboard in real time.
50	When a CGM is handling more than one project then each project shall have this facility for each project separately.
51	In case revision of timelines of various activities is required during the project lifecycle then DFCCIL should be able to do so from its end.
52	All the information related with the project to be available on a single platform, so that for key information related to the project one has not to refer anything else and this information is accessible on the go i.e. on smartphones and tablets too.
53	Any other dashboard as required before the software is made to go live.
54	A cloud gallery to handle numerous photos sent from the sites.
55	The sorting of these photos to be Item wise and then date wise.
56	The remarks submitted by the field engineer will also be displayed date wise here only so that a remarks history is also available.
57	Cloud gallery should automatically sync itself and keep itself updated with the

	latest photographs without having a need to give a command to this effect. All photographed uploaded so far shall be displayed date wise.
<b>Field Mobile APP</b>	
58	A field Engineer having a field app should receive only those items in his app for which he has to fill in daily progress data in customisable form.
59	Field Engineer should be able to fill in daily progress data against each item by selecting date, filling progress data, uploading photos of work, and writing remarks in customizable form. The photo can be shot directly from the phone camera or photo can also be uploaded from phone gallery.
60	Photo upload from phone gallery as well as phone camera should be possible.
61	The date against which progress has already been filled up must be marked in some way so as to indicate unambiguously that progress against this date has already been fed.
62	The item wise scope and cumulative progress must be displayed in mobile app.
63	While accessing camera from App, for capturing & uploading photos along with progress data, geo-location of photo should also be captured and stored in the background.
64	The Geo-tagging data shall be displayed on maps with data layering
65	The system should be able to store JPEG/PDF and should scan all uploaded files for viruses etc.
66	Clear colour coding for burst, delayed, on track, not started and upcoming working items should be displayed working item wise.
67	The app should be able to raise issues. Once uploaded the item should sync with the project dashboard. All such project issues which are critical for the project to be displayed on the related project dashboard.
68	On dashboard CGM can monitor all such project, can send notifications or instructions regarding resolving the issue, can assign and reassign a particular issue to a team member whom he considers fit for its resolving. The oldest issue should appear at the top and newest at bottom.
69	Also if an issue has been assigned by the project manager through project dashboard to a particular field engineer that issue should appear in his field mobile app.
70	Revised or altered drawings can also be shared which will supersede the previous version of the drawing.
71	Similarly important documents can also be shared with the project team on their respective apps. Through dashboard it can be controlled which drawing or document is shared with whom.

<b>Alerts and report</b>	
72	Project progress and issue of user defined alerts on App/SMS/Email.
73	The monitoring platform should be very organised, easy to use and presentable so that there is no need to make separate presentations for the progress review meetings. Since all the information, data and photos are available on this single platform itself therefore progress review can be done on this platform itself.
74	Daily, Weekly, Monthly, Quarterly, Yearly Progress Reports can be generated on this platform itself clearly defining expected vs. actual progress. The exact formats for report generation shall be supplied by DFCCIL.
75	Features to print and save these reports in PDF/Excel formats shall be made available
76	Report can also be generated by selecting a date range of the intended period in the form of expected vs. actual progress.
77	Downloading and printing of all visuals reports etc.
<b>Mobility</b>	
78	The solution should be enabled on the end user devices like smartphones, tablets, laptops or desktops. It should be supported on all major internet browsers specifically Chrome, Mozilla Firefox, Internet Explorer and Safari, without the need for any special software.
79	Ability to update progress data, photos, issues etc. remotely via mobile or tablet.
80	There should be a Mobile/ Tab version of Dashboard also where key information and content of dashboard can be accessed from any remote location or on the go.
<b>Ease of Use</b>	
81	The user interface of dashboard to be very intuitive and easy to comprehend.
82	Only introductory training to be given to CGMs/ Directors, and rest it has to be self-explanatory.
83	Similarly for mobile apps also no special training to be given to the field engineers. The user interface of the field mobile app to be very basic and easy. Navigations also to be very smooth.
84	The dashboards to display all the analytics in very self-explanatory formats.
85	Data to be presented as far as possible in graphical and visual forms.
<b>File storage/ repository</b>	
86	Facility to save drawings and documents.
87	A "Drive" like facility where folders etc. can be created and documents can be

	stored. Facility to create folders, sub folders, items etc. should be there. The storage limit of such Drive shall be limited to 1GB per project.
<b>Analytics</b>	
88	Project level and major activity level analytics to display histograms, line graphs, pie charts, bar charts etc.
89	Actual vs. expected progress at various levels to be displayed in appropriate chart formats.
90	Next day's targets i.e. expected progress, next month's target i.e. expected progress to be clearly conveyed at appropriate places in the dashboard.
91	In mobile app also, field engineer should receive daily target against each item on which he has to report the progress.
<b>Training &amp; Support</b>	
92	There should not be any special training requirements in the first place.
93	Introductory demonstration should be sufficient to impart basic working knowledge of the monitoring system. Such introduction and demonstration of the product shall be the responsibility of the system provider.
94	Post go-live support shall be made available in terms of demo visits (or as mentioned in BOQ) and phone line support.
<b>Security</b>	
95	The software application will be secure and password protected. The authenticated user will further be subjected to authorization control, i.e. the users will only be able to access the portion of project handled.
96	Passwords authentication mechanism developed for the software shall validate the passwords with DFCCIL password policy and guidelines
97	Cross viewing of the projects will not be allowed, i.e. the users will be restricted to their own data /forms/applications/models.
98	Software will have a secure email and SMS based password recovery mechanism
99	Ensuring encrypted and secured protocols (https).
100	The system shall be able to store any file type, but should scan all uploaded files for viruses, malware, spyware, Trojans, ransom ware and other harmful codes/scripts etc. and prevent spreading of the same.
101	System enforces 256-bit data encryption at the storage level.
102	The Bidder has to provide information above data storage server location.
103	Practicing secure coding to guard against accidental security vulnerabilities.
104	The Bidder has to provide information about data storage server location.

105	Vendor will maintain Integrity and confidentiality of data obtained from DFCCIL office.
<b>Cloud and Hosting services</b>	
106	Cloud/Hosting Services should be such that almost zero downtime is there.
107	Cloud storage shall be arranged and maintained by the bidder for the period of contract.
108	Bidder has to maintain data for 3 months after the completion of contract tenure.
109	Bidder has to provide all the data as and when it is desired by DFCCIL.
<b>User Management Module</b>	
110	User management module should have facility of creation of users profile with designations, phone numbers and email ids, assigning them projects/ project elements across various projects handling completion of change of their assignments/ roles/ projects.
112	Admin dashboard should have features enabling him to do so and notification for the same to be sent to concerned user and relevant stakeholders as decided by DFCCIL.
<b>Organisational Structure</b>	
113	As per Organisational structure of various departments in DFCCIL, project stakeholders to have their own independent Login Id based view and edit access to create and view different project dashboard as per requirement of DFCCIL.
114	The solution should have functionality to define two type of user role one is Dashboard user and other type is field supervision who only have access of Field mobile app.
<b>Monitoring of Multiple projects</b>	
115	The solution should have functionality to create and monitor different projects of Civil (such as Track, Bridges, ROB, RUB), electrical Work (Such as Pole Erection, OHE works and Substations) and S&T work (Indoor and Outdoor S&T work, Telecom)
<b>General</b>	
116	The system to maintain history of user login history.
117	Maintenance of software for contract tenure including trouble shooting/error handling/ bug fixing as required from time to time.



**Declaration for DFCCIL**

This is to confirm that I, \_\_\_\_\_(name of concerned person of vendor), \_\_\_\_\_ (designation of this person) at \_\_\_\_\_ (name of the agency), have passed the benefit of input tax credit available on the \_\_\_\_\_ (goods / services) having HSN \_\_\_\_\_ supplied to the Dedicated Freight Corridor Corporation of India Limited after introduction of Goods and Services Tax.

Further, it is to confirm also that in case \_\_\_\_\_ (name of the agency) will receive any further benefit in future after \_\_\_\_\_, 2019 by way of availing input tax credits which were not allowed to be availed before \_\_\_\_\_, 2019 or reduction in tax rates or in any other manner which results in reduction of cost of the \_\_\_\_\_ Goods / Services supplied to the Dedicated Freight Corridor Corporation of India Limited, than we will pass that benefit to the Dedicated Freight Corridor Corporation of India Limited also.

Signature of the Contractor \_\_\_\_\_

Name of the Contractor \_\_\_\_\_

Designation \_\_\_\_\_

Name of the Agency \_\_\_\_\_

**FORM OF PERFORMANCE SECURITY  
(PERFORMANCE BANK GUARANTEE)**

***{On non-judicial stamp paper of appropriate value in accordance with Stamp Act.  
The stamp paper to be in name of Executing Bank}***

To

**Group General Manager / IT,  
Dedicated Freight Corridor Corporation of India Ltd,  
DFCCIL, 4<sup>th</sup> Floor, Supreme Court Metro Station Building Complex,  
New Delhi – 110001, INDIA**

WHEREAS \_\_\_\_\_ [*Name and address of FIRMS*]<sup>1</sup> (hereinafter called “the FIRMs”) have undertaken, in pursuance of Contract No. \_\_\_\_\_ dated \_\_\_\_\_ to execute the supply on terms and conditions set forth in this Contract \_\_\_\_\_ [*Name of Contract*] (hereinafter called the “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the FIRMs shall furnish you with a “Performance Security” in the form of a Bank Guarantee by a Nationalized/Indian scheduled commercial bank for the sum specified therein as security for performance and compliance with his obligations in accordance with the Contract;

AND WHEREAS we, \_\_\_\_\_ (*Name of Bank*) with its Branch located at \_\_\_\_\_ (*address of branch*) and Head Office located at \_\_\_\_\_ (*address of Head Office*) {herein after called as “the Bank”} acting through \_\_\_\_\_ (*name of authorized representative of Bank authorized to sign and incur obligations for and on behalf of the Bank*) have agreed at the request of the FIRMs to give the FIRMs such a Bank Guarantee;

NOW THEREOF we hereby affirm that we are the Guarantor and responsible to you, on behalf of the FIRMs up to a total of \_\_\_\_\_ [*amount of Guarantee in letters*]<sup>3</sup> \_\_\_\_\_ [*in words*], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without any demur, cavil, reservation, argument or recourse any sum or sums within the limits of \_\_\_\_\_ [*amount of Guarantee*] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the FIRMs before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the supply to be performed there under or of any of the Contract documents which may be made between you and the FIRMs shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

The liability of the Bank under this Guarantee shall not be affected by any change in the constitution of the FIRMs or of the Bank.

Notwithstanding anything contained herein before, our liability under this guarantee is restricted to Rs. \_\_\_\_\_ (Rs. \_\_\_\_\_ *in words* \_\_\_\_\_) and the guarantee shall remain valid till \_\_\_\_\_. Unless a claim or a demand in writing is made upon us on or before \_\_\_\_\_ all our liability under this guarantee shall cease.

Signature and Seal of the Guarantor \_\_\_\_\_ in presence of

Name and Designation \_\_\_\_\_ 1. \_\_\_\_\_

(Name, Signature & Occupation)

Name of the Bank \_\_\_\_\_

Address \_\_\_\_\_ 2. \_\_\_\_\_

(Name & Occupation)

Date \_\_\_\_\_

\*\*\*\*\*

1. Give names of all partners if the FIRMs is a Joint Venture.
2. The Bank Guarantee shall be from a Scheduled / Nationalized Indian Bank.
3. Amount as Specified in GCC / TOR / ITB for Performance Security and in specified currency.

Note: The words in Italics are for guidance and shall be deleted in final document.