No. TCIL/61/19/IT/EPFO/2012 (ED(IT)) Dated: 30/04/2013

Techno-Commercial Proposal invited for implementing Online Transfer Claim Processing & Return submission system

TCIL intends to select a partner for Design, development, implementation and Operation support for implementing Online Transfer Claims Processing & Online submission of returns for its client Employees Provident Fund Organisation, India (EPFO). The detailed Scope of Work is attached herewith. **The target date of launch of the system by customer is 1st July 2013**.

Interested companies who are willing to work with TCIL on back-to-back technical and commercial conditions of the opportunity may submit their technical & commercial offer in separate sealed cover latest by 14/05/2013.

A. Eligibility Criteria:

1. Bidder should be a company registered under Indian companies Act 1956.
2. The company should be ISO 9001:2008 certified.
3. Consortiums are not allowed.

   The Bidder should be providing software services to the Government organizations/PSU/State Government etc (having customer base of more than 25 Million) for a period of at least one year and the revenue from such services should be more than Rs.50 lakh in last three years. The project(s) should be live on the date of submission of the proposal.

   or

   The Bidder should be providing software services to two Government organizations/PSU/State Government etc (having customer base of more than 12.5 Million) for a period of at least one year and the revenue from such services should be more than Rs.25 lakh in last three years. The project(s) should be live on the date of submission of proposal.
4. The Bidder should have implemented at least one software system capable of collecting, processing and analysing at least 10 million records on daily basis. The system must be collecting data from more than 100 geographical locations. The project should be live on date.
5. The Company should have experience of implementing at-least one large scale project catering to more than 4 lakh registered online users. The project needs to be hosted in a Tier III/ IV Data Center environment and should have a disaster recovery site. The project must be running in parallel, both on Public and Private Networks (for e.g. MPLS). The system must have a feature of signing of files using digital signature and must be capable of integration with a Banking system.
6. The Bidder should have experience in integration of software system with large scale SMS platform/gateways handling at least 40 Million SMS in one year with average daily volume of more than 75,000 SMS in a single project. The project should be live on date.
7. Bidder should have at least 3 live projects involving G2C/C2G SMS based transactions and associated web reporting system.

   Copies of the necessary supporting documents for the above may be furnished.

B. Format for commercials:

S. No.	Item of work	Total Cost (INR)
1.	**CAPEX**	

	Complete system Design, Development, Testing, Integration and Implementation of Software application as per the Scope of work a. Transfer Claim Processing Platform b. Return Submission Platform for Exempted establishments	 Rs. Rs.
2.	**OPEX (Monthly Charges)** System support, Operations & Management of the platform as per SOW for: a. Transfer Claim Processing Platform b. Return Submission Platform for Exempted establishments	 Rs. Rs.

1. **Performance Bank Guarantee (PBG):** The bidder is requested to submit the Performance Bank Guarantee @10% of the project cost within 10 days of the placing order.
2. **Warranty**: Comprehensive warranty for 1 (one) year.
3. **Liquidated damages and penalties:** 1% of the fixed cost per week of delay subject to a maximum of 10% of the fixed cost.

Interested companies who are willing to work with TCIL for potential opportunities may submit their Technical & Commercial offer latest by 14/05/2013 11:00am at the following address:

Telecommunications Consultants India Limited
6th Floor, TCIL Bhawan,
Greater Kailash–I
New Delhi – 110 048
Ph: 011-26202616
Fax: 011-26241422
Email: hardeep@tcil-india.com

For more details see document attached.