

NAGALAND STATE e-GOVERNANCE SOCIETY (NSeGS)

**DIRECTORATE OF INFORMATION TECHNOLOGY & COMMUNICATION
GOVERNMENT OF NAGALAND
KOHIMA**



**REQUEST FOR PROPOSAL
FOR
SELECTION OF SYSTEM INTEGRATOR
FOR
STATE WIDE ROLL-OUT OF e-DISTRICT MMP
VOLUME I**

Ref No: NSeGS/eDISTRICT-5/2013

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List of Abbreviation

Sr. No.	Abbreviation	Description
1	BPR	Business Process Re-engineering
2	CCN	Change Control Note
3	CDAC	Centre for Development of Advanced Computing
4	CMS	Content Management System
5	CSC	Citizen Service Center
6	CSP	Content Service Provider
7	DeGS	District e-Governance Society
8	DeitY	Department of Electronics and Information Technology
9	DST	Department of Science and Technology
10	DHQ	District Head Quarter
11	EC	Empowered Committee
12	EMD	Earnest Money Deposit
13	Gol	Government of India
14	GoN	Government of Nagaland
15	MCIT	Ministry of Communication and Information Technology
16	MMP	Mission Mode Project
17	MSA	Master Service Agreement
18	MSDG	Mobile Service Delivery Gateway
19	MSME	Micro, Small & Medium Enterprises
20	NDA	Non-Disclosure Agreement (NDA).
21	NeGP	National e-Governance Plan
22	NIC	National Informatics Centre
23	NPI	National Portal of India
24	NPMU	National Program Management Unit
25	OEM	Original Equipment Manufacturer
26	PBG	Performance Bank Guarantee
27	RFP	Request for Proposal
28	SDC	State Data Center
29	SeMT	State e-Governance Mission Team
30	SI	System Integrator
31	SLA	Service Level Agreement

Sr. No.	Abbreviation	Description
32	SPF	State Portal Framework
33	SPMU	State Program Management Unit
34	SSDG	State Services Delivery Gateway
35	STQC	Standardization Testing and Quality Certification
36	SWAN	State Wide Area Network
37	UT	Union Territory
38	CMMi	Capability Maturity Model Integration

GLOSSARY OF TERMS

The definitions of various terms that have been used in this RFP are as follows:

“Request for Proposal (RFP)” means all three Volumes and its Annexure and any other documents provided along with this RFP or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.

“Contract / Agreement / Contract Agreement / Master Service Agreement” means the agreement to be signed between the successful bidder and NSeGS, including all attachments, appendices, all documents incorporated by reference together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

“Bidder” means any company incorporated under Indian Companies Act 1956 and shall include group/consortium of companies coming together to participate in this bid, offering the solution(s), service(s) and /or materials as required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with parties bidding against this RFP, and when used after award of the Contract shall mean the successful party with whom the agreement is signed for rendering of services for implementation of this project.

“Joint Venture/consortium” shall mean association of two or more distinct legal entities but not exceeding three in number, formed specifically or otherwise for the purpose of bidding.

“Proposal / Bid” means the Pre-Qualification, Technical and Commercial bids submitted by bidders for this project against this RFP

1 Introduction

- a. Under the e-District MMP State wide Roll-out, System Integrators will be responsible for providing a comprehensive solution towards Supply, Installation, Integration, Commissioning, Management & Maintenance of Computing Infrastructure pertaining to e-District project in the State of Nagaland.
- b. Nagaland State e-Governance Society (NSEGS), Nagaland invites the eligible parties (hereafter referred as “Bidder”) for appointment as System Integrator for the Nagaland and provides the comprehensive solution as specified in the Scope of Work Section (Refer Section 4 in Volume 2) of this RFP.
- c. Bidders are advised to study the RFP documents (Volume I, II & III and related Annexures) carefully before submitting their proposals in response to this Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of all RFP Volume I, II & III documents with full understanding of its terms, conditions and implications. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.
- d. All proposals submitted in response to the RFP document must be accompanied by an EMD of Rs.63, 83,000 (Rupees Sixty Three Lakhs Eighty Three Thousand Only) in the form of a bank guarantee as per the format prescribed in this RFP document (Refer Annexure I, Form 3). Bids submitted without adequate EMD will be liable for rejection.

2 Schedule of Bid Process

The date of release of SI RFP is indicated as “T”.

S. No	Information	Details
1.	RFP No. and Date	No. NSeGS/eDISTRICT-5/2013 dated 26.June 2014
2.	Tender Document Fees	Rs.10,000 (Rupees Ten Thousand Only)
3.	EMD	Rs.63, 83,000 (Rupees Sixty Three Lakhs Eighty Three Thousand Only)
4.	Last date for submission of written queries for clarifications	03.July.2014 Email : dit-ngl@nic.in, Directorate of Information Technology & Communication, Below Civil Secretariat, Thizama Road, Kohima,Nagaland, 797001
5.	Date of pre-bid conference	08.July.2014 , 1100 Hrs , Directorate of Information Technology & Communication, Below Civil Secretariat, Thizama Road, Kohima,Nagaland, 797001
6.	Release of response to clarifications	18 July.2014 , www.nagaland.gov.in
7.	Bid validity period	180 days from the last date (deadline) for submission of proposals.
8.	Last date (deadline) for submission of bids	20.August.2014 , 1500 Hrs, Directorate of Information Technology & Communication, Below Civil Secretariat, Thizama Road, Kohima,Nagaland, 797001
9.	Opening of Pre-qualification bid	21.August.2014 , 1000 Hrs, Directorate of Information Technology & Communication, Below Civil Secretariat, Thizama Road, Kohima,Nagaland, 797001
10.	Opening of Technical bid	15.September.2014 , 1000 Hrs, Directorate of Information Technology & Communication, Below Civil Secretariat, Thizama Road, Kohima,Nagaland, 797001
11.	Technical Presentation	Technical presentation by the bidders.17.September.2014
12.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	Directorate of Information Technology & Communication, Below Civil Secretariat, Thizama Road, Kohima,Nagaland, 797001 22.September.2014 (Tentative)
13.	Contact person for queries	Yanger Longkumer, Project Engineer Directorate of Information Technology & Communication, Below Civil Secretariat, Thizama Road, Kohima,Nagaland, 797001 Phone- +91 9862933360 Email - yangeruzi@gmail.com
14.	Addressee and address at which proposal in response to RFP notice is to be submitted:	Shri. K. D.Vizo, ITS Chief Executive Officer, Nagaland State e-Governance Society(NSeGS), Directorate of Information Technology & Communication, Below Civil Secretariat, Thizama Road, Kohima,Nagaland, 797001 Fax: +91-0370 2271469 Phone: +91-0370 2270108 Email: secy-ngl@nic.in
15.	Website address for RFP download and any other information regarding this RFP including corrigendum	www.nagalandtenders.gov.in www.nagaland.gov.in www.itngl.nic.in

3 Structure of the RFP

I. *NSeGS, Nagaland* invites bids from eligible parties (hereafter referred as “Bidder”) for appointment as System Integrator for the Nagaland and provides the comprehensive solution as specified in the Scope of Work Section (Refer Volume II) of this RFP

II. This Request for Proposal (RFP) document for Appointment of the System Integrator for e-District Mission Mode Project (MMP) for Nagaland State e-Governance Society (NseGS) comprises of the following.

A. Volume I: Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:

1. General instructions for bidding process
2. Bid evaluation process including the parameters for Technical evaluation and commercial evaluation to facilitate NSeGS in determining bidder’s suitability as the implementation partner
3. Payment schedule
4. Commercial bid and other formats

B. Volume II: Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:

1. About the project and its objectives
2. Scope of work for the System Integrator
3. Functional and Technical requirements
4. Project Schedule
5. Service levels for the System Integrator
6. The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder’s suitability to become the E-District System Integrator for NSeGS

C. Volume III : Master Service Agreement (MSA), Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA)

The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

4 Background Information

4.1 Basic Information

NSeGS invites proposals (“Tenders”) to this Request for Proposals (“RFP”) from eligible System Integration Agencies (“Bidders”) for the provision of study, design, development, implementation and operations & maintenance of e-Governance System Implementation Services as described in RFP Volume- II.

Any contract that may result from this Government procurement process will be issued for a term i.e. 3 year of Operations and Maintenance , after successful commissioning of the project as per the agreed SLA (“the Term”).

The NSeGS reserves the right to extend the Term for a period or periods of up to 3 years with a minimum of 1 year. Such extension or extensions will be on the same terms and conditions, subject to the NSeGS’ obligations at law.

Proposals must be received not later than the time, date and venue mentioned in the Schedule of Bid Process Volume – I, Section-2. Proposals that are received late WILL NOT be considered in this procurement process.

The NSeGS expects the successful bidder to provide quality & timely services. It is expected that activities related to **Phase I** shall be completed by the selected bidder within 30 weeks from issue date of work order. After successful roll out of phase-I services across the State, NSeGS will provide schedule for activities to be carried out in Phase –II implementation. It is expected that all activities related to phase-II implementation shall be completed by the selected bidder within 52 weeks from issue date of work order.

All the activities performed during different phases of the project shall be closely monitored by NSeGS/SPMU/ DIT&C GoN.

4.2 Project Background

NeGP was approved by the Government of India in May 2006, with the following vision:

“Make all Government Services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realise the basic needs of the common man”.

To realize this vision, 31 Central, State and Integrated Mission Mode projects (MMPs) along with 8 support components were identified and approved under NeGP. States have been given flexibility to identify up to 5 additional state-specific projects, which are particularly relevant for the economic development of the State. NeGP also envisages creation of the core IT infrastructure in the form of SWANs, SDCs and one lakh front ends namely CSCs in rural areas across the country to deliver public services electronically.

e-District is one of the 31 MMPs under NeGP, with the Department of Electronics and Information Technology (DeitY), Government of India (GoI) as the nodal department, to be implemented by State Government or their designated agencies. This MMP aims at electronic delivery of identified high volume citizen centric services, at district and sub-district level, those are not part of any other MMP. To achieve these objectives service levels and outcomes for each of these services will be clearly laid down by the State concerned, with a view to improving the efficiency and effectiveness of the service delivery. The MMP envisages leveraging and utilizing the four pillars of e-infrastructure namely, State Data Centres (SDCs), State Wide Area Network (SWANs), State Service Delivery Gateways (SSDGs) and Common Service Centres (CSCs), optimally to deliver public services electronically to citizens at their door steps. Initially only those high volume citizen-centric services will be taken up for implementation which have high priority for the State. New services will be added to the portfolio subsequently, once the demand for the initial set of e-enabled services increases.

Detailed scope of work is provided in RFP volume II.

4.3 State Information

Sr. No	Name of the District	No. of Blocks	No. of Horizontal offices to be connected to DHQ	Population as per survey done in 2011
1.	Dimapur	Dhansiripar Kuhuboto Medziphema Nuiland	5	379,679
2.	Kohima	Chiephobozou Jakhama Kohima Tseminyu	5	270,063

Sr. No	Name of the District	No. of Blocks	No. of Horizontal offices to be connected to DHQ	Population as per survey done in 2011
3.	Mokokchung	Mokokchung. Changtongya. Tuli. Mangkolemba.	4	193,171
4.	Mon	Mon. Aboi. Nagimimora. Tizit. Tobu. Wakching. Phomching.	4	250,671
5.	Phek	Phek Chizami Meluri Pfutsero Chozouba	4	163,294
6.	Tuensang	Longkhim Noklak Noksen Samator Thonoknyu Tuensang	4	196,801
7.	Wokha	Bhandari. Sanis. Wokha Ralan.	4	166,239
8.	Zunheboto	Zunheboto. Aghunato. Pughoboto. Satakha. Akuluto.	4	141,014

Sr. No	Name of the District	No. of Blocks	No. of Horizontal offices to be connected to DHQ	Population as per survey done in 2011
9.	Kiphire	Kiphire. Seyochung. Pungro.	4	74,033
10.	Longleng	Longleng Tamlu	4	50,593
11.	Peren	Peren Jalukie. Tenning.	4	94,954
	Total	47	46	

List of horizontal offices (departments) to be connected to DHQ, SDHQ and BHO

Sl. No.	Name of the District	No of Horizontal Offices to be connected	Name of the Offices
1	Dimapur	5	<ul style="list-style-type: none"> • DC Office • Employment Exchange • Food & Civil Supply • Social Welfare • Economics & Statistics
2	Kohima	6	<ul style="list-style-type: none"> • DC Office • Employment Exchange • State Information Commission • Social Welfare • Economics & Statistics • Nagaland Board of School & Education
3	Mokokchung	4	<ul style="list-style-type: none"> • DC Office • Employment Exchange • Food & Civil Supply • Social Welfare/Economics & Statistics/CDPO

4	Mon	4	<ul style="list-style-type: none"> • DC Office • Employment Exchange • Food & Civil Supply • Social Welfare/Economics & Statistics/CDPO
5	Phek	4	<ul style="list-style-type: none"> • DC Office • Employment Exchange • Food & Civil Supply • Social Welfare/Economics & Statistics/CDPO
6	Tuensang	4	<ul style="list-style-type: none"> • DC Office • Employment Exchange • Food & Civil Supply • Social Welfare/Economics & Statistics/CDPO
7	Wokha	4	<ul style="list-style-type: none"> • DC Office • Employment Exchange • Food & Civil Supply • Social Welfare/Economics & Statistics/CDPO
8	Zunheboto	4	<ul style="list-style-type: none"> • DC Office • Employment Exchange • Food & Civil Supply • Social Welfare/Economics & Statistics/CDPO
9	Kiphire	4	<ul style="list-style-type: none"> • DC Office • Employment Exchange • Food & Civil Supply • Social Welfare/Economics & Statistics/CDPO

10	Longleng	4	<ul style="list-style-type: none"> • DC Office • Employment Exchange • Food & Civil Supply • Social Welfare/Economics & Statistics/CDPO
11	Peren	4	<ul style="list-style-type: none"> • DC Office • Employment Exchange • Food & Civil Supply • Social Welfare/Economics & Statistics/CDPO

Current Status at Nagaland

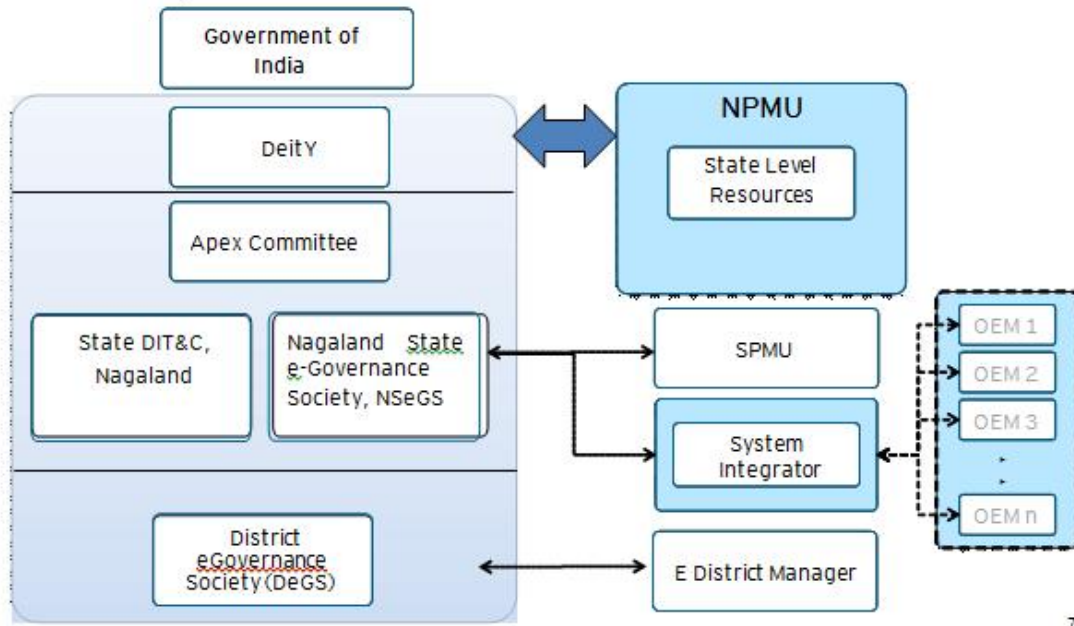
Sl. No	Name of Project	Target	Status
1	Nagaland State Data Centre(NSDC)	N/A	Operational
2	Nagaland State Wide Area Network(NagaSWAN)	1 SHQ, 10DHQs and 37 BHQs.	Operational in SHQ, 10 DHQs and 36 BHQs.
3	State portal and State Service Delivery Gateway(SP & SSDG), www.nagaland.gov.in	N/A	Operational
4	e-Forms	20 e-Forms for Govt. Services	Completed
5	Common Service Centres(CSC)	220 CSCs	220 CSCs rolled out and operational
6	Capacity Building	N/A	Ongoing
7	e-District	e-District application with minimum 30 services	Under process
8	m-Governance	National Mobile Service Delivery Gateway available	Operational

4.4 Key Information

The objectives of the e-District Mission Mode Project are to ensure the following:

- I. Providing easy, anywhere and anytime access to government services (both information & transactional) to ensure reliability, efficiency, transparency and accountability.
- II. Delivery of all public services at district/ sub district level in electronic form through state portals by using the SSDG.
- III. Reducing number of visits of citizens to a government office / department for availing the services and thereby eliminating harassment.
- IV. Reducing administrative burden and service fulfilment time and costs for the government, citizens & businesses.
- V. Reducing direct interaction of citizen with the government and encourage 'e'-interaction and efficient communication through portal.
- VI. Enhancing perception & image of the Government and its constituent Departments.
- VII. Undertake backend computerisation of District and Block level offices to ensure electronic delivery of high volume citizen centric services at the district level.
- VIII. Efficient delivery of services with improved service levels by undertaking extensive Business Process Re-engineering (BPR) of identified services.
- IX. Delivery of services through CSCs by leveraging the common infrastructure of SWAN, SDC, and SSDG.
- X. Development of applications to be hosted at the SDCs for delivery of services.
- XI. Extensive capacity building and training of field level functionaries to ensure smooth migration to electronic delivery of e-district services and phasing out manual delivery of services.

The key stakeholders of the project are illustrated below:



4.5 About the State Designated Agency

4.5.1 About the Nagaland State e-Governance Society, NSeGS

4.5.1.1 Vision and organizational objectives

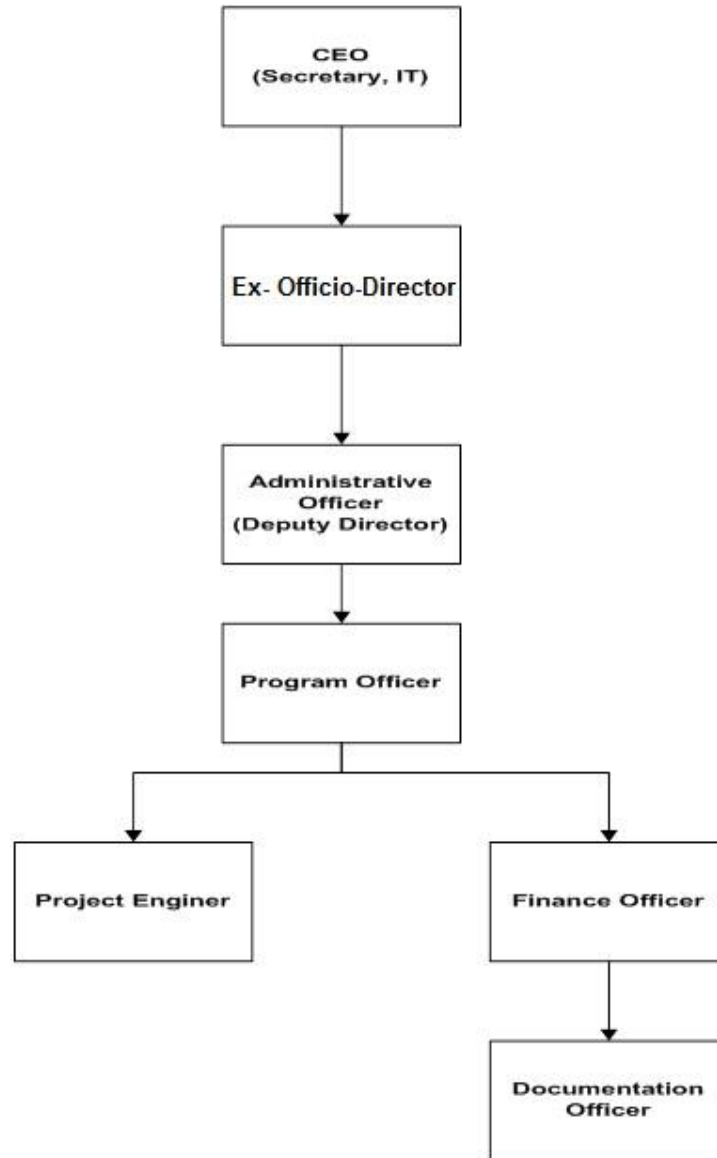
The Primary Objective of the Nagaland State e-Governance Society (NSeGS) is to administer the implementation of e-Governance Projects for the overall benefit of the citizens and public by setting up the necessary administrative, financial, legal and technical framework, implementation mechanism and resources in the State of Nagaland. The Government of Nagaland has designated the Nagaland State e-Governance Society (NSeGS) as the State Nodal and Implementing Agency for e-Governance initiatives.

4.5.2 Key Functions of the NseGS

- a. To enter into collaboration, Memorandum of Understanding (MoU), Memorandum of Association (MoA), Partnerships, Agreement and Contracts with any Indian and/or foreign individuals, companies or other organization for transfer, sale, purchase of equipment and for technical, financial or any other assistance for carrying out all or any of the objectives of the Society.
- b. To hire professionals, consultants and their specialized agencies as found necessary for efficient handling and conduct of the business of the society.
- c. To collect revenue and to issue receipts on behalf of the various Departments and Organizations.
- d. To buy, sell, let on hire, import, export, lease, trade and otherwise deal and provide all IT resource and support, required by the Department of IT and e-Governance applications.
- e. To handle Intellectual Property Rights (IPR) in IT and other emerging areas.

- f. To workout and notify the Standard of Service and Service Level Agreements in e-Governance and IT for citizen services.
- g. To take all means for the safety and security of data and to lay policies, procedures, guidelines and rules for achieving the objectives of security and authentication.
- h. To take all means for the safety and security of data and to lay policies, procedures, guidelines and rules for achieving the objectives of security and authentication. This would include use of digital signatures and public key infrastructure.
- i. To establish and maintain any agencies and franchises in the state for the conduct of the business of the society.
- j. To create any depreciation fund, reserve fund, insurance fund or any special or other fund whether for depreciation or for repairing, improving, extending or maintaining any of the properties of the Society and to transfer any such fund or part thereof to any other funds herein mentioned.
- k. NSeGS shall work with Government Departments, Private and Public Organisations and other to analyse key issues in e-Governance, identify solutions, and help develop action plans.
- l. NSeGS shall do the groundwork for providing overall direction, standardization and consistency through program management of the e-Governance initiatives in the State both Central and State funded.
- m. NSeGS shall also work as storehouse of knowledge and best practices in e-Governance both nationally and internationally.
- n. NSeGS will synchronize roll out of “e-District’ with e-form, SSDG, State Portal, CSC, SWAN, SDC.
- o. Coordinate and facilitate interactions between the project implementation partners/, state PMU, State Government Departments and District Administration.
- p. Facilitate selection of State Program Management Unit (SPMU) from the empanelled list provided by DeitY and the System Integrator (SI) under the guidance of State Project Steering Committee.
- q. NSeGS shall ensure delivery of services, identification and deployment of new services as per requirement

Organization structure of the NSeGS



Manpower strength

The Nagaland State e-Governance Society is headed by Commissioner & Secretary(IT & C) as Chief Executive Officer (CEO), Secretary & Ex-Officio Director(IT & C) as Member Secretary and Administrative Officer.

The society has 4(four) Program Officers, 4(four) Project Engineers, 1(one) Finance Officer and 1(one) Documentation Officer..

Activities of the NSeGS

The State Designated Nodal Agency for implementation of e-Governance projects under National e-Governance Plan (NeGP) and State IT initiatives projects.

The NSeGS is to manage the implementation of e-Governance projects for the overall benefits of the citizens and public by setting up the necessary administrative, legal and technical solution framework.

Implementation NeGP core projects, - SWAN, SDC, SP&SSDG, CSC etc.

Geographical spread and operating locations

The Registered office of the Society is at the Directorate of Information Technology & Communication, Kohima, and Nagaland. All DeGS are affiliated to the mother body i.e. NSeGS across 11 districts of Nagaland.

Details of District e-Governance Societies

The DeGS is already constituted in all 11 Districts of the State under the chairmanship of the respective Deputy Commissioner.

Key Stakeholders:

Government of Nagaland (GoN)

The State Project Steering Committee (PSC) headed by the Chief Secretary has been set-up. The committee shall comprise of Secretaries in charge of Department of IT & C, Finance, Planning, Revenue, Industries, Social Justice and empowerment, Rural Development, Panchayat, Food, and Civil Supplies & Consumer Affairs Departments the “e-District Mission leader” for the concerned State and a representative of the Government of India. Other members as deemed to be fit may be co opted in the committee. This committee shall be serviced by the Department of IT & C with the help of the State level PMU.

The State Project Steering Committee shall meet at least once a month and shall be responsible for overall planning, coordination, monitoring, evaluation and guidance for successful implementation of the e-District Scheme in the State.

Identify a State Designated Agency (SDA) and a State e-District Mission Leader for smooth and expeditious implementation of the ‘e-District’ Project. The Mission Leader may be Secretary in charge of Nagaland State e- Governance Society or any other officer of sufficient seniority.

The Mission Leader shall inter alia coordinate with all concerned Departments to identify the services and service levels and get approval of the State Project Steering Committee headed by the Chief Secretary. However the prime responsibility of identification of services and service levels will be that of the concerned Department / Organization.

Ensure formation of District e-Governance Societies under the Chairmanship of District Collector/Magistrate which will be responsible for implementation of the Scheme at the-District level.

Provide necessary support, including infrastructure and financial resources, as required/envisaged under the project.

Provide Infrastructure and other support to the State Designated Agency (SDA)

Take appropriate steps for legal changes required in implementing BPR for identified services

The state e-District mission leader shall provide leadership to the project at the state level. He/she shall coordinate and ensure close linkages in the activities of multiple stakeholders including private partners and functional departments right through development, implementation and post implementation phases of the project.

District Administration:

Deputy Commissioner through DeGS shall ensure Planning, Coordination, Monitoring, Evaluation and Guidance for successful implementation of the e-District Scheme at the-District level.

A District e-Governance Society (DeGS), headed by the Deputy Commissioner shall be established in each district by the-District administration and registered under the Societies Act. The DeGS will be responsible for the implementation of the project at the-District level. District level officials of all service delivery departments could be the members of the society. The District Informatics Officer (DIO), NIC will be the member secretary of the Society. The DeGS will also play a key role in the post implementation operation and maintenance phase of the Scheme.

District e-Governance Society (DeGS)

The DeGS would implement the project and ensure close linkages and coordination amongst the various stakeholders in the Project at field level. Provide commitment and support to bring-in the process changes.

Provide overall guidance to the Project partners at District level.

Work closely with the System Integrator/Implementing Agency to undertake the field work, comprehend the requirements, document the observations, prepare roadmap and redesign the processes.

Build capacity of the staff at various levels of the-District administration. DeGS and System Integrator would also work closely with the technical solution provider for developing and customizing the software, implement the technical solution.

Manage, supervise and implement backend computerization of partner Departments/Agencies.

The DeGS as owner of the Project at district level will be responsible for proper record keeping of all the assets including software / artifacts created under the Scheme at the-District level.

Authenticate and provide Work Completion Certificate to NSeGS, subject to successful completion / installation of hardware, training, data digitization by the Implementing Agency / SI.

Support the Common Services Centers (CSCs), throughout the-District for providing G2C services as per the Service Level Agreements between Departments/ SDA for CSCs and the Service Center Agency (SCA). It would identify and recommend the Citizen Services which can be provided in consultation and co-ordination with the concerned departments on priority and assist SCA in roll out of G2C services through CSCs.

Collect user charges as fixed by the State Government and keep audited accounts of the same.

Take all publicity measures and campaigning through media like TV, radio, newspaper, conferences, seminars, public meetings, banners and posters etc for creating awareness about transformation through e-Governance for the benefit of the rural masses.

Explore revenue streams for the sustenance of the-District e-Governance Society and assist SDA in formulating policies accordingly.

The DeGS shall also ensure close tie-ups with all the stakeholders in the project, to provide commitment and support, help to bring-in the process changes and overall guidance to the project. The stakeholders would include-District level departmental officer's e.g. District Development Officer, District Social Welfare Officer, District Supply officer, Chief Medical Officer, District Education Officer, Sub Divisional Officer /Magistrate, Extra Assistant Commissioner, Block Development Officer etc.

National Informatics Centre (NIC)

NIC shall under the overall guidance; supervision and control of the District Magistrate / Collector provide assistance and technical support for successful implementation of the Scheme at the-District level.

Support the implementation of the project at district level through District Informatics officer (NIC) who would be the Member Secretary of District e-Governance Society. District level Program Officer provided by the Project Consultant will work under the guidance of DIO, NIC. The role of DIO can be extended beyond the project period by the-District e Governance Society as the O& M phase is envisaged to be on a transaction based revenue model. Further a representative of SIO, NIC will also be a member in District e Governance Society.

State Designated Agency

- a. Synchronize roll out of 'e-District' with e-form, SSDG, State Portal, CSC, SWAN, SDC;
- b. Receive and manage funds to ensure timely fund flow to implementing agencies.
- c. Transfer funds to DeGS for district level activities pertaining to training.

- d. Transfer funds to Implementing Agency / SI for district level activities like hardware installation, and data digitization based on Work Completion Certification issued by respective DeGS.
- e. Coordinate and facilitate interactions between the project implementation partners/consultants, State Government Departments and District Administration
- f. Facilitate integration of the existing ICT enabled / E Governance services, wherever possible, into the e-District Project.
- g. Facilitate selection of Project Consultant from the empanelled list provided by DIT and the System Integrator under the guidance of State Project Steering Committee.
- h. To ensure delivery of services, identification and deployment of new services as per requirement.
- i. Prepare a comprehensive policy on User Charges.
- j. For the Operations and Maintenance of the e-District project, the SDA shall finalize an effective transaction-based revenue sharing mechanism for all stakeholders i.e. The Implementing Agency, District e Governance Society (DeGS), CSCs, State Designated Agency etc.

5 Instructions to the Bidders

5.1 General

- A. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the NSeGS on the basis of this RFP.

- B. No commitment of any kind, contractual or otherwise shall exist until and unless a formal written contract has been executed by or on behalf of the NSeGS. Any notification of preferred bidder status by the NSeGS shall not give rise to any enforceable rights by the Bidder. The NSeGS may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the NSeGS.
- C. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications

5.2 Compliant Proposals / Completeness of Response

- I. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- II. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
- Include all documentation specified in this RFP;
 - Strictly follow the format of this RFP and respond to each element in the order as set out in this RFP
 - Comply with all requirements as set out within this RFP.

5.3 Pre-Bid Meeting & Clarifications

5.3.1 Pre-bid Conference

NSeGS shall hold a pre-bid meeting with the prospective bidders as specified in schedule of Bid process at **Directorate of Information Technology & Communication, Below Civil Secretariat, Thizama Road, Kohima, Nagaland, 797001**

The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to **Chief Executive Officer, Nagaland State e-Governance Society(NSeGS), Directorate of Information Technology & Communication, Below Civil Secretariat, Thizama Road, Kohima, Nagaland, 797001, Fax: +91-0370 2271469, Phone: +91-0370 2270108 , Email: dit-ngl@nic.in** by post, facsimile or email by the date as mentioned in schedule of Bid Process.

- The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification
1.			
2.			

3.			
4.			
5.			
6.			

- NSeGS shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications after the indicated date and time may not be entertained by the NSeGS.

5.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- I. The Nodal Officer notified by the NSeGS will endeavour to provide timely response to all queries. However, NSeGS makes no representation or warranty as to the completeness or accuracy of any response; neither response nor does NSeGS undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.
- II. At any time prior to the last date for receipt of bids, NSeGS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- III. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website mentioned in Bid Schedule and emailed to all participants of the pre-bid conference.
- IV. Any such corrigendum shall be deemed to be incorporated into this RFP.
- V. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, NSeGS may, at its discretion, extend the last date for the receipt of Proposals.

5.4 Key Requirements of the Bid

5.4.1 Right to Terminate the Process

- a) NSeGS may terminate the RFP process at any time and without assigning any reason. NSeGS makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by NSeGS. The bidder's participation in this process may result NSeGS selecting the bidder to engage towards execution of the contract.

5.4.2 RFP Document Fees

- a) The bidder may download the RFP documents from the website www.nagaland.gov.in In such case, the RFP document fees can be submitted by both Demand Draft/Online Payment along with Proposals. Proposals received without or with inadequate RFP Document fees shall be rejected. The Demand Draft shall be drawn in favour of Nagaland State e-Governance Society (NseGS), payable at Kohima, Nagaland from any scheduled commercial banks.

5.4.3 Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD amount as mentioned in Section 2, in the form of a Bank Guarantee (in the format specified in Annexure I: Form 3) issued by any Scheduled bank in favour of Nagaland State e-Governance Society (NseGS), payable at Kohima, and should be valid for 4 months from the due date of the tender / RFP.

- b) EMD of all unsuccessful bidders would be refunded by NSeGS within 15 Days of the award of contract to successful bidder. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Annexure III: Form 1.
- c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e) The EMD may be forfeited:
 - a. If a bidder withdraws its bid during the period of bid validity.
 - b. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

5.4.4 Submission of Proposals

The bidders should submit their responses as per the format given in this RFP in the following manner

- a) Pre-Qualification Proposal - (1 Original + <1> Copies + <1> CD(Read Only)) in first sealed envelope. The envelope shall be labelled as “Pre-qualification Proposal” along with tender number and name of bidder. The same documents should be uploaded in PDF format on www.nagalandtenders.gov.in
- b) Technical Proposal - (1 Original + <1> Copies + <1> CD(Read Only)) in second sealed envelope. The envelope shall be labelled as “Technical Proposal” along with tender number and name of bidder. The same documents should be uploaded in PDF format on www.nagalandtenders.gov.in
- c) The two sealed envelopes containing copies of Pre-Qualification Proposal and Technical Proposal should be put in another single larger sealed envelope clearly marked “Response to RFP for E-district Nagaland-NSeGS/e district-5/2013 and the wordings “DO NOT OPEN BEFORE 20.August.2014, 1500 Hrs.
- d) The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder. This envelope shall reach the designated office before the due date and time as mentioned in Schedule of Bid Process. NSeGS shall not be responsible for any transit/postal delays.
- e) “Late bids” shall be returned unopened.
- f) Commercial/Financial Proposal – To be uploaded on www.nagalandtenders.gov.in in the predefined excel template. PLEASE NOTE THAT COMMERCIAL/FINANCIAL BID HAS TO BE SUBMITTED ONLINE ONLY. BIDS OF VENDORS WHO SUBMIT COMMERCIAL/FINANCIAL BID IN PHYSICAL/HARD COPY WILL BE REJECTED.
- g) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- h) Uploading of documents in www.nagalandtenders.gov.in and submission of the same along with CD(Read Only)(for Pre-Qualification and Technical Proposals Only) is mandatory and the bid will stand rejected if only offline bid documents are submitted.
- i) The original proposal/bid documents submitted offline and the uploaded documents should be identical. In case of any discrepancy observed by NSeGS in the contents of the submitted original paper bid documents and the uploaded documents, the online bid documents shall prevail
- j) All pages of the bid including the duplicate copies, shall be initialled and stamped by the person or persons who is authorised to sign the bid.
- k) All bidders must submit/upload their bid documents on www.nagalandtenders.gov.in by using their own authorized DSC(Digital Signature Certificate).
- l) For assistance on Online bid submission process, bidders may refer the user manuals uploaded on www.nagalandtenders.gov.in

5.4.5. Authentication of Bids

The Proposal should be accompanied by a power-of-attorney in the name of the signatory. The power of Attorney shall be enclosed in the envelope for Pre-Qualification bid.

5.5 Preparation and Submission of Proposal

5.5.1 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by NSeGS to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

NSeGS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5.5.2 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

5.5.3 Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to NSeGS at the address specified in Schedule of bid process above.

5.5.4 Late Bids

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained..
- b) The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c) NSeGS shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- d) NSeGS reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

5.6 Evaluation Process

- a) NSeGS, Nagaland will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- b) The Proposal Evaluation Committee constituted by the NSeGS shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability of the bidder to submit requisite supporting documents / documentary evidence, may lead to rejection of proposal
- c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals
- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- g) In case of discrepancy between online and hard copy proposal, the online submission shall prevail.

5.6.1 Tender Opening

- a) The Proposals/Bid documents submitted up to the last date as mentioned in “Schedule of bid Process” shall be opened as per the schedule mentioned in “Schedule of bid Process.
- b) The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their authorized representatives for attending the opening of the proposal.

5.6.2 Tender Validity

The offer submitted by the Bidders should be valid for minimum period “as mentioned in section 2” days from the date of submission of Tender.

5.6.3 Tender Evaluation

- I. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-compliant, if Proposals :
 - a) are not submitted as specified in the RFP document.
 - b) are received without the Letter of Authorization (Power of Attorney).
 - c) are found with suppression of details.
 - d) are submitted with incomplete information, subjective, conditional offers and partial offers .
 - e) are submitted without the documents requested in the checklist.
 - f) are non-compliant with any of the clauses stipulated in the RFP.
 - g) are submitted with lesser validity period in respect of EMD.
- II. Existing Implementing Agencies whose E-district application software was denied STQC certification, will NOT be eligible to participate in the bidding process. .
- III. All compliant Bids will be considered for further processing as below.
 - a) NSeGS, Nagaland will prepare a list of compliant bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

6 Criteria for Evaluation

- I. The overall objective of this evaluation process is to select the capable and qualified firm in the business domain of developing and rolling out of the following :
 - a) Portal
 - b) e-District Application
 - c) related hardware and other infrastructure
 - d) providing associated capacity building, training and handholding support
 - e) associated managed services
 - f) provide a comprehensive solution towards Supply, Installation, Integration, Commissioning, Development, Deployment, Operation & Management of e-District Application and hardware provisioning in the Nagaland state.
- II. First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will be returned without evaluation.
- III. The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70 marks in the technical evaluation would be eligible for the next stage, i.e. Financial Bid opening.
- IV. Proposals of Companies would be evaluated as per Technical Evaluation Criteria (Section 6.2). Agencies / firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be summarily rejected at the qualification stage itself.

6.1 Pre-Qualification Criteria

Sr. No	Qualification Criteria	Documents/Information to be provided along with the checklist(form 4A) in the envelope for Pre-Qualification Bid
1.	Covering Letter for Technical Proposal and undertaking on Total responsibility	As per Annexure I, Form 1 and Form 5
2.	The responding firm / agency (a) Should have made a payment of Tender Document Fees (b) Should have submitted a EMD of amount as mentioned in Section 2	(a) DD/Online payment for Tender Document Fees (b) The original bank guarantee must be furnished in the format prescribed in Annexure I,Form 3
3.	Legal Entity The Bidder can be a consortium or an individual company. In case of individual company/firm or in case of consortium all member of the consortium should be registered legal entity in India. Under the Indian Companies Act, 1956 / The Partnership Act 1932 / Limited Liability Partnership Act, 2008.	a) Certificate of Incorporation b) Registration Certificate c) Service Tax Registration

Sr. No	Qualification Criteria	Documents/Information to be provided along with the checklist(form 4A) in the envelope for Pre-Qualification Bid
	<p>Company/firm or in case of consortium all member of the consortium should be have been in existence for at least three years (FY 14-13, FY 13-12 and FY 12-11).</p> <p>Company/firm or in case of consortium all member of the consortium should be registered with the Service Tax Authorities.</p>	
4.	The Firm/lead members of consortium should be in the business as System Integrator for at least 3 years as of 31 st March 2014.	Annexure I: Form 2 Details of Responding Firm & Memorandum & Articles of Association should be attached, and Work orders confirming year and Area of activity
5.	The responding Company/firm or in case of consortium, all members of the consortium shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	A self-certified letter by the designated official of the responding firm or Annexure I Form 22: Notice of Intent to Submit Proposal in Response to RFP Notice
6.	The Net Worth of responding Company/firm or in case of consortium all member of the consortium must be positive as per the last audited Balance Sheet.	Chartered Accountant Certificate as per Annexure I, Form 23 shall annexed
7.	<p>The bidder (Lead partner in case of Consortium) must possess valid certification as on last date of bid submission as below</p> <ul style="list-style-type: none"> • ISO 9001:2008 (For Quality Management System) certification 	Copy of certification which is valid till last date of Bid submission.
8.	The bidder (members responsible for software development & customisation) should be minimum CMMi Level 3.	Relevant certificate needs to be attached which is valid on date of submission.
9.	The bidder should have been authorized by respective OEM for distribution/channel partner/ Retailer of the equipment covered under the RFP.	The bidder must attach Manufactures Authorization certificate & Back-to-back support for all the active items to be covered through this tender except for the items which are declared End of Support from respective OEM, Annexure1-Form 13
10.	Average Annual Sales generated from services related to System Integration (SI) during the last three (3) financial years (FY 13-14, FY 12-13 and FY 11-12) as per the last published balance sheets shall be greater than or equal to Rs 50 crore.	<p>Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from statutory Auditor; OR</p> <p>Copies of work orders</p> <p>OR</p> <p>In case the bidder submits an unaudited financial result, a copy of the "Limited Review report" of financial results, prepared by the statutory auditor of the firm shall also be submitted.</p>

Sr. No	Qualification Criteria	Documents/Information to be provided along with the checklist(form 4A) in the envelope for Pre-Qualification Bid
11.	<p>Company's experience in implementation of integrated turnkey projects around application development as a System Integrator in India shall be any one of the below</p> <p>One project of 20 Crores OR</p> <p>Two project of 10 crores OR</p> <p>Three Project of 8 Crores</p> <p>(Specifically each project should have components of Hardware, Networking, Helpdesk and Application related training necessarily for this project). Refer to the Important Note below for more details.</p> <p>Number of such Assignments of value (as specified for tiers) which have gone live in the past 5 years (FY 13-14, FY 12-13, FY 11-12, FY 10-11 and FY 09-10)</p>	Completed Annexure I: Form 6: for each work and copy of work order/s
12.	The responding firm must have a minimum 100 number of IT Staff of technically qualified personnel in the domain of systems integration, as on 31st May, 2014 on its roll.	<p>Certificate from HR Department for number of technically qualified professionals employed by the company(As per Annexure I, Form 24)</p> <p>Certificate to be added in Annexure</p>
13.	Power of Attorney	Power of Attorney as per section 5.4.5

6.2 Technical Qualification Criteria

- I. Technical proposal of only those bidders will be opened and evaluated who meets all the prequalification criteria.
- II. The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below.

S. No	Criteria	Max Criteria/ Sub Criteria Marks
1	Past Experience of the responding firm	30
2	Solution proposed for the e-District Project by the responding firm	40
3	Work Plan approach and proposed methodology	10
4	Adequacy and Quality of Resources proposed for Deployment	20
	Total Points	100

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
1	Past Experience of the responding firm(Fill form 25)			30	
a.	System Integration projects	<p>At least THREE client references for implementation of an integrated turnkey project around</p> <p>a) network solution b) software development c) Hardware commissioning d) O&M phase for maintaining all of the above.</p>	<p>Weighted average to be used for the 3 case studies. For each project out of 3 mandatory projects the marks would be based on the following :</p> <p>>INR 20 Crores = 5 points; >INR 16 crores but less than INR 20 crores=4 points; >INR 12 crores but less than INR 16 crores=3 points; >INR 8 crores but less than INR 12 crores crores=2 points; >INR 4 crores but less than IN R 8 crores =1 point; else 0</p>	10	Annexure I, Form 4B, supported by documentary evidence
b.	Hardware Products Installation (value excluding other project components; in case value is not explicitly mentioned, it would be assumed at 40% of the project value)	Whether the Firm has delivered hardware products in at least ONE of the work orders of similar size in the last 3 years.	<p>Value of hardware only:</p> <p>> INR 8 Crores = 5 points; >INR 6 crores but less than INR 8 crores=4 points; > INR 4 crores but less than INR 6 crores=3 points; >INR 2 crores but less than INR 4 crores=2 points; >INR 2 crores but less than INR 1 crore=1 point; else 0</p>	5	Annexure I, Form 4B, supported by documentary evidence
c.	Software Solutions	At least TWO completed / ongoing software development projects each having a minimum value of INR 1.50 crore – for software development component only). The project should have	<p>> 4 Projects – 5 points; 4 Projects - 4 points; 3 Projects - 2.5 points; 2 Projects - 1 points; else 0.</p>	5	Annexure I, Form 4B, supported by documentary evidence

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
		some or all of the following components : Portal Web based Application Server Electronic Forms			
d	Maintenance Services and Helpdesk	Providing Maintenance Services / Helpdesk services in the field of IT services with a minimum order size of INR 2 Crores	In case of any one project done for the following locations : a) covers >=9 districts - 5 points b) covers >6 < 9 districts - 3 points c) covers >3 <6 districts - 1 points else; 0	5	Annexure I, Form 4B, supported by documentary evidence
e	Projects in India	SI Projects undertaken in India involving at least 6 locations with a value of more than INR 2 crores per project	>=6 Projects - 5 points ; 4 projects - 3 points ; 2 Project - 1 points ; else 0 However if any one of the projects undertaken has a value more than INR 40 crores - 5 points	5	Annexure I, Form 4B, supported by documentary evidence
<p>Note :</p> <ol style="list-style-type: none"> For all the above, the Completion Certificate of the projects completed in the last 3 years (as on 31.3.2014 need to be provided (issued to the responding firm by the respective customers) The value of the projects considered in the above criterion would be based on the Purchase Order or the LOI issued to the responding firm. In absence of the supporting documents, the projects would not be considered for evaluation 					
2	Solution proposed			40	
a.	Proposed solution	Requirements addressed as mentioned in different parts of the RFP and the quality of the solution	Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFQ are addressed well and award points accordingly, the important parameters being:- a) Solution architecture conceptualized for this project. - 2 points	10	- Form 7,8

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			<p>b) Security architecture- 1 points</p> <p>c) Detailed plan for using SWAN as connectivity - 1 points</p> <p>d) Application deployment and testing Strategy -2 points</p> <p>e) Quality Control Procedures suggested by responding firm - 2 points</p> <p>f) Comprehensiveness of Bill of material of all the components (e.g. software, hardware, etc.) along with their quantities - 2 points</p>		
b.	Proposed Approach and methodology	<p>Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:-</p> <p>Plan for meeting the SLA norms.</p> <p>Redundancy and failover options.</p> <p>Spare equipment availability plans</p>	<p>In this section, the responding firm should:</p> <p>a) Explain the understanding of the project requirements, highlight the expected support from the State, approach to the services, SLA management methodology, methodology for carrying out the activities for expected output - 2 points</p> <p>b) Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them - 3 points</p> <p>c) Explain the methodologies the responding firm proposes to adopt and highlight the compatibility of those methodologies with the proposed approach - 2 points</p> <p>d) Planning and Building Infrastructure (assessment, design, integration / migration of existing Portal infrastructure) - 3 points</p>	10	- Form 7,8

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used						
C	Training	Proposed Training and Change Management plan description to be looked into	<p>The Evaluation will be based on:</p> <p>a) Proposed Training Schedule – 2 point</p> <p>b) Plan to develop Training Manuals – 2 point</p> <p>c) Areas/domains covered – 2 point</p> <p>d) Number & Quality of personnel to be deployed for training at the site of Implementation of the Project.- 4 points</p>	10							
D	Formation/ Location of Helpdesk & other manpower support	<p>Proposed methodology of formation of the manpower support team.</p> <p>Operating and Maintaining Infrastructure</p>	<p>The Evaluation will be based on</p> <p>Proposed Staff details</p> <p>b) Areas/domains covered</p>	10	Form 9 & 10						
3	Proposed Approach & Methodology			10							
a.	Project Management	The overall approach to be looked into	The overall project management approach adopted by the responding firm to implement the project to meet the timelines.	5	-						
b.	Detailed Work Plan	The description and quality of the work plan to be looked into.	Evaluation will be based on the detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones etc.	5	Form 7						
4	Resource Deployment: The Minimum Qualification of the proposed resources shall be as per Qualification Matrix given Below			20	Forms 9,10,11						
Total Points				100							
Resource Deployment: The Minimum Qualification of the proposed resources shall be as per Qualification Matrix given Below				M M 20	Form to be used						
	Project Manager	i. Overall experience in Project Management as Head of Projects in IT (Minimum Essential	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>7 or more yrs</td> <td>3</td> </tr> <tr> <td>6 to 7 yrs</td> <td>2</td> </tr> </tbody> </table>	Slab	Points	7 or more yrs	3	6 to 7 yrs	2	7	Forms 9,10,11
Slab	Points										
7 or more yrs	3										
6 to 7 yrs	2										

a	Requirement is 6 years)	<table border="1"> <tr> <td>Less than 6 Yrs</td> <td>0</td> </tr> </table>	Less than 6 Yrs	0	7							
	Less than 6 Yrs	0										
	ii. Relevant Experience in e-Governance or Multi-locational IT Project Management (Minimum Essential Requirement is 2 years)	Average marks of all CVs would be awarded as below :- <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 3 yr</td> <td>2</td> </tr> <tr> <td>2-3 years</td> <td>1</td> </tr> <tr> <td>Less than 2 Yrs</td> <td>0</td> </tr> </tbody> </table>	Slab	Points			More than 3 yr	2	2-3 years	1	Less than 2 Yrs	0
Slab	Points											
More than 3 yr	2											
2-3 years	1											
Less than 2 Yrs	0											
iii. Relevant Certification (either of PMP/PMI/Prince2)	Average marks of all CVs would be awarded as below :- <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>Certification</td> <td>2</td> </tr> <tr> <td>No Certification</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	Certification	2	No Certification	0					
Slab	Points											
Certification	2											
No Certification	0											
b	i. Overall experience in Networking (Minimum Essential Requirement is 3 years)	Average marks of all CVs would be awarded as below :- <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 4 yrs.</td> <td>1.5</td> </tr> <tr> <td>3-4 years</td> <td>1</td> </tr> <tr> <td>Less than 3 Yrs</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	More than 4 yrs.	1.5	3-4 years	1	Less than 3 Yrs	0	4	Forms 9,10,11
	Slab	Points										
	More than 4 yrs.	1.5										
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ii. Relevant work Experience in e-Governance or Multi-locational IT Project (Minimum Essential Requirement is 2 years)	Average marks of all CVs would be awarded as below :- <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 3 projects</td> <td>1.5</td> </tr> <tr> <td>2 to 3 years</td> <td>1</td> </tr> <tr> <td>Less than 2 years</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	More than 3 projects	1.5	2 to 3 years	1	Less than 2 years	0			
Slab	Points											
More than 3 projects	1.5											
2 to 3 years	1											
Less than 2 years	0											
iii. Relevant Certification (Certification like CCNA/CCNP/PIX/C CSA) (Desirable Requirement)	Average marks of all CVs would be awarded as below :- <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>Certification</td> <td>1</td> </tr> <tr> <td>No Certification</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	Certification	1	No Certification	0					
Slab	Points											
Certification	1											
No Certification	0											
	i. Overall experience in IT infrastructure	Average marks of all CVs would be awarded as										

c	<p>i. System Administrator</p> <p>(For full time on-site (Data Centre at Kohima) deployment on the Project)</p>	<p>management, networking, trouble shooting, software applications support etc.</p> <p><i>(Minimum Essential Requirement is 3 years)</i></p>	<p>below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 4 yrs.</td> <td>1.5</td> </tr> <tr> <td>3- 4 Yrs</td> <td>1</td> </tr> <tr> <td>Less than 3 years</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	More than 4 yrs.	1.5	3- 4 Yrs	1	Less than 3 years	0	4	Forms 9,10,11
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Slab	Points												
More than 3 years	1.5												
2 - 3 years	1												
Less than 2 years	0												
<p>iii. Relevant Certification</p> <p>Should have :-</p> <p>1. Microsoft/Redhat Certification and</p> <p>2Cisco Certification</p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>Relevant Certificate</td> <td>1</td> </tr> <tr> <td>No Certification</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	Relevant Certificate	1	No Certification	0						
Slab	Points												
Relevant Certificate	1												
No Certification	0												
d	<p>i. Database Administrator</p> <p>(For full time on-site (Data Centre at Kohima) deployment on the Project)</p>	<p>i. Overall in database activities like instance tuning, schema management, space management, backup and recovery, disaster recovery, data replication, database refresh etc.</p> <p><i>(Minimum Essential Requirement is 3 years)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 4 yrs.</td> <td>1.5</td> </tr> <tr> <td>3- 4 Yrs</td> <td>1</td> </tr> <tr> <td>Less than 3 Yrs</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	More than 4 yrs.	1.5	3- 4 Yrs	1	Less than 3 Yrs	0	4	Forms 9,10,11
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More than 4 yrs.	1.5												
3- 4 Yrs	1												
Less than 3 Yrs	0												
<p>ii. Experience in e-Governance or Multi-locational IT Project on quoted database on quoted platform and database.</p> <p><i>(Minimum Essential Requirement is 2 years)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 3 years</td> <td>1.5</td> </tr> <tr> <td>2 to 3 years</td> <td>1</td> </tr> <tr> <td>Less than 2 years</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	More than 3 years	1.5	2 to 3 years	1	Less than 2 years	0				
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Less than 2 years	0												

		<p>iii. Relevant Certification (Should be Database administrator in quoted database)</p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>Relevant Certification</td> <td>1</td> </tr> <tr> <td>No Certification</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	Relevant Certification	1	No Certification	0				
Slab	Points												
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No Certification	0												
e	Technical Support Services	<p>Overall experience in IT infrastructure management, networking, trouble shooting, software applications support etc. (Minimum Essential Requirement is 2 years)</p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 2 yrs.</td> <td>1.5</td> </tr> <tr> <td>2-3 Yrs</td> <td>1.0</td> </tr> <tr> <td>Less than 2 Yrs</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	More than 2 yrs.	1.5	2-3 Yrs	1.0	Less than 2 Yrs	0	5	Forms 9,10,11
		Slab	Points										
		More than 2 yrs.	1.5										
2-3 Yrs	1.0												
Less than 2 Yrs	0												
<p>ii. Relevant work Experience in e-Governance / multi-locational IT projects. (Minimum Essential Requirement is 1 years)</p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 2 Yrs</td> <td>1.5</td> </tr> <tr> <td>1 to 2 year</td> <td>1</td> </tr> <tr> <td>Less than 1 year</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	More than 2 Yrs	1.5	1 to 2 year	1	Less than 1 year	0				
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<p>iii. Relevant Certification 1. CCNA (Desirable Requirement)</p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>Relevant Certificate</td> <td>1</td> </tr> <tr> <td>No Certification</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	Relevant Certificate	1	No Certification	0						
Slab	Points												
Relevant Certificate	1												
No Certification	0												
f	District Technical Support (To be deployed in 11 Divisions)	<p>i. Overall experience in IT (Minimum Essential Requirement is 2 years)</p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>More than 3 yrs.</td> <td>1.5</td> </tr> <tr> <td>2-3 Years</td> <td>1</td> </tr> <tr> <td>Less than 2 yrs</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	More than 3 yrs.	1.5	2-3 Years	1	Less than 2 yrs	0	4	Forms 9,10,11
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<p>ii. Relevant Experience in e-Governance or Multi-locational IT Project Management</p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Slab	Points										
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Slab	Points												
Relevant Certificate	1												
No Certification	0												
g	<p>Help Desk Executive</p>	<p>i. Education Qualification</p> <p><i>(Minimum Essential Requirement is Graduate)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>Science Graduate/ Technical Graduate /Technical Diploma</td> <td>1.5</td> </tr> <tr> <td>Non-Science Graduate</td> <td>1</td> </tr> <tr> <td>Non-Graduate</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	Science Graduate/ Technical Graduate /Technical Diploma	1.5	Non-Science Graduate	1	Non-Graduate	0	3	Forms 9,10,11
		Slab	Points										
Science Graduate/ Technical Graduate /Technical Diploma	1.5												
Non-Science Graduate	1												
Non-Graduate	0												
<p>ii. Experience Multi-locational IT Project</p> <p><i>(Minimum Essential Requirement is 1 years)</i></p>	<p>Average marks of all CVs would be awarded as below :-</p> <table border="1"> <thead> <tr> <th>Slab</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>1or More yrs.</td> <td>1.5</td> </tr> <tr> <td>1-2 years</td> <td>1</td> </tr> <tr> <td>Less than 1 Yrs</td> <td>0</td> </tr> </tbody> </table>	Slab	Points	1or More yrs.	1.5	1-2 years	1	Less than 1 Yrs	0				
Slab	Points												
1or More yrs.	1.5												
1-2 years	1												
Less than 1 Yrs	0												
<p>Note:</p> <p>I. The minimum educational qualification for all the resources mentioned in Section 4 under Technical evaluation criteria i.e. Resource Deployment should be full time B.E/B.Tech/M.C.A.</p> <p>II. Under resource deployment point Score obtained will be converted to a scale of 20</p>													

6.3 Commercial Bid Evaluation

The Financial Bids of technically qualified bidders (i.e. scoring ≥ 70 marks) will be opened on the prescribed date in the presence of bidder representatives.

Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

The bid price shall include all taxes and levies as applicable at the time of bid submission and shall be in Indian Rupees and mentioned separately. Any subsequent variation in any applicable taxes shall solely be borne by the bidder

Any conditional bid will be rejected.

Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

If there is no price quoted for certain material or service, the bid shall be declared as disqualified.

In the event that there are 2 or more bidders having the same value in the financial bid, the bidder securing the higher technical score will be adjudicated as the “Best responsive bid” for award of the Project

7 Appointment of System Integrator

7.1 Award Criteria

NSeGS will award the Contract to the successful bidder whose technical proposal satisfactory meets the requirements as indicated in 6.2 and financial proposal is the lowest and would consider it as substantially responsive as per the process outlined above.

7.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

NSeGS reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for NSeGS action.

7.3 Notification of Award

- I. Prior to the expiration of the validity period, NSeGS will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, NSeGS may like to request the bidders to extend the validity period of the bid.
- II. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, NSeGS will notify each unsuccessful bidder and return their EMD.

7.4 Contract Finalization and Award

- I. The latest guidelines of GOI on award of work will be followed. The Ministry of Communication & IT, GoI will be consulted before award of contract. On this basis the draft contract agreement would be finalized for award & signing.
- II. NSeGS may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP within the approved budget.

7.5 Performance Guarantee

- I. On receipt of Lol from NSeGS, the successful bidder shall deposit an irrevocable Performance Guarantee equivalent to 10% of the total quoted project cost, as bidden by the Service Provider in his bid. The guarantee shall be in the form of Deposit as Demand Draft/Guarantee Bond from any Nationalized/Scheduled Bank in favour of "Nagaland State e-Governance Society (NseGS)", payable at Kohima, Nagaland.
- II. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the NSeGS at its discretion may cancel the order placed on the selected bidder without giving any notice. NSeGS shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or NSeGS incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.
- III. In the event of contract being determined or rescinded under the provision of any of the Clause/Condition of the agreement, the Performance Guarantee shall stand forfeited in full and shall be absolutely as the Purchaser Protection.

7.6 Signing of Contract

- I. After the NSeGS notifies the successful bidder that its proposal has been accepted, NSeGS shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between NSeGS and the successful bidder. The Draft Legal Agreement is provided as a separate document as a template. Volume III of RFP for SI selection.
- II. Bidder will have to submit Performance Guarantee to NSeGS within 15 days of the issue of such notification by NSeGS. If the bidder does not submit the Performance Guarantee within 15 days of such notification then his full EMD will be forfeited. On receipt of the Performance Guarantee, the Letter of Intent (LoI) will be issued, EMD will be discharged and bidder will submit a non-judicial stamp paper of Rs 500 for execution of the contract.
- III. Failure of the successful bidder to sign the contract proposed through the award letter/LoI, shall constitute sufficient grounds for the annulment of the award, in which event NSeGS may make the award to the next lowest bidder at the cost of L1 or call for new bids.
- IV. The Performance guarantee shall be initially valid up-to the stipulated date of completion plus 60 days beyond that. In case the time of completion of work gets extended, the Service Provider shall get the validity of the Performance Guarantee extended to cover such extended time of completion of work. After recording of the completion certificate for the work by the competent authority, the Performance Guarantee shall be returned to the Service Provider, without any interest.

7.7 Project Schedule

Sl.No	Deliverables	Completion Time
1	Award of Contract & Team Mobilization	T
2	Preparation of Project Charter and Project Plan	T+1 week
3	Functional Design Documents, User Interface Design Specifications, Technical Design Documents, Integration Design Specifications Systems, Requirements Specification (SRS) preparation and approval	T+6 weeks
4	High Level Design (HLD), Low Level Design (LLD), and Software Design Documents (SDD)	T+8 weeks
5	Completion of Application Development	T+15 weeks
6	Testing Strategy, Performance Testing criteria, User Acceptance Criteria, Unit Test Scripts with Results, System Integration Test Scenarios and scripts, UAT Scenarios and scripts	T+16 weeks
7	User Acceptance Test Report	T+18 weeks
8	System certification by STQC	T+22 weeks
9	Go-Live of e-District Application-Phase I	T+30 weeks
10	End-to-end project documentation and creation of manuals	T+40 weeks
11	Go-Live of e-District Application-Phase II	T+52=T1
12	Installation & Commissioning of Hardware at District Level Offices	In line with detailed roll out plan to be prepared by SI
13	Installation & Commissioning of Hardware at SDC	T+12 weeks
14	Operation & Onsite support for 3 years from the date of Go-Live of Phase II	T1+3 years
15	Total Project Timelines	T1 + 3 years

7.8 Failure to Agree with the Terms and Conditions of the RFP

- I. Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event NSeGS, Nagaland may award the contract to the next best value bidder or call for new proposals from the interested bidders.
- II. In such a case, the NSeGS shall invoke the PBG of the most responsive bidder.

7.9 Terms of Payment Schedule

S. No	Milestone	% of Total Fee	Basis of approval
1.	Approval of Final SRS	8.5 %	Minutes of meeting of the Apex Committee approving the e-District application for all services identified in the DPR.
2.	UAT of the e-District Application by Apex Committee, deployment of necessary hardware at SDC and completion of following key activities: <ul style="list-style-type: none"> - Development of connectors for SSDG - Integration with MSDG - Integration with AADHAAR - Integration with Payment Gateway - Localization of e District Application (English Only) - Asset Management Module - CSC wise Transaction reports & calculation of fee for each SCA 		
3.	Successful District Readiness for all offices, i.e. Completion of all activities/commissioning of all hardware & networking equipments in a district; i.e. <ul style="list-style-type: none"> - Hardware - Network - Data Digitization - Training - Site preparation - Placement of Technical Manager in the district <i>Payments will be released on a pro-rata basis for each district, i.e @1.5% per district.</i>	16.5%	Approval of Secretary, IT and submission of work completion reports from <ul style="list-style-type: none"> - Respective DC for district administration - Concerned HOD/ district level officer for line departments
4.	STQC Certification	5%	Copy of the STQC certification
5.	“Go-Live” in at least 25% Districts	10%	Definition of “Go-Live” is appended below
6.	“Go-Live” in at least 50% Districts	5%	
7.	“Go-Live” in at least 75% Districts	5%	

S. No	Milestone	% of Total Fee	Basis of approval
8.	“Go-Live” in 100% Districts	5%	
9.	Operations and Maintenance Phase	36%	To be paid quarterly (3% per quarter) for 36 months
10.	Successful Exit Management	9%	Minutes of meeting of the Apex Committee
	Total	100%	

7.10 Definition of “Go-Live”

Go-Live of e-District Project in a District as fulfillment of all the following four conditions

- 1) Go-Live of 25 services as provided in the DPR are made live subject to coverage of all 5 Mandatory Categories and 5 Optional Categories. “Go-Live” for these 25 services would imply there would be at least the following number of transactions per month for a period of 3 consecutive months for that service based on the Population of the district as following:
 - a) Districts with population <5 Lakhs at least 10 transactions/month for each service.
 - b) Districts with population >5 Lakhs and <10 Lakhs at least 20 transactions/month for each service.
 - c) Districts with population >10 Lakhs at least 30 transactions/month for each service.
- 2) Among the services listed in the DPR at least 10 services should attain high volume of transactions for three consecutive months in that district. High Volume of transactions are defined as
 - a) Districts with population <5 Lakhs- High Volume services would be those defined as at least 50 transactions/month/service for the entire district.
 - b) Districts with population >5 Lakhs and <10 lakhs- High Volume services would be those defined as at least 100 transactions /month/service for the entire district.
 - c) Districts with population>10 Lakhs- High Volume services would be those defined as at least 150 transactions/month/service for the entire district.
- 3) At least three of “High Volume Services” as defined above in Sr. No. (2) should be amenable to delivery across the counter, or Category A service as defined in the Integrated framework for delivery of e-District services <http://www.mit.gov.in/content/e-district-guidelines>.
- 4) The aggregate transactions for all services (including High Volume services) made live, out of the services included in the DPR, reach the following levels for at least three consecutive months in that district
 - a) Districts with population <5 Lakhs at least 750 transactions/month for the entire district.
 - b) Districts with population >5 Lakhs and <10 Lakhs at least 1500 transactions/month for the entire district.
 - c) Districts with population >10 Lakhs at least 2500 transactions/month for the entire district.

Note: Transaction would be defined as a complete service being delivered to the Citizen which may include submission of an application by the citizen, back end processing and service delivery. Across the Counter service delivery will also count as a transaction.

8 Annexures

8.1 Annexure I :Technical Bid Templates

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Technical Evaluation Criteria.

Technical Proposal shall comprise of following forms:

- Form 1: Undertaking on Total Responsibility
- Form 2: Particulars of the Bidder
- Form 3: Bank Guarantee for Earnest Money Deposit
- Form 4: Compliance Sheet for Technical Proposal
- Form 5: Letter of Proposal
- Form 6: Project Citation Format
- Form 7: Proposed Solution
- Form 8: Proposed Work Plan
- Form 9: Team Composition
- Form 10: Curriculum Vitae (CV) of Key Personnel
- Form 11: Deployment of Personnel
- Form 12: Deviations
- Form 13: Manufacturers Authorisation Form
- Form 14: Declaration on Source Code and Intellectual Property Rights
- Form 15: Undertaking on Patent Rights
- Form 16: Undertaking on Compliance and Sizing of Infrastructure
- Form 17: Undertaking on Service Level Compliance
- Form 18: Undertaking on Deliverables
- Form 19: Undertaking on Support to Third Party Solution acceptance and certification
- Form 20: Declaration of Activities sub-contracted
- Form 21: Undertaking on Exit Management and Transition
- Form 22: Declaration that the bidder has not been blacklisted
- Form 23: Chartered Accountant Certificate for Net Worth
- Form 24: Certification for Manpower
- Form 25: Past Experience of the Responding Firm (Technical Experience)

8.1.1 Form 1: Undertaking on Total Responsibility

No. Date:

To:

Dear Sir,

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP for e-District Project.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

8.1.2 Form 2: Particulars of the Bidder

SI No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate authorities for service tax	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

Form 3: Bank Guarantee for Earnest Money Deposit

To,

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP #<RFP Number> dated<Date> for <Name of the assignment> (hereinafter called "the Bid") to NSeGS, Nagaland.

Know all Men by these presents that we <> having our office at <Address> (hereinafter called "the Bank") are bound unto the NSeGS (hereinafter called "the Purchaser") in the sum of Rs. <Amount in figures> (Rupees<Amount in words> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <Date>

The conditions of this obligation are:

If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or

If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

(a) Withdraws his participation from the bid during the period of validity of bid document; or

(b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <insert date> and including <extra time over and above mandated in the RFP> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

Our liability under this Bank Guarantee shall not exceed Rs. <Amount in figures> (Rupees <Amount in words> only)

This Bank Guarantee shall be valid up to <insert date>

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <insert date> failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Form 4A: Compliance Sheet for Pre-Qualification Proposal

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
1.	Covering Letter for Technical Proposal	As per Annexure I, Form 5		
2.	<p>The responding firm / agency</p> <p>(a) Should have made a payment of Rs. 10,000.00 (Rupees Ten Thousand only) for the RFP document</p> <p>(b) Should have submitted a EMD of Rs. Rs.63, 83,000 (Rupees Sixty Three Lakhs Eighty Three Thousand Only)</p>	<p>(a) DD for Rs. 10,000.00</p> <p>(b) The original bank guarantee must be furnished in the format prescribed in Annexure I: Form 3</p>	Yes/No	
3.	<p>Legal Entity</p> <p>The Bidder can be a consortium or an individual company.</p> <p>In case of individual company/firm or in case of consortium all member of the consortium should be registered legal entity in India. Under the Indian Companies Act, 1956 / The Partnership Act 1932 / Limited Liability Partnership Act, 2008</p> <p>Company/firm or in case of consortium all member of the consortium should be have been in existence for at least three years (FY 14-13, FY 13-12 and FY 12-11)</p> <p>Company/firm or in case of consortium all member of the consortium should be registered with the Service Tax Authorities</p>	<p>Certificate of Incorporation</p> <p>Registration Certificate</p> <p>Service Tax Registration</p>	Yes/No	
4.	The Firm/lead members of consortium should be in the business as System Integrator for at least 3 years	Annexure I: Form 2 Details of Responding Firm & Memorandum & Articles of Association should be	Yes/No	

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
	as of 31 st March 2014	attached, and Work orders confirming year and Area of activity		
5.	The responding Company/firm or in case of consortium all member of the consortium shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	A self-certified letter by the designated official of the responding firm or Annexure I Form 22: Notice of Intent to Submit Proposal in Response to RFP Notice	Yes/No	
6.	The Net Worth of responding Company/firm or in case of consortium all member of the consortium must be positive as per the last audited Balance Sheet.	Chartered Accountant Certificate as per Annexure I, Form 23 shall annexed	Yes/No	
7.	The bidder (Lead partner in case of Consortium) must possess valid certification as on last date of bid submission as below <ul style="list-style-type: none"> • ISO 9001:2008 (For Quality Management System) certification 	Copy of certification which is valid till last date of Bid submission.	Yes/No	
8.	The bidder (members responsible for software development & customisation) should be minimum CMMi Level 3.	Relevant certificate needs to be attached which is valid on date of submission.	Yes/No	
9.	The bidder should have been authorized by respective OEM for distribution/channel partner/ Retailer of the equipments covered under the RFP.	The bidder must attach Manufactures Authorization certificate & Back-to-back support for all the active items to be covered through this tender except for the items which are declared End of Support from respective OEM Annexure1-Form 13	Yes/No	
10.	Average Annual Sales generated from services	Extracts from the audited Balance sheet and Profit &	Yes/No	

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
	related to System Integration (SI) during the last three (3) financial years (FY 13-14, FY 12-13 and FY 11-12) as per the last published balance sheets shall be greater than or equal to Rs 50 crore	Loss; OR Certificate from statutory Auditor; OR Copies of work orders OR In case the bidder submits an audited financial result, a copy of the "Limited Review report" of financial results, prepared by the statutory auditor of the firm shall also be submitted.		
11.	<p>Company's experience in implementation of integrated turnkey projects around application development as a System Integrator in India shall be any one of the below</p> <p>One project of 20 Crores OR Two project of 10 crores OR Three Project of 8 Crores</p> <p>(Specifically each project should have components of Hardware, Networking, Helpdesk and Application related training necessarily for this project). Refer to the Important Note below for more details.</p> <p>Number of such Assignments of value (as specified for tiers) which have gone live in the past 5 years (FY 13-14, FY 12-13, FY 11-12, FY 10-11 and FY 09-10)</p>	Completed Annexure I: Form 6: Details of Experience of responding firm/ Project Citation for 3 projects supported with Work order and Proof of Go-live/ Project completion certificates from client	Yes/No	
12.	The responding firm must	Certificate from HR	Yes/No	

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
	have a minimum 100 number of IT Staff of technically qualified personnel in the domain of systems integration, as on 31st May, 2014 on its roll.	Department for number of technically qualified professionals employed by the company(As per Annexure I, Form 24) Certificate to be added in Annexure		
13.	Power of Attorney	Power of Attorney as per section 5.4.5	Yes/No	

Form 4B: Compliance Sheet for Technical Proposal

(The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal)

For Technical Evaluation

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1	Past Experience of the Responding Firm (Fill Form 25)			
1a	<p>System integration projects/Industry Specific Capabilities</p> <p>Past experience of the bidder in executing similar assignments, size of those assignments in the past five years.</p> <p>[The definition of “similar” should be such that it focuses on the areas which are “innovative” or where the technical feasibility is a challenge in the context of the project]</p>	<p>Anexure I, Form 6</p> <p>AND</p> <p>Completion Certificates from the client; OR</p> <p>Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR</p> <p>Work Order + Phase Completion Certificate (for ongoing projects) from the client</p>	Yes / No	
1b	<p>Hardware Products installation</p> <p>Whether the Firm has delivered hardware products in at least ONE of the work orders of similar size in the last 3 years.</p>	<p>Anexure I, Form 6</p> <p>AND</p> <p>Completion Certificates from the client; OR</p> <p>Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR</p> <p>Work Order + Phase Completion Certificate (for ongoing projects) from the client</p>	Yes/No	
1c	<p>Software Solutions</p> <p>At least TWO completed / ongoing</p>	<p>Anexure I, Form 6</p> <p>AND</p>	Yes/No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
	software development projects each having a minimum value of INR 1.50 crore - for software development component only). The project should have some or all of the following components : Portal Web based Application Server Electronic Forms	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client		
1d	Providing Maintenance Services / Helpdesk services in the State	Anexure I, Form 6 AND Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	Yes/No	
1e	India Specific Capabilities: Number of Projects of similar nature in India and size of those projects in the past 5 years	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client Project citation (Form 6)	Yes / No	
2	Solution proposed			
2a	System Functionality and	A note containing the Mapping as	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
	<p>Technology</p> <p>Meeting the requirements of NSeGS in terms of how close the proposal is to the functional requirements for the solution as have been proposed for NSeGS (In case it is COTS, it should be measured by degree of customization required)</p> <p>Demonstrated robustness of the technology deployed across other installations around the world, including</p> <p>Scalability</p> <p>Security</p> <p>Ease of implementation</p>	<p>per information provided</p> <p>A note containing details on</p> <p>Solution architecture</p> <p>Security</p> <p>System Performance</p> <p>Supported Platform Operating System</p> <p>Client Hardware Operating System</p> <p>Database</p> <p>System Management</p> <p>Web Server Support</p> <p>Application Server Support</p> <p>Single Sign-on</p> <p>Presentation</p> <p>Session Management</p> <p>Integration capabilities</p> <p>Auditing / Reporting features</p> <p>Disaster recovery & back-up</p> <p>And Form 7</p>		
2b	<p>Proposed Approach and Methodology</p> <p>Implementation shall be in line with the requirement. The important parameters being:-</p> <p>Plan for meeting the SLA norms.</p> <p>Redundancy and failover options</p> <p>Spare Equipment availability plans</p>	Annexure I, Form 7		
2c	<p>Training</p> <p>Trainings proposed by the vendor and the amount of emphasis laid on Training the employees</p>	<p>A note on training containing</p> <p>Training model</p> <p>Approach</p> <p>Deliverables</p>	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
	schedule details, locations, sessions and their description Proposed Training and Change Management plan .			
2d	Formation/Location of helpdesk & Other manpower support	A note on methodology of formation of manpower operation and support team and Operating and Maintaining Infrastructure AND Annexure I, Form 9,10	Yes/No	
3	Proposed approach and Methodology			
3a	Project management Project Methodology, Support and Documentation	Form 7,8 & additional notes/document for support & documentation	Yes / No	
3b	Detailed work plan	Detailed Notes along with Form 7,8		
4	Resource Deployment			
4a	Profile of proposed team members: Relevant assignment experience / Years of experience / Number of Certifications in Technology specific to Solution proposed	Detailed notes along with Annexure I-Form 9,10 and 11	Yes / No	
5	Others			
5a	Inclusion of MSMEs in Project Delivery	Letter of evidence and commitment that MSME will be contracted the required value of work	Yes / No	
5b	Tools and Assets As per requirement specified in Technical evaluation)	Tools and Assets which could be leveraged for the assignment [for e.g. Test Case Builders, Effort Estimators, PMU Tool, Load testing etc., depending on the relevance to the Scope of work] A note and demonstration of the Tool/Assets	Yes / No	
5c	Deviations (if any)	Form 12	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
5d	Other Forms	Form 14,15,16,17,18,19,20,21	Yes/No	

Form 5: Letter of Proposal

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Technical bid for <Name of the Systems Implementation assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the NSeGS, Nagaland on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <180> days as stipulated in the RFP document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: .

Name of Firm: _____

Address: .

Location: _____ Date: _____

Form 6: Project Citation Format

Relevant IT project experience (provide no more than 5 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

Form 7: Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

1. Solution Proposed
2. Understanding of the project (how the solution proposed is relevant to the understanding)
3. Technical Approach and Methodology

S.No	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Version & Year of Release	OEM	Features & Functionalities	O&M Support (Warranty/ATS/: as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section number/ volume)

Form 8: Proposed Work Plan

No	Activity ¹	Calendar Months												
		1	2	3	4	5	6	7	8	9	10	11	12	N
1														
2														
3														
4														
5														
N														

- 1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in the form of a bar chart.
- 3 All activities should meet the 8/80 criteria i.e. should at least take 8 hours and a maximum of 80 hours.

Form 9: Team Composition

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

Form 10: Curriculum Vitae (CV) of Key Personnel

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: Degree Academic institution graduated from Year of graduation Specialization (if any) Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: Organizations worked for in the past Organization name Duration and dates of entry and exit Designation Location(s) Key responsibilities Prior project experience Project name Client Key project features in brief Location of the project Designation	

<p>Role</p> <p>Responsibilities and activities</p> <p>Duration of the project</p> <p>Please provide only relevant projects.</p>	
<p>Proficient in languages (Against each language listed indicate if speak/read/write)</p>	

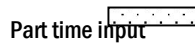
Form 11: Deployment of Personnel

No	Name of Staff	Staff input in Months (in the form of a bar chart) ²													Total staff man-months proposed
		1	2	3	4	5	6	7	8	9	10	11	12	n	Total
1															
2															
3															
N															
										Total					

1. Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category
2. Months are counted from the start of the assignment.



Full time input



Part time input

Form 12: Deviations

[This section should contain any assumption on areas which have not been provided in the RFP OR any changes to the existing provisions of the RFP]

A - On the Terms of Reference

[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

B – Any other areas

Form 13: Manufacturers' /Producers' Authorization Form

(This form has to be provided by the OEMs of the products proposed)

No. Date:

To:

OEM Authorization Letter

Dear Sir:

Ref: Your RFP Ref: [*] dated [*]

We who are established and reputable manufacturers / producers of _____ having factories / development facilities at (*address of factory / facility*) do hereby authorize M/s _____ (*Name and address of Agent*) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a) Such Products as the NSeGS / DIT&C, Govt. of Nagaland may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b) in the event of termination of production of such Products:
 - I. Advance notification to the NSeGS / DIT&C, Govt. of Nagaland of the pending termination, in sufficient time to permit the NSeGS / DIT&C, Govt. of Nagaland to procure needed requirements; and
 - II. Following such termination, furnishing at no cost to the NSeGS / DIT&C, Govt. of Nagaland the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

Form 14: Declaration on Source Code and Intellectual Property Rights

No. Date:

To:

Dear Sir,

Sub: Self-certificate regarding the source code and Intellectual property rights under this Project

I, authorized representative of _____, hereby solemnly affirm to the IPR and Source Code rights as defined in Clause ___ of Part III of this RFP document.

In the event of any deviation from the factual information/ declaration, NSeGS reserves the right to terminate the Contract without any compensation to the System Integrator.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 15: Undertaking on Patent Rights

No. Date:

To:

Dear Sir,

Sub: Undertaking on Patent Rights

I/We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.

I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipments, systems or any part thereof to be supplied by us. We shall indemnify NSeGS against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to NSeGS and persons authorized by NSeGS, irrespective of the fact of claims of infringement of any or all the rights mentioned above.

If it is found that it does infringe on patent rights, I/We absolve NSeGS of any legal action.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 16: Undertaking on Compliance and Sizing of Infrastructure

No. Date:

To:

Dear Sir,

Sub: Undertaking on Compliance and Sizing of Infrastructure

I/We as System Integrator do hereby undertake that we have proposed and sized the hardware and all software (including perennial and enterprise wide licenses, unless stated otherwise) based on information provided by NSeGS in its RFP document and in accordance with the service level requirements and minimum specifications provided and assure NSeGS that the sizing is for all the functionality envisaged in the RFP document.

2. Any augmentation of the proposed solution or sizing of any of the proposed solutions (including software and hardware) in order to meet the minimum RFP requirements and/or the requisite service level requirements given by NSeGS will be carried out at no additional cost to NSeGS during the entire period of Contract.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 17: Undertaking on Service Level Compliance

No. Date:

To:

Dear Sir,

Sub: Undertaking on Service Level Compliance

1. I/We as System Integrator do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to NSeGS.

2. However, if the proposed resources and infrastructure are found to be insufficient in meeting the RFP and/or the service level requirements given by NSeGS, then we will augment the same without any additional cost to NSeGS.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 18: Undertaking on Deliverables

No. Date:

To:

Dear Sir,

Sub: Undertaking on Deliverables

I/We as System Integrator do hereby undertake that processes, deliverables/artifacts submitted to NSeGS will adhere to the quality and standards specified in this RFP.

We also recognize and undertake that the deliverables/ artifacts shall be presented and explained to NSeGS and other key stakeholders (identified by NSeGS), and also take the responsibility to provide clarifications as requested by NSeGS.

We agree to abide by the procedures laid down for acceptance and review of deliverables / artifacts by the Department as stated in this RFP or as communicated to us from time-to-time.

We also understand that the acceptance, approval and sign-off of the deliverables by NSeGS will be done on the advice of Department and any other agency appointed by the Department for the same. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the Project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by NSeGS.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 19: Undertaking on Support to Third Party Solution acceptance and certification

No. Date:

To:

Dear Sir,

Sub: Undertaking on Support to Third Party Solution Acceptance and Certification

I/We understand that the System (including the application and the associated IT systems) may be assessed and certified by a 3rd party agency (to be identified by NSeGS) before the system is commissioned.

I/We understand that while the certification expenses will be borne by NSeGS, the responsibility to ensure successful acceptance and certification lies with the System Integrator.

I/We hereby undertake that we shall do all that is required of the System Integrator to ensure that system will meet all the conditions required for successful acceptance and certification.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 20: Declaration of activities sub-contracted

No. Date:

To:

Dear Sir,

Sub: Declaration on Sub-contracting

I/ We hereby declare the following list of activities which we would be sub-contracted.

S. No.	Activity
1	
2	
3	
4	

I/ We would be responsible for ensuring that the sub-contracted work meets the requirements of the Department.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 21: Undertaking on Exit Management and Transition

No. Date:

To:

Dear Sir,

Sub: Undertaking on Exit Management and Transition

I/We hereby undertake that at the time of completion of our engagement with the Department, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the NSeGS or to an agency identified by NSeGS to the satisfaction of the Department. I/We further undertake to complete the following as part of the Exit management and transition:

We undertake to complete the updation of all Project documents and other artefacts and handover the same to NSeGS before transition.

We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train NSeGS personnel on the same.

If Department decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.

I/We also understand that the Exit management and transition will be considered complete on the basis of approval from NSeGS.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

Form 22: Declaration that the bidder has not been blacklisted

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Ref: RFP Notification no <xxx> dated <dd/mm/yy>

Subject: Self Declaration of not been blacklisted in response to the **RFP for Selection of System Integrator for Statewide Roll-out of e-District MMP** File No <xxx>.

Dear Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

Form 23: Chartered Accountant Certificate for Net Worth

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Ref: RFP Notification no <xxx> dated <dd/mm/yy>

Subject: declaration of net worth in response to the **RFP for Selection of System Integrator for Statewide Roll-out of e-District MMP** File No <xxx>.

We have examined the books of accounts and other relevant records of M/s (Name of Company), Address, for the financial year 2011-2012,2012-2013 and 2013-14 On the basis of such examination and according to information & explanation given to us, and to the best of our knowledge & belief, we hereby certify that the net worth of M/s Company name as at the end of financial year 2011-2012 ,2012-2013, 2013-14 was as below.

Financial Year	Net Worth (Book Value in INR Lacs)
2011 - 2012	
2012 - 2013	
2013 - 2014	

Copy of summarised and audited balance sheets is attached for your reference.

Place:

Date:

Chartered Accountants Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Form 24: Certification for Manpower

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Ref: RFP Notification no <xxx> dated <dd/mm/yy>

Subject: Self Declaration of certification for manpower in response to the **RFP for Selection of System Integrator for Statewide Roll-out of e-District MMP** File No <xxx>.

Dear Sir,

We hereby certify that we have minimum 100 technically qualified resources as on 31st May, 2013 for system integration as per the details below

Sl.no.	Minimum Qualification	Education	Minimum Experience	Domain Expertise	No of Resources

Place:

Date:

Bidder's Company Seal:

HR Head/ Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Form 25: Past Experience of the Responding Firm (Technical Experience)

Sl.no	Specific Requirement	Project Title/Name	Client	Value of work	Page No./Sl.No
1a	System Integration Project / Industry Specific Capabilities				
1b	Hardware Product Installation				
1c	Software Solution				
1d	Providing Maintenance Services/ Help Desk Services in the State				
1e	India Specific Capabilities				

8.2 Annexure II: Financial Proposal Template

Form 1: Covering Letter

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <Title of Implementation Services> in accordance with your Request for Proposal dated <Date> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <Amount in words and figures>. This amount is inclusive of the local taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

7. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded .to us, we shall submit the Performance Bank Guarantee as specified in the <Annexure III> of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Form 2: Financial Proposal

Please refer the document “Annexure_II_Financial bid Templates” attached separately with this RFP

8.3 Annexure III: Template For PBG & CCN

Form 1: Performance Bank Guarantee

PERFORMANCE SECURITY:

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Whereas, <name of the supplier and address> (hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <name of the assignment> to <<SDA>> (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office>have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs.<Insert Value>(Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of **Rs.<Insert Value>(Rupees<Insert Value in Words> only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

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

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

This Guarantee shall be valid until <Insert Date>

Notwithstanding anything contained herein:

Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).

This bank guarantee shall be valid up to <Insert Expiry Date>

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date> failing which our liability under the guarantee will automatically cease.

Form 2: Change Control Notice (CCN) Format

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by :	Date:	
Name:		
Signature:	Date:	
Received by the IP		
Name:		
Signature:		
Change Control Note		CCN Number:
Part B : Evaluation		
(Identify any attachments as B1, B2, and B3 etc.)		
Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		
Deliverables:		

Timetable:	
Charges for Implementation: (including a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by the Implementation Partner	Date:
Name:	
Signature:	