



Request for Proposal

Volume II: Scope of Work, Commercial Specifications and Bid Process Management

e-Governance initiatives for Citizen Centric Service in TBI



Tea Board of India

(Under Ministry of Commerce & Industry, Government of India)

14, B.T.M. Sarani, Kolkata 700 001

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Glossary of Abbreviations	
Abbreviation	Description
CDAC	Centre for Development of Advanced Computing
CIC	Central Information Commission
CMS	Content Management System
CSP	Content Service Provider
CVC	Central Vigilance Commission
DA	Dealing Assistant
DARPG	Department of Administrative Reforms and Public Grievances
DDTD	Deputy Director Tea Development
DeitY	Department of Electronics and Information Technology
DGFT	Directorate General of Foreign Trade
DTP	Director Tea Promotion
ED	Executive Director
eGICCS	eGovernance initiative for Citizen Centric Services
EMD	Earnest Money Deposit
EOI	Expression of Interest
FSMS	Food Safety Management System
FSSAI	Food Safety and Standards Authority of India

Glossary of Abbreviations	
Abbreviation	Description
GFR	General Financial rules
Gol	Government of India
Gol	Government of India
HACCP	Hazard Analysis and Critical Control Points
ICT	Information and communication Technology
ISO	International Organization for Standardization
IT	Information Technology
ITC	International Tea Committee
MCIT	Ministry of Communication and Information Technology
MoCI	Ministry of Commerce and Industry
MSA	Master Service Agreement
NABL	National Accreditation Board for Testing and Calibration Laboratories
NEFT	National Electronic Funds Transfer
NeGP	National e-Governance Plan
NIC	National Informatics Centre
NOC	No Objection Certificate
NPI	National Portal of India

Glossary of Abbreviations	
Abbreviation	Description
NPS	National pension Scheme
PBG	Performance Bank Guarantee
PCC	Per Capita Tea Consumption
POC	Proof of Concept
PIs	Principle Investigators
PRAN	Permanent Retirement Account Number
RFP	Request for Proposal
SI	System Integrator
SLA	Service Level Agreement
TBAS	Tea Board Application System
TBI	Tea Board of India
TMCO	Tea (Marketing) Control Order
TMS	Tea Management System
TRI	Tea Research Institute
UT	Union Territory

1. Introduction

Tea Board of India envisages to implement–“**e-Governance initiatives for Citizen Centric Services – (eGiCCS)” in Tea Board India (TBI)**” for enhancing service delivery to businesses and citizens and monitoring mechanism at all the offices of Tea Board of India. In this regard Tea Board of India invites bids from the interested and eligible System Integrators for providing a comprehensive solution towards Supply, Installation, Development, Integration, Commissioning, Training, Digitization, Management & Maintenance of Application and all necessary IT components pertaining to implementation of eGiCCS for all the offices and stakeholders of Tea Board of India.

Tea Board of India (TBI) invites the eligible parties (hereafter referred as “Bidder”) for appointment as System Integrator to provide a comprehensive solution as specified in the Scope of Work of this RFP.

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

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

2. RFP Structure

This RFP is meant to invite proposals from shortlisted companies through an EoI dt: 08/08/2016 and subsequent presentations by the Bidders on 28th September 2016 capable of delivering the services described herein. The content of this RFP has been documented as a set of three volumes (Volume I, II and III) as explained below:

Volume I: Functional, Technical and Operational Requirements

Volume I of RFP brings out all the solution details of the “eGiCCS” system. It also gives the details of other requirements of the Tea Board project.

Volume II: Scope of Work, Commercial Specification and Bid Process

Volume II of RFP purports to detail out the scope of work, bidding process, bidding terms and conditions and all that may be needed by the bidders to understand the scope of work, project implementation time lines and approach.

Volume III: Master Service Agreement & Service Level Agreement

Volume III of RFP is essentially devoted to explain the contractual terms that TBI wishes to specify. This includes the draft Master Service Agreement (MSA), Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA) that TBI intend to sign with the successful bidder or the selected Implementing Agency.

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.

This document is Volume II

3. Scope of Work

The scope of work would cover services in software development, training, implementation, maintenance, management and user support for the following:

3.1. One-Time

Design, Develop, Test and Implement Portal for Tea Board of India. This should functionally entail the following services amongst others. Details of Portal requirements are provided in the Annexure FRS document

- a. **Online Licensing System:** Tea Board is looking at implementation of an on-line system wherein application for new license, renewal of license, payment of license fee etc. are handled in a user friendly portal within the defined time lines.
- b. **Online Assistance disbursement:** Tea Board gives assistance to small growers, estates, manufacturers and exporters and is looking at development of an on-line work flow based system, wherein all the applications (either received online through the proposed portal or manually received application fed into this proposed portal), site visit reports, recommendation, approval and disbursement (using NEFT/RTGS/DBT) is done electronically with clear tracking of time taken at each level.
- c. **MIS Reports** for Licensing and Online Assistance disbursement

3.2. Recurring - Annual

The successful bidder shall also provide Operations & Maintenance (O&M) for 5 (five) years to Tea Board for the successful running of the proposed e-Governance initiative, after the successful completion of design, development and launch of the portal for public services. The broad scope of Operations & Maintenance Support shall include the following activities:

- a. Maintenance, bug-fixes and end-user problem resolution
- b. Upgradations
- c. Time to time changes in the rules of TBI to be incorporated in the eGiCCS application by the selected bidder free of cost during the currency of contract
- d. Identify change requests and report to PMU for necessary action. Minor customizations in the software, as demanded by PMU from time to time, may be done by the System Integrator during the Operations and Maintenance Phase without any additional charge

- e. Minor changes in the existing modules, including addition/ deletion of fields, development of web service for external connectivity, changes in MIS report format and new report generation, integration of App with other State/ Govt apps using web service etc. should be done free of cost by the selected bidder during the currency of contract.
- f. Only entirely new modules, if any, would be treated as fresh development and would be paid for on man month basis and the same would be discovered in terms of application and database personnel efforts required for the development of the new modules. The effort required for development of new modules, in terms of man month and type of resource, would be finalised on mutually agreed terms and based on the commercials given by the selected bidder in its bid.
- g. Configuration management and Version Control
- h. Release management
- i. Training & Implementation Support to Regional, Zonal & Field Offices of Tea Board
- j. Helpdesk Support to Users
- k. Manpower supply to support the licensing and disbursement department. Details in RFP Volume 1, Section 11.3, Page 39.**
- l. Administration (System, Storage, Security, Database, Backup/restore etc.)
- m. Weekly & monthly reporting with Project Status
- n. Documentation

3.3. Detailed Scope of Work and Activities

Pre Implementation Phase:

- i. Preparation of the Integrated Project Management Plan which should cover the complete SOW for “eGiCCS” System
- ii. Preparation of “eGiCCS” Inception Report
- iii. Getting the IPMP and the “eGiCCS” Inception Report from PMU / PIC and incorporate the changes in the documents as suggested by the PMU/ PIC, as applicable

Implementation Phase

- i. Assessment study and system design.
- ii. Requirement Gathering for Citizen & Business Centric services (Licensing and subsidy disbursement services and Statistical report returns)

- iii. Requirement gathering for all other services
- iv. Solution Architecture and Design for Citizen and Business Centric services (Licensing, report returns and Subsidy Disbursement Services) along with Solution Architecture and Design for all other services.
- v. Prepare and deliver for approval all the deliverables such as SRS, SDD, Design Documents, BPR, Capacity Building & Change Management Plan, Exit Management Plan etc. within a defined timeline, as agreed in the IPMP and to the satisfaction of PMU / TBI, throughout the implementation phase
- vi. Procurement, Configuration, Installation commissioning and Testing of OS and system software at the cloud DC and DR and hosting of application or utility software
- vii. Installing & preparing the environment with all the required software/tool/products as applicable in the DC and DR provided by TBI
- viii. Application development for Citizen and Business Centric services
- ix. Final UAT & Acceptance; Data Migration for Citizen and Business Centric services
- x. Final integration testing
- xi. Deploy manpower during the UAT and roll-out stage for user handholding in the identified offices of TBI.
- xii. Data Digitization and Migration
- xiii. Centralized User Helpdesk for system software, application and database
- xiv. Training
- xv. Complete documentation of the “eGiCCS” Project at all relevant stages.
- xvi. Procurement, customization and integration of other applications as may be required.
- xvii. Selected Bidder shall engage a government empaneled agency to perform Security and Safe to Host Third party Audit before System-Go-Live

****Note: The bidder is requested to provide the man month rates for 3 categories of technical resources. These rates may be referred by TBI, in case, additional scope of work, if any, may be required to be undertaken by the Selected Bidder on mutually agreed terms and conditions. Format for providing the commercial rate is provided in this RFP document***

Operations and Maintenance

- i. O&M of all associated artifacts for a period of 5 years post implementation/Go Live.

- ii. Provide hand-holding support to the user community post implementation of the “eGiCCS” Solution at all the regions for a period of one quarter after System Go-Live.
- iii. Operate a User Helpdesk for eGiCCSDeploy a Single Point of Contact in TBI, Kolkata Office for resolving all technical, functional and operation issues.

As “eGiCCS” project is a very ambitious project and success of the project depends on the performance of the activities performed, it is suggested that a strong and proven methodology should be followed to implement this project. The suggested activities(illustrative only) to be performed for this project are explained below:

I. Preparation of the Project Plan and the Inception Report

- a. The Selected Bidder needs to prepare an Integrated Project Management Plan for the entire assignment that covers detailed tasks along with timelines which have to be performed as part of the assignment.
- b. The roles and responsibilities for the project along with support arrangements that are expected from “eGiCCS” need to be jointly arrived at and has to be signed off between the Selected Bidder and TBI.
- c. The Selected Bidder needs to prepare and submit an Inception Report, which will serve as the foundational document for all activities related to the project. The acceptance of the Inception Report is necessary before proceeding to the next stage of the project.

The inception should contain the following :

- i. Project Plan
- ii. Project Organization and Management Plan
- iii. Task, Time, and Resource Schedules
- iv. RACI Matrix
- v. Development Methodology
- vi. Data Migration, Data Entry, Data Digitization Roadmap
- vii. Risk Mitigation Plan
- viii. Quality Management Plan
- ix. Integration testing Plan
- x. UAT Plan
- xi. Change Management & Capacity Building Plan
- xii. “eGiCCS” Rollout Plan

- xiii. Operations & Maintenance Plan
- xiv. Project Communication Plan
- xv. Exit Management Plan

II. Assessment Study, Requirement Gathering, Analysis and System Design

a. Requirement Gathering & Analysis

- A high-level analysis of processes has already been performed and indicative functional requirements have been identified. The Functional Requirement as envisaged for this project is attached as **Annexure FRS to the RFP (published as separate document)**.
- The Selected Bidder must carry out a comprehensive discussion with TBI and subsequently analyze to ensure that each of the requirements mentioned in the **Annexure FRS to the RFP** are captured in the requirement analysis of eGiCCS
- Requirement gathering activities conducted as part of this task will result in the project deliverables such as “**eGiCCS Software Requirement Specifications (SRS)**” document, SDD, Design Documents, BPR, Capacity Building & Change Management Plan, Exit Management Plan etc which shall detail the system-level requirements of the complete solution.
- The SRS document should give the complete architecture of the proposed eGiCCS. SRS should include, but is not limited to:
 - Data flow diagrams (DFD) & entity-relationship (ER) diagrams.
 - Format of all input screens including data entry requirements.
 - Format of all reports that would be generated by TBI
 - Business logic used for all reports and functions.
 - Access control mechanisms, data security and audit trails to ensure that databases are not tampered or modified by unauthorized users. The following guidelines need to be observed for security:
 - Build a complete audit trail of all transactions (add, edit and delete) using transaction log reports, so that

errors in data, intentional or otherwise, can be traced and reversed.

- The most appropriate level of security commensurate with the value to that function for which it is deployed must be chosen
- Implement data security to allow for changes in technology and business needs.

b. System Design

- Having conducted a comprehensive analysis of the requirements for the Selected Bidder would need to prepare an elaborate detailed system design for the eGiCCS,
- All common browsers (Internet Explorer, Firefox, Chrome, etc.) should be able to support the eGiCCS suite of applications. The Selected Bidder should follow the 'Guidelines for Indian Government Websites' prepared by NIC.
- Selected Bidder is encouraged to get users' involvement in this stage when they are finalizing all design components including the user interfaces, the mode of data entry, storage and retrieval, outputs, reports, queries and the application design as a whole.
- Selected Bidder will prepare the solution architecture which shall include the integration of all the components of eGiCCS and their inter-relationship and dependencies
- The Selected Bidder would be responsible to ensure that all the above activity should be completed

Activities conducted as part of this task will result in the project deliverable “eGiCCS System Design Document (SDD)”, which would include all aspects of the design mentioned above

c. Data Entry, Data Migration, Validation and Porting of Legacy Data. RFP Volume I Section 8

III. Training of TBI users

- a. The Selected Bidder shall impart training to the TBI staff and other key stakeholders on the usage and maintenance of the eGiCCS.

- b. The Selected Bidder would provide audio-visual multimedia learning material for all the Business Processes to the TBI users. The Standard Operating Procedures (SOP) and User Manual should also be provided to the TBI Users.
- c. TBI has already done indicative training needs analysis and has come out with list of modules and user groups. The details of which are furnished in RFP

Volume I Section 10

- d. The Selected Bidder shall provide the training modules for different user profiles based on the agreed upon Training plan.
- e. It is also required that the Selected Bidder shall provide additional trainings as deemed necessary by TBI in order to ensure that the training imparted is complete.
- f. The Selected Bidder must propose an appropriate training model in their proposal and must propose detailed methodology on how they would conduct the training and evaluate the result thereof.

IV. Configure, install and integrate the eGiCCS system in Cloud Data Center. Details in RFP Vol I, Section 7.4.

V. Comply to all the requirements in RFP especially Vol I, Sections 6, 7 and 9.

VI. Operation and Maintenance of the eGiCCS application

- a. On successful completion of above tasks and with the system go-live, the Selected Bidder must extend post implementation support till the end of contract period. The other details of operational support are provided in RFP Volume I Section 12
- b. The TBI shall select a Third Party Agency, before System Go-Live for performing Security and Safe to Host Audit. On the completion of the System Audit, the Selected Bidder shall incorporate the recommendations, as suggested by the Agency.
- c. During the operation and maintenance support, the Selected Bidder must
 - Station a Single Point of Contact for resolving all technical, functional and operational etc. support in TBI
 - The support team must ensure that all necessary measures are taken for the smooth operation of the eGiCCS system

- The team must ensure that all necessary know-how is transferred to **the TBI team so as to ensure a smooth transition.**

VII. Documentation

The Selected Bidder must ensure that complete documentation of eGiCCS is provided to TBI as per agreed project plan. The requirements are mentioned in section 5 of this document titled as 'Deliverables of the Project' and as specified in different sections in RFP Vol I.

4. Implementation Plan

eGiCCS Implementation Plan	Systems Implementation Timelines																Operations & Maintenance				
	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	W16	Yr1	Yr2	Yr3	Yr4	Yr5
Key Activities																					
Project Kick Off																					
Project Plan & Approach																					
Requirement gathering , analysis, SRS & Design																					
Design, Development & Testing																					
Data Migration & Digitization																					
Integrated UAT (End to End), & Incorporation of User Feedback																					
Third Party Audit & Gap Fixing																					
Deployment & Systems Integration																					
Training																					
Setting Up of Help Desk																					
System Go-Live																					

**Inter – se changes amongst activities can be discussed with the successful bidder within the eGiCCS project implementation period of 4 months.*

5. Deliverables of the Project

The main deliverables that are expected during the implementation of the eGiCCS from the Selected Bidder at various stages of the project are in the table below. However, the list of deliverables would be finalized at the time of approval of Integrated Project Management Plan submitted by the Selected Bidder

	IMPLEMENTATION PHASE		
	Phase	Deliverables	Signoff Timeline
PROJECT INCEPTION	eGiCCS Inception Report	Integrated Project Management Plan	T + 1 Weeks
		Project Organization and Management Plan	
		Task, Time, and Resource Schedules	
		RACI Matrix	
		Development Methodology	
		Data Migration, Data Entry, Data Digitization Roadmap	
		Risk Mitigation Plan	
		Quality Management Plan	
		Integration testing Plan	
		UAT Plan	
		Change Management & Capacity Building Plan	
		eGiCCS Rollout Plan	
		Operations & Maintenance Plan	
		Project Communication Plan	
		Disaster Management Plan	
		Exit Management Plan	
REQUIREMENTS	SRS	Requirement Traceability Matrix (RTM)	T + 6 Weeks

	IMPLEMENTATION PHASE		
	Phase	Deliverables	Signoff Timeline
		System Requirements Specifications (SRS)	
DESIGN	Solution Design	System Design Document (SDD) LDD and HDD	T+10 Weeks
		Solution Architecture, Integration Architecture	
	Business Process Re-engineering, CB & CM	BPR, Capacity Building & Change Management Plan, Exit Management Plan etc	
	IT Infrastructure	Data Center and Disaster Recovery Center Hardware Requirements; VM Configurations and Design Documents	
USER ACCEPTANCE	UAT Phase	Integration Testing Report	T+11 Weeks
		UAT Training Results	
		UAT Helpdesk Deployment Report	
		User Acceptance Testing Results	
		UAT Completion Report	
SYSTEM AUDIT	Third Party Systems Audit	Security Audit Report	T+14 Weeks
		Safe to Host Report	
		Gaps Identified during System Audit	
		Action Taken Report on System Audit Report(s)	
SYSTEM GO LIVE READINESS	Training, Exit Management and IPR	Data Migration Completion Report	T+15Weeks
		Learning Materials (User Manual, Administrator Manual etc.)	
		Training results	
		Training Completion Report	
		Digital Signature Training and Institutionalizing Report	
		Contingency Plan document	

	IMPLEMENTATION PHASE		
	Phase	Deliverables	Signoff Timeline
		Helpdesk Set Up Report	
		IPR Transfer and Handover Report	
		Exit Management Plan	
		Action taken report for User Feedback	
SYSTEM DEPLOYMENT	System Integration	Comprehensive List of Solution Stack (Bespoke and Third Party Tools / Utilities / System Software along with version and release)	T+15
		Report on System Deployment in Cloud Data Center	
		Comprehensive System Configuration and Version Control Report	
GO- LIVE	Go-Live	Handing Over of IPR of eGiCCS in two sets in DVD	T + 16 Weeks
		Go-Live / Launch Completion Report for all the phases	
ONGOING STATUS REPORTS	Ongoing Status Reports	Results accomplished during the prior period	Weekly
		Cumulative deviations to date from schedule of progress milestones as specified in the Agreed and Finalized Project Plan	Weekly
		Corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule	Weekly
		Other issues and outstanding problems; proposed actions to be taken	Weekly
		Project Risks and Mitigation	Weekly
		Quality Metrics	Weekly

	IMPLEMENTATION PHASE		
	Phase	Deliverables	Signoff Timeline
	O&M Phase		
USER SUPPORT	Hand Holding	Handholding Completion Report	End of Quarter 1 post go-live
ONGOING STATUS REPORTS	Ongoing Status Reports	Project Risks and Mitigation	Weekly
		Issue Log and Resolutions	Weekly
		O&M SLA Metrics	Quarterly

6. Payment Terms and Conditions

The Selected Bidder would be paid a maximum of 45% of the total order value till the stage of System Go Live. The above mentioned payments would be linked with the different milestones achieved by the Selected Bidder during System go live. The relevant milestones are depicted in the table below.

During the O&M period, 45% of the total order value will be released to the Selected Bidder into 20 Equated Quarterly Installments in the Operations and Maintenance Period of 5 years after the Systems Go Live subject to the availability of all services and penalties associated to the SLAs.

After successful Exit Management duly signed off by TBI, the Selected Bidder would be paid the remaining 10% of the total order value.

S No.	MILESTONE	Signoff Timeline	Payment Percentage* of Order Value
IMPLEMENTATION (till Go-Live)			
1.	PROJECT INCEPTION	T + 1 Weeks	5%
2.	REQUIREMENTS	T + 6 Weeks	5%
3.	SYSTEM DESIGN	T + 10 Weeks	5%
4.	USER ACCEPTANCE	T + 11 Weeks	5%
5.	SYSTEM AUDIT	T+ 14 Weeks	5%
6.	SYSTEM GO-LIVE READINESS	T + 15 Weeks	5%
7.	SYSTEM DEPLOYMENT	T+ 15 Weeks	5%
8.	GO- LIVE	T + 16 Weeks	10%
O&M (Post System Go-Live)			

*The percentage denotes the payment due to the Selected Bidder as a value of the Total Order Value for eGiCCS System

** The indicative deliverables for each of the milestones are listed in section 5 of this document. The Selected Bidder shall provide all the deliverables and get it approved by PMU.

***Final settlement of the outstanding invoice of the Selected Bidder shall be subject to seamless exit and handover of the eGiCCS System to TBI or its new vendor.

7. Instructions to Bidders

7.1. Definitions

Terms	Definitions
Acceptance of Tender	The letter/ telex/ telegram/ fax or any memorandum communicating to the bidder of the acceptance of his tender and this includes an advance acceptance of his tender
Contract	The agreement entered into between TBI and the Bidder as recorded in the contract form signed by TBI and the Prime Bidder, including all attachments and annexure thereto and all documents incorporated by reference therein
Contract Price	The price payable to the bidder under the contract for the full and proper performance of his contractual obligations
TBI	Tea Board of India
Bidder	The company submitting the bid who shall comply with the pre-qualification criteria listed in the RFP and who shall also be responsible to furnish the Bid Security and in case of award of the contract the Performance Security and signing of agreement with TBI.
Service	The entire services which the bidder is required to provide to TBI under the contract. Services includes design, development, testing, implementation and operation support and other such obligations of the successful bidder covered under the contract
Successful Bidder	The person or the firm or the Directorate with whom the order for providing services is placed and shall be deemed to include the bidder's successors, representatives (approved by TBI), heirs, executors, administrators and permitted assigns, as the case may be unless excluded by the terms of the contract.

7.2. Important Dates

The due dates governing this tender including issue of RFP, seeking clarifications and submission of responses are as given in the table below. The bidders are requested to note that various deadlines and dates specified in the tender document will be as referred in this table and the dates and timelines given in this table will be considered as final.

The actual calendar dates will be announced by TBI in due course

S. No	Milestone	Time for Completion
1.	Release of Request For Proposal (RFP)	Monday, 21 st November 2016
2.	Submission of queries by bidders through both email and hard copy	Monday, 28 th November 2016
3.	Pre- Bid Conference	Tuesday, 29 th November 2016 11:00 AM
4.	Response to bidder queries	Friday, 2 nd December 2016
5.	Submission of bids	Monday, 12 th December 2016 3:00 pm
6.	Technical bid opening	Monday, 12 th December 2016 3:30 pm
7.	Technical Presentations	To be informed later
8.	Proof of Concept	To be informed later
9.	Commercial bid opening	To be informed later
10.	Award of Contract	To be informed later

7.3. Conditions Leading to Disqualification of Bids

The bid is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- i. Bid not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
- ii. Bid not accompanied by bid security as specified in section 7.7.8 of this document
- iii. Bid not accompanied by the Board Resolution authorizing the signatory to bind the company

- iv. During validity of the bid, or its extended period, if any, the bidder increases his quoted price.
- v. The bid is not prepared in English language.
- vi. Bid response not provided in the suggested Technical and Commercial Formats
- vii. The bidder qualifies the bid with his own conditions.
- viii. Bid is received in incomplete form.
- ix. Bid is received after due date and time.
- x. Bid is not accompanied by all the requisite documents
- xi. If Bidder provides quotation only for a part of the project
- xii. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- xiii. Bids not submitted with certification / authorization from IT vendors
- xiv. Commercial proposal enclosed with the same envelope as technical proposal.
- xv. Revelation of prices in any form and for any reason whatsoever before opening of Commercial Bid
- xvi. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- xvii. In case any one party submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately.
- xviii. Bidders may specifically note that while evaluating the proposals, if it comes to the TBI's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period of three years from participation in any of the tenders floated by the TBI.
- xix. All the Technical evaluation criteria as mentioned in section 7.7.13 has to be present in an organized manner in the BID response

xx. The BOQ / BOM should be identical in Technical and Commercial bids.

xxi. The OEM authorization letter for the product quoted in the bids has to be submitted.

7.4. Procedure for Submission of Bids

In order to participate in the bidding process, bidders should follow the procedure described below for submitting their bids. Failure to do so may result in the bid being eliminated at the examination stage as non-responsive.

The bidder shall submit one sealed cover containing 2 (two) separate sealed covers for the technical bid and the commercial bid in the following manner:

Outer Cover:

The outer cover will contain 2 (two) sealed covers marked as **Cover – I: Technical Bid & Cover – II: Commercial Bid**. The outer cover should be sealed and the address of the bidder should be written on the cover.

Cover I: Technical Bid:

Two hard copies (One Original and one Duplicate) and a soft copy (CD) of the **technical bid** shall be submitted. The technical bids should be labeled as Original and Duplicate. Each page of the technical bid should be signed and sealed. The technical bid shall be prepared in the form and format given in Section 8 and in accordance with Section 7.7. However the bidders may use free flow description of the solution architecture, etc. They should ensure that adequate information is given in the technical response to evaluate the bid document.

The hard copy of the technical bid shall be a complete document, bound as a volume and placed in separate sealed envelope super-scribing:

Cover I: Technical bid

Technical Bid for TBITender No.....

Last date of submission -----

If not Delivered Before ----- Please Return to:

<Name & Address of the Bidder>

Cover II: Commercial Bid:

One hard copy of the commercial bid shall be submitted. The commercial bid shall be submitted as per the format given in Section 8.4 and in accordance with section 7.7. The hard copy of the commercial bid should be placed in a separate sealed envelope super-scribing

Cover II: Commercial Bid

Commercial Bid for TBI Tender no.....
Last date of submission:
If not Delivered Before-----Please Return to:
<Name & Address of the Bidder>

The outer sealed cover containing three sealed covers mentioned above should be submitted to TBI at the address given in below:

The envelope shall be addressed to:

The Secretary

Tea Board India

(Ministry of Commerce & Industry, Government of India)

14, B.T.M. Sarani- Kolkata 700 001

7.5. General Information

7.5.1. Eligibility to Bid

- i. This invitation for bids is open to all Indian firms who have been shortlisted in the EOI stage by TBI
- ii. Bidders declared by Government of India to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical

business practices shall not be eligible.

- iii. Breach of general or specific instructions for bidding, general and special conditions of contract with TBI during the past 5 years may make a firm ineligible to participate in bidding process.

7.5.2. Cost of Bid Submission

The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation for the purposes of clarification of the bid. TBI will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process

7.5.3. Site Visits

The Bidder may wish to visit and examine project sites, and revalidate all the information required for preparing a response to the bid. The cost of such visits to the sites shall be at the Bidder's expense. The representatives of the bidder should carry authorization letter and valid I-Cards and take prior permission from TBI. The Bidder and any of its personnel or agents will be granted permission by TBI to enter its facilities at various locations in the state for the purpose of such visits, but only upon the condition that the Bidder, its personnel, and agents, will indemnify the TBI from and against all liability in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of such inspection, undertaken by the bidder. The Bidder shall at his/her own risk, peril, cost and liability undertake site visits to designated facilities in the state.

7.5.4. TBI Contact Details

Name: Sri Subrata Banerjee

Email Id: banerjees.tbi@nic.in

Telephone Number: +91-33-22255447

+91 -33-22351331

7.6. Tender Document

7.6.1. Content of Tender Document

The RFP documents stated below shall be read in conjunction with any addendum/modifications issued and in conjunction with proceedings of Pre-Bid conference issued in accordance with section 7.6.4 of this volume.

- Volume I: Functional, Technical and Operational Requirements
- Volume II: Scope of Work, Commercial Specification and Bid Process
- Volume III: Master Service Agreement and Service Level Agreement

The bidder is expected to examine all instructions, terms, forms, and specifications in this document. Failure to furnish all information required by the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and shall result in rejection of the bid and forfeiture of the bid security.

7.6.2. Clarification of Tender Document

A prospective bidder requiring any clarification of the tender document may notify TBI both in writing at TBI correspondence address and through email before the date mentioned in Section 7.2. TBI will respond to the required request for clarification of the tender document in the Pre-bid conference which will be held as per the table of important dates given in Section 7.2. TBI's response will be sent to all prospective bidders who have obtained the tender document. The clarification shall be asked as per the given format. Queries not adhering to this format will not be responded to.

S No	RFP Document Reference(s) – (RFP Vol.)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification
1.				
2.				
3.				
4.				

7.6.3. Pre-Bid Conference

The Bidders' designated representatives are invited to attend the Pre-Bid Conference at their own cost, which is to be held at the venue and time mentioned in section 7.2 of this document.

The purpose of the meetings is to clarify issues and to answer questions on any matter that may be raised at that stage. The Bidder is requested, to submit any questions in writing and email both to reach TBI not later than one week before the Pre-Bid Conference.

It may not be practicable at the Pre-Bid Conference to answer questions received late, but questions and responses will be transmitted to the prospective bidders through appropriate means. However, it will be bidder's responsibility that they collect all responses and in case the clarifications have not reached the bidders, they can download the same from TBI designated internet site which will be notified at the time of bidders' conference. Non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a Bidder. Maximum of 2 persons from each bidder would be allowed to attend the conference. The attendees should possess valid company I- Cards.

7.6.4. Amendment of RFP

At any time prior to the last date for receipt of bids, TBI may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by issuing an amendment.

The amendment will be notified in writing or by email or by fax or hosted on the designated web site, which can be accessed by any prospective bidders who have received the tender document and will be binding on them.

In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, TBI may, at its discretion, extend the last date for the receipt of bids.

7.7. Bid Preparation

7.7.1. Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and GSI, shall be written in the English language.

7.7.2. Format of Bid

The Bidder shall submit the documents comprising the Proposal as described in under this bid, bound with the section containing the Form of Proposal and Annexure to Proposal. In addition, the Bidder shall submit hard and soft copies of the Proposal.

Further, in the event of discrepancy between the hard copy and the soft copy, the hard copy shall prevail.

The original and all hard copies of the Proposal shall be typed (in the case of hard copies, photocopies are also acceptable) and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. All pages of the Proposal, where entries or amendments have been made, shall be initialed by the person or persons signing the Proposal.

The Proposal shall contain no alterations, omissions, or additions, unless such corrections are initialed by the person or persons signing the Proposal.

If the Proposal is made by an individual firm/company, it shall be signed by a representative authorized for signing the Proposal. All pages of Proposal, except for un-altered printed literature, shall be initialed by person(s) signing the Proposal. All signatures in Proposal document shall be accompanied with the date

7.7.3. Technical Bid

The Technical Bid document shall detail all possible information as required by TBI for technical evaluation as prescribed in section 7.7.13 of this volume. Hence it is mandatory that the bidders read this section in conjunction with the technical evaluation section to provide information as necessary and adequate to evaluate the proposals. The minimum information sought from the bidders is given in Section 8.1 of this volume. In addition, the bidders are expected to provide the following information:

1. Check List
2. Technical Bid Letter
3. General information about the Bidder
4. Statement of Deviations from the Tender Terms & Conditions (Technical)
5. All the necessary documents as described in technical bid formats.
6. Board Resolution granting the authorized signatory the right to sign the bid and bind the company

7.7.4. Commercial Bid

The commercial bid shall be submitted for all the services mentioned in Volume I, II and IV of the RFP document.

The commercial bid shall comprise of:

1. Commercial Bid letter
2. Bid particulars
3. All Commercial forms mentioned in Section 8.4

7.7.5. Deadline for submission of Proposals and Late Proposals

Proposals must be received by the TBI at the address specified in the tender no later than the time and date stipulated in the tender. Any Proposal received by the TBI after the deadline for submission of Proposals will be summarily rejected.

7.7.6. Bid Prices

The bidder shall indicate prices according to the formats/ templates prescribed in Section 8.4 of the tender document.

7.7.7. Firm Price

Prices quoted by the bidder must be all inclusive, firm and final, and shall not be subject to any escalation whatsoever during the period of the contract. Prices should indicate the price at site and shall include all state and central taxes, viz. excise/custom duties etc. on the final finished supplies tendered for. Attention of the bidder is invited to the terms and conditions of payment given in Section 6 of this volume.

7.7.8. Bid Security

The bidder shall furnish, as part of his bid, a bid security in the form of bank guarantee of Indian Rupees 5,00,000 (Rs fiveLakhs Only) which should be valid up to 180 days from the date of submission of bids extendable up to the submission of performance security.

The bid security would be forfeited in the following scenario:

- a. If a bidder withdraws his bid during the period of bid validity specified by the bidder in the bid; or
- b. In the case of a successful bidder, if the bidder fails to,

- I. Sign the contract within the stipulated time
 - II. Furnish Performance Bank Guarantee within the stipulated time
- c. The bid security shall be denominated in Indian Rupees, and shall be in the form of a bank guarantee issued by a Nationalized Bank, in format/ template provided in **section 8.2 of this volume.**
 - d. Any bid not secured with bid security amount in the form of bank guarantee, shall be rejected by TBI, as non-responsive.
 - e. Unsuccessful bidder's bid security will be returned as promptly as possible but not later than 180 days after the last date of submission of the bid prescribed by TBI.
 - f. The successful bidder's bid security will be returned upon furnishing the Performance Bank Guarantee by the bidder according to the requirements. No interest will be payable by TBI on the bid security amount.

7.7.9. Period of Validity of Bids

Bids shall remain valid for 180 days from the last date of submission of commercial bid prescribed by TBI. A bid valid for a shorter period shall be rejected by TBI as non-responsive. TBI may request the bidders to extend the period of validity of the bids. The request and the responses thereto shall be made in writing (by fax or email). The bid security validity shall also be suitably extended. In such a case bidders will not be permitted to modify their bids.

7.7.10. Revelation of Prices

Prices in any form or for any reason shall not be revealed in technical bid or before opening the commercial bid, failing which the offer shall be liable to be rejected.

7.7.11. Terms and Conditions of Tendering Firms

In case terms and conditions of the contract applicable to this invitation of tender are not acceptable to any bidder, clearly specify the deviation in the forms given in section 8.1.12 of this document.

Similarly in case the equipment and services being offered has deviations from the schedule of requirements laid down, the bidder shall describe in what respects and to what extent the equipment and services being offered differ/ deviate from the specification, even though the deviations may not be very material. Bidder must state categorically whether or not his offer

conforms to requirement specifications and schedule of requirements and indicate deviations, if any in section 8 as part of the response to the bid.

7.7.12. Licensing and IPR

The Selected Bidder will follow the following licensing conditions:

- I. The Selected Bidder shall procure the licenses of the third-party software in accordance with its procedures by payment of applicable license fees on behalf of TBI. The licenses thus procured would be in the name of The TBI. The Selected Bidder shall ensure that third party vendors provide standards based customer interface and also takes into account other factors like regular upgrades/updates and support etc.
- II. The Selected Bidder should provide adequate users licenses for all the modules mentioned in the scope so that all users can access their respective functionalities as per their role without any constraints. The license provided for the database and the application server should in no way be restricted to the department or for use of any specific application.
- III. The system software licenses mentioned in the Bill of Materials shall be genuine, perpetual, full use and should provide patches, fixes, security patches and updates directly from the OEM. All the licenses and support (updates, patches, bug fixes, etc.) should be in the name of the TBI.
- IV. The Selected Bidder shall provide with a full use database subscriptions. All the subscriptions and support (updates, patches, bug fixes, etc.) should be in the name of TBI. Selected Bidder shall provide a comprehensive warranty that covers all components after the issuance of the final acceptance by TBI. The warranty should cover all materials, licenses, services, and support for software & ICT components supplied. Selected Bidder shall administer warranties with serial number and warranty period. Selected Bidder shall transfer all the warranties to the TBI at no additional charge at the time of termination of the project. All warranty documentation will be delivered to TBI.
- V. Selected Bidder shall review the subscriptions requirements with the TBI. The TBI shall clarify on the licenses requirements to be provided by the Selected Bidder.
- VI. All licenses / subscriptions should be supported by OEMs /subscription providers for entire contract period

- VII. All the aforesaid products should have a roadmap for updates and patch management either from OEM or Subscription provider and providing the same would be the responsibility of the Selected Bidder for the contract period.
- VIII. IPR for the bespoke developed source code would lie with TBI. The same applies for Customization source code on COTS/package product, if proposed.
- IX. The Intellectual Property Rights of all third party software shall remain vested with the owner of such rights. However all Improvements/customization to the Systems including all Intellectual Property Rights related thereto, shall be owned by and be the property of the TBI.

7.7.13. Evaluation of Technical Bids

The evaluation of the Technical bids will be carried out in the following manner:

- I. The bidders' technical solution proposed in the bid document shall be evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in this document. The Bidders are required to submit all required documents in support of the evaluation criteria specified (e.g. profiles of project resources, detailed project plan etc. and all others) as required for technical evaluation.
- II. **Proposal Presentations:** The committee shall invite each bidder to make a presentation to TBI at a date, time and venue decided by TBI. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and articulate the key points in their proposals.
- III. **Proof of Concept:** The Bidders are invited to provide Proof of Concept for envisaged services viz., Licensing and Development processes. Each bidder would be given 1 hour's time each to present the proof of concept before the committee. All systems, computers, PDAs, internet etc. required for this POC shall be organized by the bidders.
- IV. Following will be the technical evaluation scheme:
 - i. Each Technical Bid will be assessed for technical score of 100 (maximum) points
 - ii. To technically qualify the bidder has to score an overall score of 65% (Seventy percent) and also score minimum 50% (Fifty percent) in each

technical section as explained below.

- iii. For each section of the Technical Evaluation Matrix (given below), the bidder has to score a minimum of 50% of the Maximum Score for that section. In case, any bidder fails to score the minimum cut off mark for any section, the bid of that bidder shall stand technically disqualified. The minimum score for each section is given in the Technical Evaluation Matrix below.
- iv. The commercial bid of only technically qualified bidders shall be opened for the evaluation.

The Technical Bid will be evaluated on the basis of responsiveness to the scope of work, applying the evaluation criteria and points system specified below. The bidders may have to present the technical proposal to aid evaluation of Technical bids.

The evaluation of the bid will be based on but not limited to the following:

- **Solution Fitment:** Demonstration of reasonably high level of functional and technical compatibility to the needs of the TBI with its inherent diversity of business models.
- **Project Approach and Ability to Deliver:** Completeness of the services proposed, willingness to satisfy or exceed the requirements, quality of management and technical approach to be used to assure consistent high quality.
- **Training and Evaluation:** Training and evaluation plan to the employees of the TBI to successfully adopt the envisaged system
- **Knowledge Transfer & Transition:** Bidder's plan for transitioning the application to GSI the end of the term.

The following matrix will be used during the Technical Evaluation of the bid responses:

TECHNICAL EVALUATION MATRIX						
For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 50% marks allotted for that section apart from scoring a minimum of 65 marks in aggregate. In case, the bidder fails to score less than 50% of marks in any of the sections, the technical proposal of that bidder would be rejected and consequently the bidder's commercial quote shall not be opened.						
S No	Technical Evaluation Section	Description	Point System	Sub Criteria Max Points	Section Maximum Marks	Forms to be used
1.	Past Experience	Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFP are addressed well and award points accordingly, the important parameters being:			80	
a.	Software Development & Implementation	At least THREE client references for implementation of similar Application as well as Development around: a) Software Development & Implementation b) Software design, development & support c) O&M phase for maintaining the above	>=INR 1 Crore	30		Form 6 supported by documentary evidence
			>=INR 75 lakh but less than INR 1 Crore	20		
			>=INR 50 lakh but less than INR 75 lakh	10		
			< INR 50 lakh	0		
Row Intentionally left blank						

TECHNICAL EVALUATION MATRIX						
<i>For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 50% marks allotted for that section apart from scoring a minimum of 65 marks in aggregate. In case, the bidder fails to score less than 50% of marks in any of the sections, the technical proposal of that bidder would be rejected and consequently the bidder's commercial quote shall not be opened.</i>						
S No	Technical Evaluation Section	Description	Point System	Sub Criteria Max Points	Section Maximum Marks	Forms to be used
b.	Software Solutions	At least THREE completed/ongoing Software Application projects each having a minimum value of INR 50 lakh. The project should have some or all of the following components: a) Portal development b) Web based Application Server c) Electronic Forms d) Application integration	Marks would be awarded based as below:			Form 6 supported by documentary evidence
			i. More than or equal to 5 projects	20		
			ii. 4 Projects	16		
			iii. 3 Projects	12		
			iv. 2 Projects	8		
			v. less than 2 Projects	0		
c.	Maintenance Services and	Providing Maintenance Services / Helpdesk services in	Evaluation on Number of Projects:			Form 6 supported by documentary evidence
			a) covers more than 4 Projects	10		

TECHNICAL EVALUATION MATRIX						
<i>For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 50% marks allotted for that section apart from scoring a minimum of 65 marks in aggregate. In case, the bidder fails to score less than 50% of marks in any of the sections, the technical proposal of that bidder would be rejected and consequently the bidder's commercial quote shall not be opened.</i>						
S No	Technical Evaluation Section	Description	Point System	Sub Criteria Max Points	Section Maximum Marks	Forms to be used
	Helpdesk	minimum 3 Projects with minimum project order size of INR 50 Lakh each	b) covers 3 Projects c) covers 2 Projects d) covers less than 2 Projects	7.5 5 0		
d.	Training	Should have experience in Capacity Building (Training)/ Change Management	Marks would be awarded as below: i. More than 4 projects or No. of Candidates trained=>1000 ii. 2 projects or No. of Candidates trained=>800 iii. less than 2 projects or No. of Candidates trained<500	10 5 0		Form 6 supported by documentary evidence
e.	Experience in Data Digitization / Data Migration	Projects where Data Digitization / Data Migration have been done for at least 10 thousand records in each project	Marks would be awarded as below: More than 4 projects 3 to 2 projects less than 2 projects	10 5 0		Form 6 supported by documentary evidence
<i>Row Intentionally left blank</i>						
2.	Presentation on Solution Proposed (Should be presented by an authorized employee of the bidder)				10	
	Understanding	Understanding of the	Solution architecture conceptualized			Form 7 and Presentation

TECHNICAL EVALUATION MATRIX						
<i>For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 50% marks allotted for that section apart from scoring a minimum of 65 marks in aggregate. In case, the bidder fails to score less than 50% of marks in any of the sections, the technical proposal of that bidder would be rejected and consequently the bidder's commercial quote shall not be opened.</i>						
S No	Technical Evaluation Section	Description	Point System	Sub Criteria Max Points	Section Maximum Marks	Forms to be used
	of the requirement and quality and merit of the solution proposed	requirement and quality and merit of the solution proposed along with work plan	for this project Application deployment and testing Strategy Quality Control Procedures suggested by responding firm Work plan and approach & methodology for completing the work in the prescribed time frame Training Plan and approach Data digitization and migration plan and approach Suggestions on SOW for successful implementation of the project - The evaluation committee may ask questions on the overall bid response			
<i>Row Intentionally left blank</i>						
3.	Proof of Concept				10	
	Demonstration of Functional Requirements	Demonstration of Licensing and Development	Licensing Process - 4 Development Process - 4			Demonstration using System (Computers / PDA / Internet etc.

TECHNICAL EVALUATION MATRIX						
<i>For each section of the Technical Evaluation Matrix, the bidder has to score a minimum of 50% marks allotted for that section apart from scoring a minimum of 65 marks in aggregate. In case, the bidder fails to score less than 50% of marks in any of the sections, the technical proposal of that bidder would be rejected and consequently the bidder's commercial quote shall not be opened.</i>						
S No	Technical Evaluation Section	Description	Point System	Sub Criteria Max Points	Section Maximum Marks	Forms to be used
	of the eGiCCS	Processes	MIS Reports - 2			

7.8. Bid Submission

7.8.1. Modification and Withdrawal of Bids

The bidder may modify or withdraw his bid after the bid's submission, provided that a written notice of the modification or withdrawal is received by TBI prior to the last date prescribed for receipt of bids.

The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of this RFP. A withdrawal notice shall also be sent by fax and a signed confirmation copy, both to be received before the last date for receipt of bids.

No bid shall be modified subsequent to the last date for receipt of bids.

No bid shall be withdrawn in the interval between the last date for receipt of bids, and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval may result in forfeiture of the bidder's bid security

7.8.2. Address for Correspondences

The bidder shall designate the official mailing address, place, telephone number, fax number and e-mail address to which all correspondence shall be made by TBI.

TBI will not be responsible for non-receipt of any communication sent by the bidder.

7.8.3. Opening of Bids by TBI

All bids will be opened at the location mentioned in section 7.4 of this Volume. Any change in location shall be intimated in advance to all the bidders.

Bids will be opened by TBI in the presence of the representatives of the bidders who choose to attend, at the time and date mentioned in section 7.2 of this Volume.

The bidders' names, modifications, bid withdrawals and the presence or absence of the requisite bid security and such other details that TBI at their discretion considers appropriate, will be announced at the bid opening.

7.8.4. Clarifications

If deemed necessary, TBI may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. TBI may, if so desire, ask the bidder to give a presentation for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings, will be borne by the bidders

7.8.5. Preliminary Examination

TBI will examine the bids to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

Bids from agents without proper authorization from the manufacturer shall be treated as non-responsive.

A bid determined as not substantially responsive will be rejected by TBI and may not subsequently be made responsive by the bidder by correction of the non-conformity.

TBI may, if necessary, waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any bidder.

7.8.6. Contacting TBI

Bidder shall not contact TBI on any matter relating to this bid, from the time of the submission of bid to the time the contract is awarded. During this period, all important notices will be displayed on the office notice board or the Tea Board Website.

Any effort by a bidder to influence TBI's bid evaluation, bid comparison or contract award decision may result in the rejection of the bid. Such an act on the part of the Bidder shall amount to misconduct and will be liable for appropriate action, as decided by TBI

7.9. Bid Evaluation

The evaluation process of the tender proposed to be adopted by the TBI is indicated under this clause. The purpose of this clause is only to provide the Bidders an idea of the evaluation process that the TBI may adopt

7.9.1. Bid Evaluation Criteria

TBI will assign points to the technically qualified bidders based on the technical evaluation criterion specified in section 7.7.13 of this document by TBI. The commercial bids for only the technically qualified bidders will be opened and reviewed to determine whether the commercial bids are substantially responsive.

Quality-cum-Cost Based Selection (QCBS) method of selection shall be followed in the ratio of **70:30** for technical and commercial respectively.

7.9.2. Evaluation of Commercial Bids

The Commercial Bids of technically qualified bidders (i.e. above 65 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 will include all taxes and levies and shall be in Indian Rupees and mentioned separately.

Any conditional bid would be rejected.

7.9.3. Correction of Errors

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

7.9.4. Evaluation method: QCBS

Commercial bids of those bidders who qualify the technical evaluation will be opened. A minimum of 65 marks/points have to be scored to qualify in the technical evaluation. The commercial scores will be calculated as:

Bidder's normalized **technical score (TS)**

$T(S) = (\text{Technical score of the Bidder} / \text{Maximum Technical score (T1)}) \times 100$ (rounded off to 2 decimal places)

The bidder with lowest **total commercial** quoted designated as (L1) will be awarded a score of 100.

Commercial Scores for other technically qualified bidders will be evaluated using the following standard formula detailed below: -

Commercial Score of Bidder (CS) = (TCQ of L1/TCQ of the Bidder) X 100 (rounded off to 2 decimal places)

$$\text{(Final Score = TS*0.7 + CS*0.3)}$$

The bidder with maximum final Score shall be called for Negotiation meeting, as part of procurement process of TBI.

7.9.5. TBI's Right to Terminate the Process

- I. TBI makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone.
- II. This RFP does not constitute an offer by TBI. The bidder's participation in this process may result in TBI selecting the bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by TBI to execute a contract or to continue negotiations.

7.9.6. TBI's Right to ask for a Revised Commercial Bid

After the Technical Evaluation and before opening of the Commercial Bid, TBI reserves the right to make changes to the specifications and Bill of Material. In this case, TBI shall ask for revised commercial Bids only for the revised scope from the Bidders that have been qualified in the technical evaluation

7.9.7. TBI's Right to accept any bid/ reject any or all bids

TBI 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 TBI action.

7.10. Award of Contract

7.10.1. Notification of Award

Prior to the expiration of the validity period, TBI 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, TBI, may like to request the bidders to extend the validity period of the bid. Bidders shall extend their bid validity

as requested by TBI; proposal may be rejected for the bidders who do not provide the bid validity extension upon request by Tea Board and the Bid Security may be forfeited by Tea Board for such cases.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, TBI will notify each unsuccessful bidder and return their Bid Security

Prior to the expiry of the period of bid validity, TBI will notify the successful bidder in writing by registered letter or by cable or telex or fax or by email, that his bid has been accepted. The receipt of acceptance should be sent by the bidder in writing through registered post as well as by fax

7.10.2. Contract Finalization and Award

The TBI shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing. TBI may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP / Drop any line item from the indicative BOM. Accordingly total contract value / total order value may change on the basis of the rates defined in the commercial proposal.

7.10.3. Signing of Contract

As soon as TBI notifies the successful bidder that his/her bid has been accepted, TBI will send the successful bidder the contract form, incorporating all agreements between the parties.

On receipt of the contract form, the successful bidder shall sign with date, the contract form, and return it to TBI within two weeks of the receipt

7.10.4. Failure to agree with the Terms & Conditions of the RFP

Failure of the successful bidder to

- a) Agree with the Terms & Conditions of the RFP
- b) Submit PBG
- c) Sign and Return the Contract within the stipulated time

shall constitute sufficient grounds for the annulment of the award, in which event, TBI may award the contract to the next best value bidder or call for new proposals.

In such a case, the TBI shall invoke the Bid Security of the most responsive bidder.

7.10.5. Performance Bank Guarantee

TBI will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the Total Order Value.

The Performance Guarantee should be valid for a period of 5 years and 3 months which shall be renewed or extended till the completion of the project period and three months. The Performance Guarantee shall be kept valid till completion of the project and Warranty/O&M period and three additional months. 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 Bank 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 TBI at its discretion may cancel the order placed on the selected bidder without giving any notice. TBI shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or TBI incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

If the bidder delays Performance Bank Guarantee beyond 15 working days, TBI will penalize the bidder by charging 1% of the quoted value per week of delay.

In the event of the bidder being unable to service the contract for whatever reason, TBI would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of TBI under the contract in the matter, the proceeds of the TBI shall be payable to TBI as compensation for the pre-estimated, pre-determined and pre-agreed loss resulting from the bidder's failure to perform/comply its obligations under the contract. TBI shall notify the bidder in writing of the exercise of its right to receive such compensation within a reasonable time. TBI shall also be entitled to make recoveries from the bidder's bills, PBG, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

7.10.6. Period of Agreement

The period of agreement shall start with the date of signing of contract and end on the date of completion of 5 (five) years of operations & management. However, the period of operations & management shall start from the date of go-live.

Total Period of Contract = Period of completion of implementation of eGiCCS/Go live + 5 years of operations & maintenance.

8. Bid Formats

8.1. Annexure I: Technical Bid Formats

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:

Forms to be used in Technical Proposal			
S No	Form Number	Form Narration	Compliance (Yes / No)
1.	Form 1	Undertaking on Total Responsibility	
2.	Form 2	Particulars of the Bidder	
3.	Form 4	Compliance Sheet for Technical Proposal	
4.	Form 5	Letter of Proposal	
5.	Form 6	Project Citation Format	
6.	Form 7	Proposed Solution	
7.	Form 8	Proposed Work Plan	
8.	Form 9A	Team Composition	
9.	Form 9B	Compliance sheet for named project resources	
10.	Form 10	Curriculum Vitae (CV) of Key Personnel	
11.	Form 11	Deployment of Personnel	
12.	Form 12	Statement of Deviation	
13.	Form 13	Manufacturers Authorization Form	
14.	Form 14	Declaration on Source Code and Intellectual Property Rights	
15.	Form 15	Undertaking on Patent Rights	

Forms to be used in Technical Proposal			
S No	Form Number	Form Narration	Compliance (Yes / No)
16.	Form 16	Undertaking on Compliance and Sizing of Software	
17.	Form 17	Undertaking on Service Level Compliance	
18.	Form 18	Undertaking on Deliverables	
19.	Form 19	Undertaking on Support to Third Party Solution acceptance and certification	
20.	Form 20	Declaration of Activities sub-contracted	
21.	Form 21	Undertaking on Exit Management and Transition	
22.	<u>Form 22</u>	<u>Bidder's Authorization Certificate</u> <u>(Must be on a Non-Judicial Rs 100/- Stamp Paper)</u>	

8.1.1. Form 1: Undertaking of Total Responsibility

No. Date:

To:

Dear Sir / Madam

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 and terms and condition of the RFP for **Implementation of Comprehensive IT Governance Solution – eGiCCS for Tea Board of India.**

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 Bidder

S No	Information Solicited	Details
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, vat, sales tax	
H.	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

8.1.3. Form 4: Compliance Sheet for Technical Proposal

S No	Technical Evaluation Section	Description	Sub Criteria	Compliance (Yes/ No / Partial)	Section and Page Reference Number
1.	Solution Proposed	Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFP are addressed well and award points accordingly, the important parameters being:-			
a.	Proposed solution and Fitment Requirement to	Requirements addressed as mentioned in different parts of the RFP and the quality of the solution proposed	Solution architecture conceptualized for this project		
			Application deployment and testing Strategy		
			Quality Control Procedures suggested by responding firm		
			Comprehensiveness of Bill of material of all the components (e.g. System software, Utility Software , etc.) along with their quantities		
			Interoperability, Interfacing and Integration Architecture		
			Security Architecture & Features		
2.	Proposed Approach & Methodology				
		In this section, the responding firm should:			
a.		Evaluation Committee will evaluate whether the implementation	A. Explain the Understanding of the project requirements:		
			vi. highlight the expected support from Tea Board Of India		
			vii. approach to the services, SLA management methodology		
			viii. methodology for carrying out the activities for expected output		

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S No	Technical Evaluation Section	Description	Sub Criteria	Compliance (Yes/ No / Partial)	Section and Page Reference Number
		methodology is in line with the requirement.	B. Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them C. Explain the methodologies the responding firm proposes to adopt and highlight the compatibility of those methodologies with the proposed approach D. Planning and Building the system i. Assessment and Design ii. Integration iii. Data Migration and Digitization		
b.	Detailed Work Plan	The description and quality of the work plan	Evaluation will be based on the detailed Project Plan including week wise activities with Work Breakdown Structures, Resource Deployment Plan, Project estimates, milestones, deliverables etc.		
3.	Training and Evaluation				
a.	Training		The Evaluation will be based on:		
	Training and Change Management plan description to be looked into (Training should be conducted at minimum 6 locations (Kolkata, plus 5 other locations))		iv. Proposed Training Schedule for all offices indicating number of days of training and training batch size		
			v. Plan to develop Training Manuals and Training plan		
			vi. Areas/domains covered		

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S No	Technical Evaluation Section	Description	Sub Criteria	Compliance (Yes/ No / Partial)	Section and Page Reference Number
		Institutionalizing Capacity Building on Digital Signature	i. Training on use of Digital Signatures ii. Capacity Building and Institutional strengthening to manage Digital Signature		
b.	Training Evaluation	Training and Assessment	Approach and Methodology		
c.	Application Hand Holding Support	Quality of manpower as per the minimum requirement mentioned in this RFP	The mentioned resources provided for a period of 3 months during the support phase of the project must be a graduate and expert in using the application developed by Selected Bidder with the following point allocation criteria: Average work experience, in terms of application handholding , of the supplied resources: >=5 years of work experience in related field = 3 Points < 5 years but >=3 years of work experience in related field = 2 points < 3 years but >= 2 years of work experience each resource would be allocated = 1 point – for <= 2 years of work experience but < 3 years of work experience each resource would be allocated= 0		
4.	Full Time onsite Resource Deployment exclusively for this project (Implementation & O&M)				
a.	Project Manager	For entire project duration	Project Manager Must have 10 years of work experience		

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S No	Technical Evaluation Section	Description	Sub Criteria	Compliance (Yes/ No / Partial)	Section and Page Reference Number
			Education:		
			i. BE / B. Tech / MCA with MBA		
			ii. BE / B. Tech / MCA		
			Certifications:		
			i. PMP / Prince 2		
			Detailed Experience: Managed projects with the scope of Application Development, Training, Support & Maintenance		
			i. >= 3 projects		
			ii. <3 projects &>1		
b.	Database Expert	For O&M phase	i. BE / B. Tech / MCA		
			ii. Experience in managing Enterprise Class Database in more than 3 projects		
			iii. Experience in managing Enterprise Class Database in more than 1 projects		
c.	Application Expert	For O&M phase	i. BE / B. Tech / MCA		
			ii. >=5 years of work experience as an Application Admin		
			iii. <5 years and >=4 years of work experience as an Application Admin		
			iv. <4 years and >=3 years of work experience as an Application Admin		
d.	Change Management Expert	For Implementation Phase	For Team Lead for Capacity Building & Change Management and all other activities points will be allocated as follows:		
			i. BE / B. Tech / MCA and MBA		

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S No	Technical Evaluation Section	Description	Sub Criteria	Compliance (Yes/ No / Partial)	Section and Page Reference Number
			Experience:		
			i. >=5 years of work experience in related field		
			ii. <5 years and >=4 years of work experience in related field		
			iii. <4 years and >=3 years of work experience in related field		
			iv. No. Of projects undertaken in Capacity Building and / or Change Management:		
			v. >=3 projects		
			vi. >=1 and <3 projects		

8.1.4. 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 TBI 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 Commercial 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 Data 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: _____

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Name of Firm: _____

Address: _____

Location: _____

Date: _____

8.1.5. 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 (email, Phone no.)	
Project Details	
Description of the project	
Location & 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 or Purchase Order (PO) or Letter of Intent (LoI)	

8.1.6. 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:

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology
- d) Any other section that the bidder would like to emphasize on

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

8.1.7. Form 8: Proposed Work Plan

S No	Activity	Calendar Weeks												
		W1	W2	W3	W4	W5	W6	W7	W8	W9	...	...	...	W26
1.														
2.														
3.														
4.														
5.														
6.														
N														

8.1.8. Form 9A: Team Composition

S No	Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement
I.					
II.					
III.					
IV.					

8.1.9. Form 9B: Compliance Sheet for named Project Resources

S No	Positions (As per the RFP requirement)	Detailed requirement as per RFP	Compliance (Yes/No)	Reference page no and remarks (if any)
	Project Manager (Throughout the contract period)			
1.	Database Admin (O&M Phase)			
2.	Application Admin(O&M Phase)			
3.	Training & Capacity Building (During Implementation – As proposed)			

8.1.10. Form 10: Curriculum Vitae` for Key Personnel

S No	Particulars	
1.	Name of the person	
2.	Current Designation / Job Title	
3.	Current job responsibilities	
4.	Proposed Role in the Project	
5.	Whether resource is engaged by the firm in its own payrolls	Yes / No
6.	Proposed Responsibilities in the Project	
7.	Academic Qualifications: - Degree - Academic institution graduated from - Year of graduation - Specialization (if any) - Key achievements and other relevant information (if any)	
8.	Professional Certifications (if any)	
9.	Total number of years of experience	
10.	Number of years with the current company	
11.	Summary of the Professional / Domain Experience	
12.	Summary of Projects undertaken/worked on (Only project name, client name, client contact details)	< Project Name > <Client Name> <Client Contact Details>
13.	Details of Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)	

S No	Particulars
	Prior Professional Experience covering: • Organizations worked for in the past - o Organization name - o Duration and dates of entry and exit - o Designation Location(s) - o Key responsibilities • Prior project experience - o Project name - o Client - o Key project features in brief - o Location of the project - o Designation - o Role - o Responsibilities and activities - o Duration of the project Please provide only relevant projects.
14.	Proficient in languages (Against each language listed indicate if speak/read/write)

8.1.11. Form 11: Deployment of Personnel

S 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	...	n	Total
1															
2															
3															
N															
											Total				

8.1.12. Form 12: Statement of 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.]

Note: This is subject to acceptance by TBI. TBI reserves the right to accept the deviation fully, partially or reject. It should not have any cost implication on the total cost quoted by the bidder to execute the complete project. The said deviations should not impact the envisaged outcome of the project.

B. Any other areas

8.1.13. Form 13: Manufacturer's / 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:

Such Products as the Client may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and in the event of termination of production of such Products:

advance notification to the Client of the pending termination, in sufficient time to permit the Client to procure needed requirements;

and

Following such termination, furnishing at no cost to the Client, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

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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. The Bidder should complete the below given table with details of all OEMs as proposed for this assignment.

S No	Item	Make and Model	Name of OEM	Authorization Letter Attached (Yes / No
1.				
2.				
3.				

8.1.14. Form 14: Declaration on Source Code and Intellectual Property Rights

No.

Date:

To

Dear Sir / Madam,

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, TBI 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:

8.1.15. Form 15: Undertaking on Patent Rights

No.

Date:

To:

Dear Sir / Madam

Sub: Undertaking on Patent Rights

1. I/We as System Integrator (Selected Bidder) 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.
2. 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 ICT components, systems or any part thereof to be supplied by us. We shall indemnify TBI 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 theft or said indemnity, the Selected Bidder 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 TBI and persons authorized by TBI, irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve TBI of any legal action.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

8.1.16. Undertaking on Compliance and Sizing of Infrastructure

No.

Date:

To:

Dear Sir,

Sub: Undertaking on Compliance and Sizing of Infrastructure

1. I/We as System Integrator do hereby undertake that we have proposed and sized the System software based on information provided by TBI in its RFP document and in accordance with the service level requirements and minimum specifications provided and assure TBI 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 System software) in order to meet the minimum RFP requirements and/or the requisite service level requirements given by TBI will be carried out at no additional cost to TBI during the entire period of Contract.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

8.1.17. Form 17: Undertaking on Service Level Compliance

No.

Date:

To:

Dear Sir / Madam

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

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

8.1.18. Form 18: Undertaking on Deliverables

No.

Date:

To:

Dear Sir/ Madam

Sub: Undertaking on Deliverables

1. I/We as System Integrator do hereby undertake that processes, deliverables/artefacts submitted to TBI will adhere to the quality and standards specified in this RFP.
2. We also recognize and undertake that the deliverables/artefacts shall be presented and explained to TBI and other key stake holders (identified by TBI), and also take the responsibility to provide clarifications as requested by TBI.
3. We agree to abide by the procedures laid down for acceptance and review of deliverables/artefacts by the Department as stated in this RFP or as communicated to us from time-to-time.
4. We also understand that the acceptance, approval and sign-off of the deliverables by TBI will be done on the advice of TBI and any other agency appointed by the TBI 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 TBI.
5. We also understand that, Tea Board reserves rights whether to accept or reject the deviations. In case TBI rejects the deviations, we will accept the same and without any implications what so ever.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

8.1.19. 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 TBI) before the system is commissioned.

I/We understand that while the certification expenses will be borne by TBI, 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:

8.1.20. Form 20: Declaration of activities sub-contracted

No. Date:

To:

Dear Sir / Madam

Sub: Declaration on Sub-contracting

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

S. No. Activity

- 1.
- 2.
- 3.
- 4.

I/ We would be accountable & responsible for ensuring that the sub-contracted work meets the requirements of the TBI. As per requirement, we are attaching the following supporting documents for the sub-contractor:-

- a. Copy of Registration Certificate
- b. Copy of PAN Card and Service tax registration
- c. Proof of experience in IT business for 3 years

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

8.1.21. Form 21: Undertaking on Exit Management and Transition

No.

Date:

To:

Dear Sir/ Madam

Sub: Undertaking on Exit Management and Transition

1. I/We hereby undertake that at the time of completion of our engagement with the TBI, 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 TBI or to an agency identified by TBI to the satisfaction of the TBI. I/We further undertake to complete the following as part of the Exit management and transition:

- a. We undertake to complete the updation of all Project documents and other artifacts and handover the same to TBI before transition.
- b. We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train TBI personnel on the same.
- c. If TBI 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 ICT components , conducting Training sessions etc.

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

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

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Designation :

Date :

Time :

Seal :

Business Address:

8.1.22. Form 22: Bidder's Authorization Certificate

*Must be on a Non-Judicial Rs 100/- Stamp Paper

BIDDER'S AUTHORIZATION CERTIFICATE

To,

{Tendering Authority},

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with Tender/ NIT reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid.

For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: - Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

Note: Please attach the board resolution / valid power of attorney in favour of person signing this authorizing letter.

8.2. Form 3: Bank Guarantee for Bid Security

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 <<Tea Board of India>>

Know all Men by these presents that we <> having our office at <Address>(hereinafter called "the Bank") are bound unto the <<Tea Board India>>(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:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. 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:

- I. Our liability under this Bank Guarantee shall not exceed Rs. <Amount in figures> (Rupees <Amount in words> only)
- II. This Bank Guarantee shall be valid upto<insert date>)
- III. 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:

8.3. Performance Bank Guarantee

Performance Bank Guarantee

<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 TBI (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:

- I. Our liability under this bank guarantee shall not exceed **Rs.<Insert Value>(Rupees <Insert Value in Words> only).**
- II. This bank guarantee shall be valid up to <Insert Expiry Date>)
- III. 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.

8.4. Commercial Bid Formats

8.4.1. Annexure II: Commercial Proposal Template

8.4.2. Form 1: Covering Letter

To: <Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

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

Dear Sir/Madam,

I/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 Commercial Proposals). This amount is inclusive of the all applicable 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 180 calendar days from the date of submission.

2. We hereby confirm that our prices include all applicable taxes. However, all the taxes are quoted separately under relevant sections.

3. We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

4. 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.

5. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations if accepted by Tea Board of India, 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.

I/ We also understand that TBI reserves the right to accept / reject all or some deviations

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.

6. TENDER PRICING

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

7. 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.

8. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in this RFP and any subsequent corrigendum (if any). These prices are indicated in Commercial Bid attached with our Tender as part of the Tender.

9. 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 8.3 of this RFP document.

Our Commercial 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.

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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:

8.4.3. Form 2: Commercial Proposal

S. No	Particulars	Basic price (INR) [A]	Service Tax (%)	Service Tax (INR) [B]	VAT (%)	VAT (INR) [C]	Any other Tax (INR) [D]	Total (A+B+C+D)
1	Total Capital Cost (Format 2A)							
2	Total Operation & Maintenance Cost (Format 2B)							
3	Total Data Digitization & Migration Cost (Format 2C)							
4	Total Training Cost (Format 2D)							
5	Hand Holding Cost (Format 2E)							
6	Supply of Manpower Cost (Format 2F)							
Total Cost(In Figure)								
Total Cost(In Words)								

8.4.4. Form2A: Details of Bill of Material and Capital Cost Computation

FORM-2A: BILL OF MATERIAL AND CAPITAL COST COMPUTATION									
S No.	Item	Qty. [X]	Unit Rate (INR) [Y]	Service Tax (%)	Total Service Tax (INR) [I]	VAT (%)	Total VAT (INR) [J]	Any other Tax (INR) [K]	Total = ((X*Y) + (I+J+ K))
A	Portal Cost & eGiCCS Cost	1							
1.	Portal development cost	1							
2.	Portal support cost for 5 years	1							
3.	eGiCCS development Cost	1							
4.	Support eGiCCS support Cost for 5 years	1							
Sub-Total (A) In figures									
Sub-Total (A) in words									
B	System Software								
1.	Database subscription cost for 5 years	Lump Sum							

FORM-2A: BILL OF MATERIAL AND CAPITAL COST COMPUTATION									
S No.	Item	Qty. [X]	Unit Rate (INR) [Y]	Service Tax (%)	Total Service Tax (INR) [I]	VAT (%)	Total VAT (INR) [J]	Any other Tax (INR) [K]	Total = ((X*Y) + (I+J+ K))
2.	System Software subscription cost for 5 years	Lump Sum							
3.	Digital Signature	100							
4.	SMS Gateway (Integration cost only)	Lump Sum							
5.	Payment Gateway (Integration cost only)	Lump Sum							
6.	Antivirus for proposed servers/VMs	Lump Sum							
7.	Any other Item to complete the work (Add line for each item category)								
Sub-Total (B) In figures									
Sub-Total (B) in words									
1.	Sub Total C								

FORM-2A: BILL OF MATERIAL AND CAPITAL COST COMPUTATION									
S No.	Item	Qty. [X]	Unit Rate (INR) [Y]	Service Tax (%)	Total Service Tax (INR) [I]	VAT (%)	Total VAT (INR) [J]	Any other Tax (INR) [K]	Total = ((X*Y) + (I+J+ K))
Grand Total (A+B) In figures									
Grand Total (A+B) In words									

8.4.5. Form 2B: Details of Data Digitization & Migration Cost

FORMAT- 2C : DATA DIGITIZATION & MIGRATION COST (in Indian Rupees)		
S. No	Cost Item	Cost
1	Data Migration Cost (Format 2C/1) – A	
2	Data Digitization Cost (Format 2C/2) – B	
	Total (A +B) In figures	
	Total (A +B) In words	

8.4.6. Form 2C/1 :Details of Data Migration

FORMAT 2C/1: DATA MIGRATION							
Sl. No.	Detail / descriptions	Back-end details	Indicative Volume	Automation type	COST (Indian rupee) (X)	All applicable taxes (Indian rupees) (Y)	Total (X+Y)
1.	Online Checking	C++/SQL	Less than 20 GB in MS	Data to be migrated			

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	FORMAT 2C/1: DATA MIGRATION						
Sl. No.	Detail descriptions /	Back-end details	Indicative Volume	Automation type	COST (Indian rupee) (X)	All applicable taxes (Indian rupees) (Y)	Total (X+Y)
	of Import and Export Data		excel, doc, pdf, mdb, sql, gif, tif, jpeg, etc. format and Oracle 8 data base	/ integrated to eGiCCS application suite as applicable			
2.	TMS	.net/SQL					
3.	Form E Submission	.net/SQL					
4.	Licensing data	Oracle 8					
Total (in Figure)							
Total (in words)							

8.4.7. Form 2C/2: Details of Data Digitization (Scanning and Data Entry Cost)

Format - 2C/2 : Data Digitization (Scanning and Data Entry at Kolkata, Guwahati, Coonoor, Dibrugarh) Cost							
S No	Item	Data Type (Type of page)	Indicative Volume	Per unit cost (Indian rupees)	Sub - Total Cost (X)(Indicative Volume * Per unit Cost)	All applicable taxes (Indian rupees) (Y)	Total (X+Y)
1.	Scanning	A0,	400 (pages, single side)				
		Legal,	41218 (pages, single side)				
		A4	3,10,006 (pages, single side)				
		Sub Total (A)					
2.	High resolution Image scanning	Promotional Photographs	500				
		Sub Total (B)					
3.	Data Entry	Data Entry per	<i>Please refer the table</i>				

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Format - 2C/2 : Data Digitization (Scanning and Data Entry at Kolkata, Guwahati, Coonoor, Dibrugarh) Cost							
S No	Item	Data Type (Type of page)	Indicative Volume	Per unit cost (Indian rupees)	Sub - Total Cost (X)(Indicative Volume * Per unit Cost)	All applicable taxes (Indian rupees) (Y)	Total (X+Y)
		record <i>"A record may be a file/voucher"</i>	<i>"Indicative Volume for data Digitization" for calculation purpose</i>				
		Sub Total (C)					
4.		Data Digitization Cost - Total (D = A+B+C)					

Note: The total cost for Data digitization shall be used for bidding purpose, however the payment to Selected Bidder shall be made as per actual.

Indicative Volume for data Digitization (to be used for digitization costing)

S No	Department	Heads	Sub-Heads	Indicative No of files/vouchers (A)	Indicative No of fields per file/vouchers (B)
1.	Development	SPTF	SPTF Loan and Subsidy file	200	500
2.			Inspection Reports	5,000	120
3.			Policy Documents	1,000	1,000
4.			Voucher	5,000	7
5.			Maps	200	20
6.		PDS	No of Files	1,500	100
7.			Voucher	1,500	50
8.		QUPDS	Files	10	100
9.			Licenses	10,000	20

8.4.8. Form 2D: Details of Training Cost

FORMAT- 2D : TRAINING COST				
S. No	Cost Item	Sub - Total Cost (INR) (X)	All applicable taxes(INR) (Y)	Total (X+Y)
1.	Training cost as per the scope of the RFP (Minimum 6 Locations: Kolkata plus 5 locations)			
	Total (In Figure)			
	Total (in words)			

8.4.9. Form 2E: Details of Application Hand Holding Cost

S No	Handholding support (X)	Unit Rate (Cost Per Person) per Month (Y)	No. of Month (Z)	Sub - Total Cost (T1= X*Y*Z)	All applicable taxes on T1 (Indian rupees) (T2)	Total (T1+T2)
1.	Cost for handholding support		55			
2.	Cost for Single Point of Contact in TBI, Kolkata Office with - Min BE/BTech/ MCA-5 years' experience		60			
	Total (in word)					

8.4.10. Form 2F: Details of Manpower Supply Cost

S No	Number of Manpower Resources (Computer Savvy Functional Assistants)	Unit Rate (Cost Per Person) per Month (Y)	Total No. of Man Month (Z)	Sub - Total Cost (T1= X*Y*Z)	All applicable taxes on T1 (Indian rupees) (T2)	Total (T1+T2)
1.	10 Resources		120			
	Total (in word)					

*Note: Tea Board may deploy resources on a need basis. Ten numbers of resources are envisaged to be deployed during first one year. The same may get extended to subsequent years.

8.4.11. Form 2G: Man month rates for Technical Resources

Technical Resource Type	Year 1	Year 2	Year 3	Year 4	Year 5
Business Analysts (Min 5 years of experience)					
Developer (min 3 years of experience)					
Tester (min 3 years of experience)					

****Rates quoted for the above table (8.4.11) should be exclusives of taxes. The above rates would not be used for commercial evaluation***

9. ANNEXURE V: NOTIFICATION F.No.8(41)/2012-IPHW

Policy for preference to domestically manufactured electronic goods in procurement due to security consideration and in Government procurement - Notifying electronic products for Government procurement in furtherance of the Policy

F.No.8(41)/2012-IPHW Ministry of Communications and Information Technology Department of Electronics and Information Technology Dated: 17th December, 2012 <u>NOTIFICATION</u> Subject: Policy for Preference to domestically manufactured electronic goods in procurement due to security considerations and in Government procurement - Notifying electronic products for Government Procurement in furtherance of the Policy Reference: Notification No.8(78)/2010-IPHW dated 10.2.2012 The Government has notified the policy for providing preference to domestically manufactured electronic products in procurement due to security considerations and in Government procurement vide Notification No.8(78)/2010-IPHW dated 10.2.2012 (hereinafter called the Policy). 2. As per Clause 2.2.2, the Policy is applicable for Government procurement, whereby the policy will be applicable to all Ministries/Departments (except Defence) and their agencies for electronic products purchased for Governmental purposes and not with a view to commercial resale or with a view to use in the production of goods for commercial sale. 3. In furtherance of the Policy notified vide reference cited above, the Department of Electronics and Information Technology (DeitY) hereby notifies that preference shall be provided by all Ministries/Departments and agencies under their control to domestically manufactured Desktop PCs and Dot Matrix Printers as per the said policy. The details are as follows: (I) <u>Desktop Personal Computers (PCs)</u> I(A) Definition: For the purpose of this Notification, a Desktop PC shall necessarily consist of a CPU, Memory, Hard disk drive, Keyboard, Mouse and a separate or integrated display unit and should be able to operate independently. Page 1 of 6
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