



BID DOCUMENT

**REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM INTEGRATOR
FOR
Implementation of Comprehensive IT Governance Solution for Tea Board of India
VOLUME I**

Tender no. : IT/e-Gov/2013 Date: 18.02.2015



**Tea Board of India
(Under Ministry of Commerce & Industry, Government of India)
14, B.T.M. Sarani, Kolkata 700 001**

Table of Contents

1	Introduction.....	6
2	Schedule of Bid Process (Data Sheet).....	6
3	Structure of the RFP.....	7
4	Background Information.....	8
4.1	Basic Information.....	8
4.2	Project Background.....	8
4.3	Tea Board Information	9
4.4	Key Information	14
5	Instructions to the Bidders	17
5.1	General.....	17
5.2	Completeness of Response.....	17
5.3	Pre-Bid Meeting & Clarifications	17
5.4	Key Requirements of the Bid	18
5.5	Preparation and Submission of Proposal	20
5.6	Evaluation Process	20
6	Criteria for Evaluation	22
6.1	Pre-Qualification Criteria.....	24
6.2	Technical Qualification Criteria	27
6.3	Financial Bid Evaluation	41
7	Appointment of System Integrator	41
7.1	Award Criteria.....	41
7.2	Right to Accept Any Proposal and To Reject Any or All Proposal(s)	41
7.3	Notification of Award	42
7.4	Contract Finalization and Award	42
7.5	Performance Guarantee	42
7.6	Signing of Contract.....	42
7.7	Failure to Agree with the Terms and Conditions of the RFP	42
8	Annexure.....	43
	Annexure I: TEMPLATE FOR PRE-BID CLARIFICATIONS.....	46
	Annexure II: TECHNICAL BID TEMPLATES.....	47
	Form 1: Undertaking on Total Responsibility	48

Form 2: Particulars of the Bidder	49
Form 3: Bank Guarantee for Earnest Money Deposit	50
Form 4A: Compliance Sheet for Pre-Qualification Proposal.....	52
Form 4B: Compliance Sheet for Technical Proposal	56
Form 5: Letter of Proposal.....	60
Form 6: Project Citation Format	62
Form 7: Proposed Solution.....	63
Form 8: Proposed Work Plan.....	64
Form 9A: Team Composition.....	65
Form 9B: Compliance Sheet for named project resources	65
Form 10: Curriculum Vitae (CV) of Key Personnel.....	66
Form 11: Deployment of Personnel	68
Form 12: Deviations	69
Form 13: Manufacturers'/Producers' Authorization Form.....	70
Form 14: Declaration on Source Code and Intellectual Property Rights	72
Form 15: Undertaking on Patent Rights.....	73
Form 16: Undertaking on Compliance and Sizing of Infrastructure	73
Form 17: Undertaking on Service Level Compliance.....	75
Form 18: Undertaking on Deliverables.....	76
Form 19: Undertaking on Support to Third Party Solution acceptance and certification.....	77
Form 20: Declaration of activities sub-contracted	78
Form 21: Undertaking on Exit Management and Transition	79
Form 22: Declaration that the bidder has not been blacklisted	81
Form 23: Financial Strength of the Bidder	82
Form 24: Details of Local Presence in West Bengal	83
Form 25: Bidder's Authorization Certificate (Must be on a Non-Judicial Rs 100/- Stamp Paper)	84
Form 26: Fit to requirement sheet.....	85
ANNEXURE III: FINANCIAL PROPOSAL TEMPLATE	92
Form 1: Covering Letter	92
Form 2: Financial Proposal	94
ANNEXURE IV: TEMPLATE FOR PBG & CCN.....	107
Form 1: Performance Bank Guarantee	107

Form 2: Change Control Notice (CCN) Format.....	109
ANNEXURE V: NOTIFICATION F.No.8(41)/2012-IPHW	111

List of Abbreviation

Abbreviation	Description
CMS	Content Management System
CIC	Central Information Commission
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
EMD	Earnest Money Deposit
FSMS	Food Safety Management System
FSSAI	Food Safety and Standards Authority of India
GFR	General Financial rules
GoI	Government of India
GoI	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
NIC	National Informatics Centre
NOC	No Objection Certificate
NPS	New pension Scheme
PCC	Per Capita Tea Consumption
PIs	Principle Investigators
PRAN	Permanent Retirement Account Number
RFP	Request for Proposal
SHG	Self-help Group
SI	System Integrator
SLA	Service Level Agreement
TBAS	Tea Board Application System
TBAS	Tea Board Application System
TBI	Tea Board of India
TBI	Tea Board of India
TMCO	Tea (Marketing) Control Order
TMS	Tea Management System
TRI	Tea Research Institute
UT	Union Territory

1 Introduction

- I. Tea Board of India envisages to implement a comprehensive IT governance solution – “Tea Board Application System (TBAS)” for enhancing service delivery 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 Infrastructures pertaining to implementation of TBAS for all the offices and stakeholders of Tea Board of India.
- II. 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 (Refer Section 4 in Volume II) of this RFP.
- III. 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.
- IV. All proposals submitted in response to the RFP document must be accompanied by an EMD of Rs. 30,00,000 only (Rupees Thirty Lakh Only) in the form of a Demand Draft or Bank Guarantee issued in favour of ‘Tea Board’ and payable at Kolkata as per the format prescribed in this RFP document (Refer Annexure II: Form 3) drawn from a scheduled/nationalized bank in India and non-refundable tender fee of Rs. 25000.00 (Twenty Five Thousand only) in the form of a demand draft issued in favour of ‘Tea Board’ and payable at Kolkata only drawn from a scheduled/nationalized bank in India . Bids submitted without requisite EMD and tender fee will be liable for rejection.

2 Schedule of Bid Process (Data Sheet)

S. No	Information	Details
1.	RFP reference No. and Date	IT/e-Gov/2013, 18.02.2015
2.	Non Refundable Tender Cost	Rs. 25,000 only (Rupees Twenty-five thousand only)
3.	Earnest Money Deposit (EMD/ Bid Security)	Rs. 30,00,000 only (Rupees Thirty Lakhs only)
4.	Last date, time and address for submission of queries for clarifications	Wednesday, 25.02.2015, 11.00 AM Mr. Subrata Banerjee System Analyst 14, B.T.M. Sarani, Kolkata 700 001 Mail ID: sateaboard@gmail.com
5.	Date, time and venue of pre-bid conference	Thursday, 26.02.2015, 03.00 PM Tea Board of India (Under Ministry of Commerce & Industry, Government of India) 14, B.T.M. Sarani, Kolkata 700 001

6.	Release of response to pre bid queries	Thursday, 05.03.2015
7.	Last date, time (deadline) for submission of bids in response to RFP notice	Friday, 20.03.2015, 03.00 PM Tea Board of India (Under Ministry of Commerce & Industry, Government of India) 14, B.T.M. Sarani, Kolkata 700 001
8.	Date, and time of opening of Pre-Qualification bids received in response to the RFP notice	Friday, 20.03.2015, 03.30 PM Tea Board of India (Under Ministry of Commerce & Industry, Government of India) 14, B.T.M. Sarani, Kolkata 700 001
9.	Date, and time of opening of Technical bids received in response to the RFP notice	To be intimated to the eligible bidders
10.	Place, time and date of Technical Presentations by the bidders	To be intimated to the eligible bidders
11.	Place, time and date of opening of Financial Proposals received in response to the RFP notice	To be intimated to the eligible bidders
12.	Contact person for queries	Mr. Subrata Banerjee System Analyst 14, B.T.M. Sarani, Kolkata 700 001 Mail ID: sateaboard@gmail.com
13.	Name and address at which proposal in response to RFP notice is to be submitted	Secretary, Tea Board of India 14, B.T.M. Sarani, Kolkata 700 001

3 Structure of the RFP

- I. Tea Board of India (TBI), invites bids from eligible parties (hereafter referred as “Bidder”) for appointment as System Integrator for providing a comprehensive solution towards Supply, Installation, Development, Integration, Commissioning, Training, Digitization, Management & Maintenance of Application and all necessary IT Infrastructure pertaining to implementation of TBAS at all the offices and stakeholders of Tea Board of India as specified in the Detailed Scope of Work Section (Refer Section 3 in Volume II) of this RFP.
- II. This Request for Proposal (RFP) document for Appointment of the System Integrator for TBAS project comprise of the following.
 - A. Volume I: Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
 1. Background
 2. Information about TBI
 3. General instructions for bidding process
 4. Pre-qualification Criteria, Bid evaluation process including the parameters for Technical evaluation and commercial evaluation to facilitate TBI in determining bidder’s suitability as the implementation partner
 5. Payment schedule
 6. Prequalification, Technical and Commercial bid formats
 - B. Volume II: Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:

1. About the project and its objectives
2. Scope of work for the Implementation Partner
3. Technical & solution architectures
4. Indicative BOM & minimum indicative specifications
5. Functional, Non-functional and Technical requirements (provided separately in Annexure)

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the implementation partner of TBI.

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

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

4 Background Information

4.1 Basic Information

- I. TBI invites proposals ("Tenders") to this Request for Proposals ("RFP") from Systems Integrator Agencies ("Bidders") for the provision of e-Governance System Implementation Services as described in Section 3 of Volume – II of this RFP, "Detailed Scope of Work".
- II. Any contract that may result from this procurement competition will be issued for a term of 4 years ("the Term") which includes 1 year of implementation and thereafter 3 years of Operations & Maintenance from the date of Go-Live.
- III. The TBI reserves the right to extend the Term for a period or periods on the same terms and conditions, subject to the TBI's obligations at law.
- IV. Proposals must be received not later than time, date and venue mentioned in the Data sheet or notified through a corrigendum at a later stage. Proposals that are received late WILL NOT be considered in this procurement process.

4.2 Project Background

- I. Tea Board of India, is committed to serve all its stakeholders with the following vision & mission:

Vision:

"To serve all stakeholders using the best practices of Information Technology for fulfilling the responsibilities prescribed as per Tea Act."

Mission:

- *Setup a paperless transaction of all deliverables from Regulatory to implementation of Subsidy Schemes.*
 - *Develop a system with clearly defined role and goals for each employee of Tea Board.*
 - *Establish a Performance Monitoring System for all activities (domestic / international) undertaken by Tea Board.*
 - *Develop a user friendly e-platform for all stakeholders in Tea Industry.*
- II. In this regard Tea Board of India envisages to implement Comprehensive IT Governance Solution - TBAS to realize its vision and mission. This includes delivery of citizen, business, employee and government facing services offered by the Tea Board of India.

- III. Tea Board plans to implement the TBAS solution in cloud enabled data centre of any State/PSU/Department/Govt. Undertakings. The services will be extended to all the offices of Tea Board of India and all the stakeholders.
- IV. Detailed scope of work is provided in volume II of this RFP.

4.3 Tea Board Information

The lists of offices are provided in Annexure - **Table 1 – Offices of Tea Board (Indicative)**.

- I. Tea Board, set up under section 4 of the Tea Act, 1953, was constituted on 1st April 1954. It succeeded the Central Tea Board and the Indian Tea Licensing Committee that functioned respectively under the Central Tea Board Act, 1949 and the Indian Tea Control Act, 1938. The activities of the two previous bodies confined largely to regulation of tea cultivation and export of tea as required by the International Tea Agreement then in force, and promotion of tea Consumption. The present Tea Board is responsible for overall development of the tea industry in India.

Tea Board of India is constituted of 31 members (including Chairman) drawn from Members of Parliament, tea producers, tea traders, tea brokers, consumers, and representatives of Governments from the principal tea producing states, and trade unions. The Board is reconstituted every three years.

The following are the standing committees of the Board:

- a) Executive Committee
- b) Export Promotion Committee
- c) Labour Welfare Committee
- d) Development Committee.
- e) License Committee for North India
- f) License Committee for South India

The Executive Committee deals with the administrative matters of the Board. The Export Promotion Committee deals with the work in relation to the export promotion of tea. Labour Welfare Committee guides the Board in implementation of various welfare schemes for the benefit of the plantation workers and their wards. The Development Committee is responsible for overseeing the various developmental schemes run by the Board.

Primary functions of Tea Board of India are as follows:-

- Registering and licensing of manufacturers, brokers, tea waste dealers, exporter, importers, auction organizers and persons engaged in the business of blending tea
- Promotion of Indian Tea in domestic and international markets
- Regulation of production and extent of plantation of tea
- Financial and technical assistance for development of plantation, manufacturing and marketing of Tea
- Aiding scientific, technological and economic research and development activities for increasing quality and yield of tea production
- Labour welfare: Securing better working conditions and improvement of amenities and assistance for tea garden workers
- Collection, maintenance and publication of statistical data from tea growers, manufacturers, dealers from both domestic and international markets

Key sections/departments of Tea Board of India are given below:

- Licensing
- Development
- Finance
- Establishment & Training (HRD)
- Statistics
- Research
- Market Promotion
- Secretariat Branch
- Labour Welfare
- Legal & Vigilance
- Others (Stores, Hindi cell, Library, Security, IT Cell)

List of Services to be covered under this project are explained and not limited to:

Department	Sr. No.	Functions /Processes
Central Licensing	1	Issuance of Exporter License
	2	Renewal of Exporter License
	3	Temporary to Permanent Exporter License
	4	Issuance of Distributor License
	5	Issuance of Registration Cum Membership Certificate
	6	Renewal of Registration Cum Membership Certificate
	7	Issuance of Buyer Registration
	8	Issuance of Tea Waste License
	9	Renewal of Tea Waste License
	10	Issuance of Tea Warehouse License
	11	Renewal of Tea Warehouse License
	12	Issuance of Broker License
	13	Renewal of Broker License
	14	Fresh Enlistment of Tea Testing laboratory
	15	Renewal of Enlistment of Tea Testing laboratory

Department	Sr. No.	Functions /Processes
	16	Issuance of Flavoured Tea Registration
	17	Issuance of Certificate of Change of Ownership of Registered Tea Garden
	18	Issuance of Certificate of Change of Ownership of Registered Tea Factory
	19	Renewal of Auction Organizer License
	20	Recording Change of Office Address
	21	Allied Services
Legal and Vigilance	1	Tracking of Court Case filed against Tea Board
	2	Tracking of Court Case filed by Tea Board
	3	IPR related cases
	4	Monitoring of Grievances (External)
	5	Handling Right to Information (RTI) cases
	6	Tracking Vigilance related issues
	7	First appeal for RTI Cases
	8	Appeal in front of CIC
Research	1	Approval of Budget for TRI & UPASI
	2	Release of Fund to Tea Research Institutes and Others
	3	Approval of Technical Proposal other than Research Project
	4	Empanelment of Food Safety Management System Bodies
	5	Mechanism for the Assessment R & D activities
	6	Enlistment of Soil Testing Labs
Promotion	1	General Proposal approval

Department	Sr. No.	Functions /Processes
	2	General Claim/payment disbursement procedure
	3	Domestic Promotional activities
	4	Overseas Promotional activities
	5	Project 5-5-5 related activities
	6	Trade related activities
	7	Incentives to exporters
	8	Management of Publicity Materials
	9	Fund management for MPS Cell
Development	1	Fund management of Special Purpose Tea Fund (SPTF)
	2	Quality Up gradation and Product Diversification Scheme (QUPDS)
	3	Management of Plantation Development Scheme (PDS)
	4	Management of Orthodox Scheme
	5	SPTF Loan Recovery related activities
Finance	1	Budget preparation
	2	Management of GPF & PRAN
	3	Processing of Bills
	4	Processing of various Bills
	5	Processing of TA/LTC and Over Time
	6	Processing of Employee Loans
	7	Accounting and fund disbursement for various offices
	8	Maintenance of Main Accounts
	9	Processing of salary and pension by Pay section

Department	Sr. No.	Functions /Processes
	10	Management of payments by Cash Section
	11	Processing of Pensions by Pension Section
	12	Financial Audit
Statistics	1	- Statistical analysis and reporting (Export, Import, Production etc.) - Collection of Return forms (Export, import, production, sell, Form E etc.) - Analytics
Establishment	1	Recruitment and Confirmation
	2	Resignation processing
	3	Increment processing
	4	Approval for House Building Advance
	5	Approval for Motor Cycle /Computer Advance
	6	Approval for LTC
	7	Approval for Transfer TA /TA and Daily Allowances
	8	Processing of medical Bills
	9	Processing of Medical Bills (In Patient – private Hospitals)
	10	Processing of Medical Bills – Out Patient
	11	Activities of Special Wing
	12	Maintenance of Service Book
	13	Processing of ACR Forms
	14	Approval of Children Education Allowance
	15	Retirement (Retirement List, Notice & Pension) related activities

Department	Sr. No.	Functions /Processes
Security Section	1	Security related processes (Vehicle management, Visitor management, Unplanned equipment maintenance etc.)
Library	1	Library function and related activities (Book requisition, order, issue, reminder for submission, safe storage and digitization of various publications)
Hindi Cell	1	Training of Officials in Hindi
	2	Performing Translation
	3	Process for providing training, incentive to officials performing tasks in Hindi and other process
Stores	1	Stores related processes (e-Procurement, Inventory management, Maintenance etc.)
Labour & Welfare	1	Management of HRD scheme (Stipend disbursement, Disability assistance, Education Stipend, Scholarships etc.)
Secretariat Branch	1	Secretariat affairs, dak services, board meeting agenda preparation, minutes preparation and circulation, tax payment, Parliamentary query and standing committee query response and arrangement
Monitoring services	1	Application monitoring, dashboards for decision makers and head of departments etc.
Dashboard	1	Chairman's Dashboard

4.4 Key Information

Tea Board Application System's (TBAS) broad objectives are defined as below:

- Efficient delivery of e-Services to License holders, Tea Garden owners, Manufacturers and other Stakeholders
- Empower Tea garden owners, small tea growers and workers through dissemination of information about various schemes and other information
- Reengineering of exiting processes; optimal use of Information Technology and other modern day innovative technologies like M-Governance etc.
- Integration with current IT initiatives
- Storage, BI & analytics and easy retrieval of data for statistical analysis
- Management Information System and Decision Support System
- Dashboard for Chairman and higher management

This project envisages delivering the following benefits to the Business, Citizens, Government and Employees of Tea Board of India, the SI's solution too should cater to the list indicated below:

Citizen:

- Quick Response Time: TBAS solution will benefit the citizens (unregistered tea buyers, SGs, brokers, dealers, exporters, international buyers/importers, research scholars, press and media personal etc.) with state of the art information updates relating to the progress of the services requested. Department officials to response to citizen's queries within the defined SLA.
- Online submission of applications for issuance and renewal of Licenses/ permits/ registration etc.
- Online status tracking facility for the applicant
- Convenient payment mode for payment of license fees
- The applicant can obtain the digitally signed copy of the license / certificate after approval directly from the portal
- Availability of online submission of RTI application
- Convenient payment mode for RTI fees
- Online submission of applications and project proposal and online status tracking of the same by the applicant and scientists
- Anytime anywhere application submission over internet
- System generated acknowledgement (with date and time stamp) while submission of application
- Alerts mechanism for Applicant
- Communication to the Small Tea Growers about the schemes and participation

Business

- Quick Response Time: TBAS solution will benefit the citizens with state of the art information updates relating to the progress of the services requested. Department officials to response to citizen's queries within the defined SLA.
- Availability of Correct Information: Availability of information in digital format will facilitate citizens to get the accurate and up-to-date information readily or on request..
- Improved Quality of Service –Defined SLA for each service will ensure better customer experience. Successful adherence of the same along with an effective escalation matrix will help in bringing more accountability of employees. .
- Effective Grievance Redressal Mechanism will help in addressing queries/ complaints within stipulated time frame (as defined in the SLA)

Government

- Effective planning, monitoring and implementation of various schemes and mapping it to schedule. Effective governance, regulation and enforcement as per the Tea Act.
- Speedy processing of files by leveraging Document and Knowledge Management Systems.
- The workflow engine and Role Based Access Control (RBAC) will enable efficient administration of internal office procedures and HOD's functions.
- Timely fund allocation, need based plan development, effective management, monitoring & communication facility among officials.
- Efficient and transparent institutional processes across the departments for strict adherence to the quality standards.
- Adopting best practices and modernization of infrastructure will help in enforcing the present rules and regulation strictly

- Enhanced information dissemination will help in taking on time decisions
- Single sign on facility for the stakeholders

Employee

- Operating Guidelines: The departmental processes as well as intra department processes will be standardized. This will help effective and efficient way of working within the department and benefit the different levels of employees to work in collaborative manner
- Intervention of Technology: With the help of e-Governance solution, the information will be available at a single location and the same information will be available to all users resulting in seamless information flow, all databases in a single location and accessible to concerned people using access rights and control mechanism.
- Process Re-engineering: E-Governance solution will transform the working of the departmental processes by undergoing Business Process Re-engineering (BPR) which will reduce the cycle time by eliminating non-value added activities and will enhance the productivity.

The key stakeholders of the project are illustrated below:

Sl No	Stakeholder Group	Stakeholder
1.	Citizen	• Small tea growers • Self Help Groups • Citizen • Tea garden workers • Tea Factory workers • Unregistered tea buyers, SGs, brokers, dealers, exporters, • International buyers/importers, research scholars, press and media personal etc.
2.	Business	• Tea Exporters and Importers • Manufacturers • Tea Factories • Brokers and Auctioneers • Tea Research Institutes , Universities • Association of Tea Producers • Buyers • Tea and soil Testing Laboratories • Tea garden, factory owners • Lawyer and Law firms
3.	Employees	• All sub-regional, regional, zonal and head office employees of Tea Board
4.	Government	• Ministry of Commerce & Industry, GoI

Sl No	Stakeholder Group	Stakeholder
		- Officials of Tea Board - Regulatory Bodies like “Food Safety and Standards Authority of India (FSSAI)” etc.

5 Instructions to the Bidders

5.1 General

- I. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders are free to assess and propose the solution needed to meet the requirements.
All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the TBI on the basis of this RFP.
- II. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the TBI. Any notification of preferred bidder status by the TBI shall not give rise to any enforceable rights by the Bidder. The TBI may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the TBI without giving any reason.
- III. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

5.2 Completeness of Response

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

5.3 Pre-Bid Meeting & Clarifications

5.3.1 Pre-bid Conference

- I. TBI shall hold a pre-bid meeting with the prospective bidders on Thursday, 26.02.2015, 03.00 PM at Tea Board of India head office at Kolkata, West Bengal.
- II. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach Mr. Subrata Banerjee, System Analyst, Tea Board of India, Kolkata, West Bengal, E-mail - sateaboard@gmail.com by email on or before Wednesday, 25.02.2015, 11.00 AM.
- III. For each bidder, maximum of 2 representatives are allowed. The representatives should be employees of the Bidding Company.
- IV. The purpose of the meetings is to clarify issues and to answer questions on any matter that may be raised at that stage.
- V. 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.

- VI. Non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a Bidder
 VII. The queries should necessarily be submitted in the following format:

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.				

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

5.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- I. The Nodal Officer appointed by the TBI will endeavour to provide timely response to all queries. However, TBI makes no representation or warranty as to the completeness or accuracy of any response; nor does TBI undertake to answer all the queries that have been posed by the bidders.
- II. 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 RFP Document through a corrigendum.
- III. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the website <https://www.teaboard.gov.in>.
- IV. Any such corrigendum shall be deemed to be incorporated into this RFP.
- V. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, TBI may, at its discretion, may extend the last date for the receipt of Proposals.

5.4 Key Requirements of the Bid

5.4.1 Right to Terminate the Process

- I. TBI may terminate the RFP process at any time and without assigning any reason. TBI makes no commitments, express or implied, 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 TBI selecting the bidder to engage towards execution of the contract.

5.4.2 RFP Document Fees

- a) RFP document can be purchased at the address & dates provided in the data sheet by submitting a non-refundable bank demand draft of Rupees Twenty-five thousand only (INR 25,000 only), drawn in favour of "Tea Board", payable at "Kolkata" from any scheduled/nationalized bank.
- b) The bidder may also download the RFP documents from the website <https://www.teaboard.gov.in>. In such case, the demand draft of RFP document fees should be submitted along with Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

5.4.3 Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD of Rupees Thirty Lakh only (INR 30,00,000 only), in the form of a Demand Draft OR Bank Guarantee (in the format specified in Annexure II: Form 3) issued by any Scheduled/nationalized bank in favour of Tea Board, payable at Kolkata and should be valid for 12 months from the date of submission of technical bid response.

- b) EMD of all unsuccessful bidders would be refunded by TBI within 45 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Annexure IV: Form 1 of RFP Vol. I
- c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e) The EMD may be forfeited:
 - A. If a bidder withdraws its bid during the period of bid validity.
 - B. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

5.4.4 Submission of Proposals

- a) Bidders shall submit their Proposals at the office address (Secretary, Tea Board of India Head Office at Kolkata) on or before the last date and time for receipt of proposals mentioned in data sheet or in the latest corrigendum.
- b) Proposals shall be submitted in three parts. Each part should be separately bound with no loose sheets. Each page of all parts should be page numbered and in conformance to the eligibility qualifications should be clearly indicated using an index page. The proposals should not contain any irrelevant or superfluous documents.
- c) Bidder shall be required to submit two hard copies (1 Original + 1 Duplicate) of the complete proposal along with one softcopy of complete Proposal documents on a CD (Excluding the Financial Proposal/Commercial Proposal). Financial proposal is not required to be submitted in softcopy format.
- d) Every page of the documents submitted by the bidder must be duly signed by the authorized signatory of the firm/ Company along with the Company seal.
- e) The three parts of the Proposal should be as per following:
 - I. **Pre-qualification Proposal** – The envelope containing pre-qualification proposal shall be sealed and superscripted “Pre-qualification Proposal – Request For Proposal For Selection of System Integrator For Implementation of Comprehensive IT Governance Solution for Tea Board of India” along with a soft copy of the proposal in a CD and packed in the same envelop. Following list of documents shall be submitted as part of Pre-Qualification Proposal:
 - Covering Letter - The covering letter on bidder’s letter head requesting selection as System Integrator
 - Earnest Money Deposit
 - Tender Fee DD
 - Special Power of Attorney/Board Resolution, duly authorizing the person(s) signing the proposal documents to sign on behalf of the bidder and thereby binding the bidder
 - Pre-qualification eligibility forms and supporting documents as prescribed in the RFP and subsequent corrigendum if any
 - II. **Technical Proposal** - The envelope containing technical proposal shall be sealed and superscripted “Technical Proposal – Request For Proposal For Selection of System Integrator For Implementation of Comprehensive IT Governance Solution for Tea Board of India” along with a soft copy of the proposal in a CD and packed in the same envelop. Following list of documents shall be submitted as part of Technical Proposal:
 - Technical Proposal Formats given in this RFP
 - III. **Commercial Proposal** - The envelope containing commercial proposal shall be sealed and superscripted “Commercial Proposal – Request For Proposal For Selection of System Integrator For Implementation of Comprehensive IT Governance Solution for Tea Board of India”. Commercial Proposal is to be submitted in Commercial Proposal Format of this RFP

General requirement:

- a) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

- b) The original proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.
- c) Bidders are requested to follow NOTIFICATION F.No.8(41)/2012-IPHW dated 17th December 2012 issued by Ministry of Communication and Information Technology Department of Electronics and Information Technology, Government of India regarding 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 enclosed in Annexure IV. This is policy for preference to domestically manufactured electronic goods in procurement

5.4.5 Authentication of Bids

The Proposal should be accompanied by a board resolution/power-of-attorney in the name of the signatory of the Proposal.

5.5 Preparation and Submission of Proposal

5.5.1 Proposal Preparation Costs

- a) The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by TBI to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.
- b) TBI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5.5.2 Language

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

5.5.3 Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to TBI at the address specified in the data sheet above by courier/registered post/by hand.

5.5.4 Late Bids

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

5.6 Evaluation Process

- a) TBI will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- b) The Proposal Evaluation Committee constituted by the TBI shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

- c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.
- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals
- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

5.6.1 Tender Opening

- I. The Proposals submitted before the last date and time of submission will be opened as per the schedule of bid process mentioned in the data sheet of this RFP or notified by a corrigendum at a later stage at the head office of Tea Board of India at Kolkata, by any officer authorized by TBI, in the presence of such of those Bidders or their representatives who may be present at the time of opening.
- II. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal.

5.6.2 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Tender.

5.6.3 Tender Evaluation

- I. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals :
 - A. Are not submitted in as specified in the RFP document
 - B. Received without the Letter of Authorization (Power of Attorney)/Board resolution copy
 - C. Are found with suppression of details
 - D. With incomplete information, subjective, conditional offers and partial offers submitted
 - E. Submitted without the documents requested in the RFP
 - F. Have non-compliance of any of the clauses stipulated in the RFP
 - G. With lesser validity period
 - H. Mis-representation of facts
 - I. Any bidder who is blacklisted by any of the departments/undertakings/PSU of UT/state/central government.
 - J. Or any other clause in the RFP which leads to disqualification
- II. All responsive Bids will be considered for further processing as below.

TBI will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

5.6.4 Licensing

The SI will follow the following licensing conditions:

- i. The SI 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 TBI. The SI 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 SI should provide adequate 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.

- iii. *All licenses should be enterprise grade and perpetual and should be either support by OEMs/subscription providers for entire contract period.*
- iv. All the aforesaid products should have a roadmap for upgrade and patch management either from OEM or Subscription provider and providing the same would be the responsibility of the SI for the contract period.
- v. IPR for the complete bespoke developed source code would lie with TBI. The same applies for customization source code on COTS/package product, if proposed.
- vi. If SI proposes any COTS solution then the solution should be supported by multiple (3 or more) system integrators.
- vii. If SI proposes any COTS solution then the particular solution should have been implemented by multiple (3 or more) system integrators

5.6.5 Opening of Bid

All bids will be opened at the location mentioned in the data sheet of this RFP or notified by a corrigendum at a later stage. 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 this Volume or notified through a corrigendum.

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.

5.6.6 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.

5.6.7 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

6 Criteria for Evaluation

- I. The overall objective of this evaluation process is to select the capable and qualified firm for developing and rolling out the envisaged Tea Board Application System (TBAS), related hardware and other infrastructure, providing associated capacity building, training and handholding support, digitization, data migration as well as associated managed services and who will provide a comprehensive solution towards Supply, Installation, Integration, Commissioning, Development, Deployment, Operation & Management, Training, Data Digitization, Migration of TBAS Application and hardware provisioning in the offices of Tea Board of India and all its stakeholders.
- II. First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial

- Proposal of Bidders who do not meet the Pre-Qualification criteria will be returned without opening.
- III. The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70 marks in the technical evaluation would be eligible for the next stage, i.e. Financial Bid opening.
- IV. Proposals of Companies would be evaluated as per Technical Evaluation Criteria (Section 6.2). Agencies / firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.

6.1 Pre-Qualification Criteria

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal
1.	The responding firm/agency (a) Should have made a payment of Rs.25,000.00 (Rupees Twenty Five Thousand) (non-refundable) for the Tender Fee (b) Should have submitted EMD of Rs. 30,00,000 .00 (Rupees Thirty lakh only)	(a) Cost of tender document must be in the form of DD drawn in favour of “Tea Board”. payable at Kolkata and issued by any scheduled / nationalized bank for Rs. 25000 only. “Tea Board”. payable at Kolkata and issued by any scheduled / nationalized bank or in the form of original bank guarantee issued by any scheduled / nationalized bank in the format prescribed in ref : “Tender Document Fee & Earnest Money Deposit Details” for Rs. 30,00,000 (Thirty Lakhs Only) only.
2.	Legal Entity Company should be registered under Companies Act, 1956 • The Firm / Company should be in the Information Technology business for at least 5 (five) years as of 31st March 2014 (FY 9-10, 10-11, 11-12, 12-13 and 13-14) • Registered with the Service Tax, Income Tax, and Sales Tax Authorities,	a) Certificate of Incorporation b) Registration Certificate c) Ref : “Particulars of the Bidder”- Details of Responding Firm & Memorandum & Articles of Association should be attached and Work orders confirming year and Area of activity a) PAN Card b) PF Registration/Return for the last Financial Year c) Sales Tax/VAT Certification (Last up to date return copy) d) Trade License e) Audited balance sheet for the last three financial years (FY 11-12, FY 12-13 and FY 13-14) f) Copy of Service Tax Registration All documents listed above must be submitted along with the response
3.	The responding firm must not be blacklisted by any Government/Public Sector organization /department in India at the time of submission of the response to this RFP	A declaration as per the format prescribed in Ref : “Declaration that the bidder has not been blacklisted” to be given by the designated official of the responding firm

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal
4.	Average Annual Sales Turnover generated from Information technology (IT) services during the last three (3) financial years (FY 11-12, FY 12-13 and FY 13-14) as per last published balance sheets must be Rs. 100 Crores or more for each of the last 3 years	Certified copy from the statutory auditor clearly mentioning annual IT services business turnover for last 3 financial years
5.	Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation as a System Integrator in India. Specifically each project should have components of System integration, Application development, Helpdesk and Application related training /handholding necessarily for this project. Refer to the Important Note below for more details. Number of such Assignments of value which have gone live in the last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14); should be: Two Projects of Rs. 10 Crores each OR Three projects of Rs. 7 Crores each	Ref format : “Project Citation Format” Details of Experience of responding firm/ Project Citation for projects supported with Work order and Proof of Go-live/ Project completion/Client satisfactory certificates from client
6.	The responding firm should be ISO 9000:2008 certified.	Copy of certification which is valid on date of submission.
7.	The responding firm should be minimum CMMi Level 5.	Relevant certificate copy needs to be attached which is valid on date of submission.
8.	The responding firm must have at least 500 IT professionals on its payroll	Certificate from HR Department for number of technically qualified professionals employed by the company
9.	Responding firm must have project specific authorization from the OEM.	Responding firm should attach Authorization Certificate (MAF) from the OEM of the Hardware and System Software to be used in this work. Refer : “Manufacturers'/Producers' Authorization Form” for the MAF and complete the associated table provided with the form

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal
10.	Bidder should have office in West Bengal Alternatively, if bidder doesn't have an office in West Bengal, then bidder will have to furnish an undertaking that an office would be established in West Bengal, within 1 (one) month of signing the contract, to provide warranty and post warranty services.	Details of such service support infrastructure must be enclosed along with the response. or A self-certified declaration by the designated official of the responding firm.
11.	Authorized signing authority	Copy of Board resolution, authorizing the person to sign on behalf of the company or Power of Attorney for the designated person to be provided as per the format prescribed in ref : "Bidder's Authorization Certificate (Must be on a Non-Judicial Rs 100/- Stamp Paper)"

Details of Sub-Contracting

It may be noted that the bidder may enter into a sub-contract with any partner of its choice. The SI would be responsible for all the activities of the Sub-Contractor. Also, it may be noted that, if required, sub-contracting should be limited to below mentioned activities only:

- Hardware
- Digitization
- Application Handholding

Note: Sub-Contractor has to satisfy the following conditions:

- The sub contractor must be a registered company in India and having a valid ROC
- The subcontractor should have been in Information Technology business for 3 years
- The subcontractor must have Service Tax registration no. and PAN no

The SI would be solely responsible for ensuring adherence to the Service Levels and Service Quality for each of the deliverables executed by them and their sub-contractor(s).

6.2 Technical Qualification Criteria

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

S. No	Criteria	Max Criteria / Sub Criteria Marks
1	Past Experience of the responding firm	20
2	Solution proposed for the TBAS Project by the responding firm	25
3	Work Plan approach and proposed methodology	15
4	Adequacy and Quality of Resources proposed for Deployment	25
5	Presentation to the Proposal Evaluation Committee	15
	Total Points	100

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
1	Past Experience of the responding firm			20	
a.	System Integration projects	At least THREE references for implementation of an integrated turnkey project around a. System integration b. Software development c. Hardware delivery and commissioning d. Training e. O&M in last 5 financial years ending 2013-14.	Average of the project value of the 3 citations to be used for evaluation. Citations with min value of 10 Cr shall be considered for evaluation. If the average of the project value of the 3 citations is: >INR 30 Crores = 5 points ; <INR 30 crores but >= INR 15 crores = 3 points ; <INR 15 crores but >=INR 10 crores = 1 points ; else 0.	5	Project Citation, Copy of Work order/agreement, and Proof of Go-live/ Project completion/satisfactory certificates from client mentioning the scope of the work for each project Form 6
b.	Software Solutions	At least TWO completed / ongoing software development projects in last 5 financial years ending 2013-14	> 4 Projects – 5 points ; 4 Projects - 4 points ; 3 Projects - 3 points ; 2 Projects - 2 points ;	5	Project Citation supported with copy of work order/agreement/statutory auditor certificate clearly mentioning the value of the development component only for each

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		and each project having a minimum value of INR 3.50 crore (for software development component only). The project should have all of the following components : – Portal with payment gateway integration – Web based Application Server – Electronic Forms – Workflow Automation with sms integration	else o.		project Form 6

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
c.	Cloud Experience	The bidder should have successfully deployed their application on Cloud Data Centre. Implementation in (Indian Govt./PSUs/ Quasi Govt.) or Private sector in last 5 financial years ending 2013-14.	Four projects or more: 5 Three projects: 3 One to two projects: 2	5	Project Citation, client certificate clearly mentioning the scope of work/service rendered for deployment in cloud Form 6
d	Multi-location Projects in India	Implementation projects undertaken in India, involving more than 10 sites/locations in India and in more than one state with a value of more than INR 5 crores per project in last 5 financial years	>5 Projects – 5 points ; 5 Projects – 4 points ; 4 Projects – 3 points ; 3 Projects – 2 points ; 2 Projects – 1 points ; <= 1 Project – 0 point ;	5	Project Citation supported with copy of work order/agreement and client certificate clearly mentioning the locations of project implementation Form 6

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		ending 2013-14.			
2	Solution proposed			25	
a.	Proposed solution and Fit to Requirement	Requirements addressed as mentioned in different parts of the RFP and the quality of the 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:- – Solution architecture conceptualized for this project. – 2 points – Application deployment and testing Strategy -2 points – Quality Control Procedures suggested by responding firm - 2 points Comprehensiveness of Bill of material of all the components (e.g. software, hardware, etc.) along with	10	Detailed solution architecture, deployment strategy, quality control procedure and standards, detailed bill of material and quantity, compliance to fit to requirement sheet (given in annexure) Form 4B, Form 26

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			their quantities – 4 points		
b	Application Training and Hand Holding	Proposed Training and Change Management plan description to be looked into (Training should be conducted at minimum 6 locations (Kolkata, Guwahati, Coonoor, Jorhat, Siliguri, Dibrugarh))	The Evaluation will be based on: – Proposed Training Schedule – 2 points – Plan to develop Training Manuals and Training plan for all offices indicating number of days of training and training batch size – 4 points – Areas/domains covered – 2 point – Number & Quality of personnel to be deployed for training at the site of Implementation of the Project.- 2 points	15	Detail training, capacity building, change management plan, methodology and schedule
		Total Number of Hand holding manpower deployed along with the deployment plan and minimum qualification of each resource is graduate along with expertise in	> 40 handholding support manpower deployed for a minimum period of 4 months during support phase across all locations – 5 points; <= 40 but >= 30 handholding support manpower deployed for a period of <4 months and >=3 months during support phase across all locations - 3 points; < 30 but >= 25 handholding support manpower deployed for a period of <4 months and >=3 months during support phase across all locations - 2 points; < 25 but >= 20 handholding support manpower deployed for a period of <4 months and >=3 months during		Detail of handholding and support plan along with proposed team details

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		application support	support phase across all locations - 1 point ; – else 0. {Minimum requirement of Handholding manpower is 20 minimum for 3 months, else will lead to disqualification}		
3	Proposed Approach & Methodology			15	
a.	Proposed Approach and methodology	Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:- - Plan for meeting the SLA norms. - Redundancy and failover	In this section, the responding firm should: – Explain the ○ Understanding of the project requirements ○ highlight the expected support from Tea Board Of India ○ approach to the services, SLA management methodology ○ methodology for carrying out the activities for expected output - 4 points – Highlight : ○ the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them	10	

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		options. - Spare equipment availability plans	– 2 points – Explain: - the methodologies the responding firm proposes to adopt and highlight the compatibility of those methodologies with the proposed approach - 2 point – Planning and Building the system: - Assessment - Design - Integration - data migration and data Entry – 2 points		
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, Project estimates, milestones, deliverables etc.	5	Detailed work plan as per the format Form 8 given in this RFP
4	Resource Deployment (During implementation and O&M phase)			25	

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
a	Quality of CV for the full time Project Manager proposed and Technical resources for the project	Quality of the application development /support personnel CVs of named resources who would be working full time on project	a) Project Manager for managing the entire Project (4 marks) – Entire duration of the project b) Database Admin (4 total marks) – For O&M Phase c) Application Admin (4 marks) – For O&M Phase d) System Admin (4 marks) – For O&M Phase e) Team Lead for Capacity Building & Change Management and all other activities (4 marks) – For implementation Phase For each of the above resources, the point system will be as follows: - Project Manager - o must have >=10 years of work experience and points for the same will be allocated as follows: • BE / B. Tech / MCA and MBA/M.Tech = 1 • BE / B. Tech / MCA = 0.5 ▪ PMP / Prince2 Certification = 1 ▪ Managed projects with the scope of Application Development, Training,	20	Forms 9A, 9B & Form 10 of Annexure II of this RFP

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			Support & Maintenance • ≥ 3 projects = 2 • < 3 projects & > 1 = 1 – For Data Base Admin points will be allocated as follows: ○ BE / B. Tech / MCA = 0.5 ○ Experience in managing Enterprise Class Database in more than 3 projects = 1.5 ○ Work experience ▪ ≥ 5 years of work experience in related field = 2 ▪ < 5 years and ≥ 4 years of work experience in related field = 1.5 ▪ < 4 years and ≥ 3 years of work experience in related field = 1 – For Application Admin points will be allocated as follows: ○ BE / B. Tech / MCA = 0.5 ○ Experience		

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			▪ ≥ 5 years of work experience as an Application Admin = 3.5 ▪ < 5 years and ≥ 4 years of work experience as an Application Admin = 2.5 ▪ < 4 years and ≥ 3 years of work experience as an Application Admin = 1.5 – For System Admin points will be allocated as follows: ○ BE / B. Tech / MCA = 0.5 ○ Certification such as CCNA, CCNP etc. = 1.5 ○ Experience ▪ ≥ 5 years of work experience as a system admin = 2 ▪ < 5 years and ≥ 4 years of work experience as a system admin = 1.5 ▪ < 4 years and ≥ 3 years of work experience as a system admin = 0.5 – For Team Lead for Capacity Building & Change Management and all other activities points will be allocated as follows:		

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			○ BE / B. Tech / MCA and MBA = 0.5 ○ Experience ▪ >=5 years of work experience in related field = 2 ▪ <5 years and >=4 years of work experience in related field = 1.5 ▪ <4 years and >=3 years of work experience in related field = 1 ○ No. Of projects undertaken in Capacity Building and / or Change Management: ▪ >=3 projects = 1.5 ▪ >=1 and <3 projects = 0.5		
b	Application Hand Holding support manpower	Quality of manpower as per the minimum requirement mentioned in this RFP	The mentioned resources (minimum 20 resources should be 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 SI 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 = 5	5	Forms 9 & Form 10

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			< 5 years but >=4 years of work experience in related field = 4 < 4 years but >=3 years of work experience in related field = 3 < 3 years but >= 2 years of work experience each resource would be allocated = 2 - for <= 2 years of work experience but < 3 years of work experience each resource would be allocated= 1		
5	Presentation (Presentation to be made by the proposed Project Manager)			15	
a	Understanding of the requirement and quality and merit of the solution proposed	Understanding of the requirement and quality and merit of the solution proposed along with work plan	- Solution architecture conceptualized for this project - Application deployment and testing Strategy - Quality Control Procedures suggested by responding firm - Work plan and approach & methodology - Training Plan and approach - Data digitization and migration plan and approach	15	Presentation

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			- Suggestions on SOW for successful implementation of the project		
	Total Points			100	

6.3 Financial Bid Evaluation

- I. The Financial Bids of technically qualified bidders (i.e. above 70 marks) will be opened on the prescribed date in the presence of bidder representatives.
- II. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- III. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- IV. Any conditional bid would be rejected.
- V. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".
- VI. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.

7 Appointment of System Integrator

7.1 Award Criteria

Quality-cum-Cost Based Selection (QCBS) method of selection shall be followed in the ratio of 60:40 for technical and financial respectively.

Evaluation method:

Commercial bids of those bidders who qualify the technical evaluation will be opened. A minimum of 70 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)**

$T(S) = (\text{Technical score of the Bidder} / \text{Maximum Technical score (T}_1)) \times 100$ (rounded off to 3 decimal places)

The bidder with lowest total **project cost (PC)** designated as (L1) will be awarded a score of 100.

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

Commercial Score of Bidder (CS) = $(\text{PC of L1} / \text{PC of the Bidder}) \times 100$ (rounded off to 3 decimal places)

(Final Score = $TS \times 0.6 + CS \times 0.4$)

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

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

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.

7.3 Notification of Award

- I. 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 EMD may be forfeited by Tea Board for such cases.
- II. 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 EMD.

7.4 Contract Finalization and Award

- I. 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.
- II. 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 may change on the basis of the rates defined in the financial proposal.

7.5 Performance Guarantee

- I. The 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 quoted cost. The Performance Guarantee should be valid for a period of 4 years and it shall be renewed or placed from time to time till the completion of the project. The Performance Guarantee shall be kept valid till completion of the project and Warranty/O&M period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the 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.

7.6 Signing of Contract

- I. After the TBI notifies the successful bidder that its proposal has been accepted, TBI shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between TBI and the successful bidder. The Draft Legal Agreement is provided as a separate document as a template.

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

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

8 Annexure

Table 1 – Offices of Tea Board (Indicative)

Type of office	Number of offices	Office location
Headquarter	1	Kolkata
Zonal Offices	2	Guwahati
		Coonoor
Regional offices	13	New Delhi
		Mumbai
		Palampur
		Kurseong
		Jalpaiguri
		Siliguri
		Guwahati
		Silchar
		Dibrugarh
		Tejpur
		Agartala
		Coimbatore
		Kochi
Sub-Regional offices	4	Gudalur
		Itanagar

Type of office	Number of offices	Office location
		Kotagiri
		Kumily
Field Offices	74	

Indicative List of offices:

List of Field Offices			
#	Field Offices	#	Field Offices
1.	Aizal	38.	Kil Kotagiri, Tamil Nadu
2.	Almora, Uttarakhand	39.	Kishanganj, Bihar
3.	Amguri, Assam	40.	Kotagiri, Tamil Nadu
4.	Aravenu, Tamil Nadu	41.	Lahoal, Assam
5.	Baracola, Tamil Nadu	42.	Lakhimpur, Assam
6.	Baite, Mozoram	43.	Ledo, Assam
7.	Bidhannagar, West Bengal	44.	Makum, Assam
8.	Biswanath Charali, Assam	45.	Malbazar, West Bengal
9.	Bongaogaon, Assam	46.	Manjoor, Tamil Nadu
10.	Borpathar, Assam	47.	Margherita, Assam
11.	Chabua, Assam	48.	Mariani, Assam
12.	Chopra, West Bengal	49.	Mayanaguri, West Bengal
13.	Darjeeling, West Bengal	50.	Mekhliganj, West Bengal
14.	Devarsholla, Tamil Nadu	51.	Nagrakata, West Bengal
15.	Dhekiajului, Assam	52.	Naharkatia, Assam
16.	Dhuliajan, Assam	53.	Namsai, Assam
17.	Digboy, Margherita	54.	Numalighar, Assam
18.	Digboy, Assam	55.	Ooty, Tamil Nadu
19.	Dimapur, Assam	56.	Phansidewa, West Bengal
20.	Diphu, Assam	57.	Rajganj, West Bengal
21.	Doom Dooma, Assam	58.	Rajgarh, Assam
22.	Dwarbund, Assam	59.	Rupai Siding, Assam
23.	Elappara	60.	Sapekhati, Assam
24.	Gogamikh, Assam	61.	Selas, Tamil Nadu
25.	Gohpur, Assam	62.	Silchar, Assam
26.	Golaghat, Assam	63.	Sivsagar, Assam
27.	Gourisagar, Assam	64.	Sonapur, West Bengal
28.	Islampur, West Bengal	65.	Sonari, West Bengal
29.	Jalpaiguri, West Bengal	66.	Talap, Assam
30.	Janai(Dhemaji), Assam	67.	Thakurganj, Bihar

List of Field Offices			
#	Field Offices	#	Field Offices
31.	Kgguchi, Tamil Nadu	68.	Thumanatty, Tamil Nadu
32.	Kailashahar, Tripura	69.	Tiloinagar, Assam
33.	Kalibar, Assam	70.	Tinsukia, Assam
34.	Kamalpur, Tripura	71.	Titabar, Assam
35.	Kattappana, Kerala	72.	Umnsning, Meghalaya
36.	Kharupetia (Udalguri), Assam	73.	Valparai, Tamil Nadu
37.	Khowang, Assam	74.	Yedapalli, Tamil Nadu

Annexure I: TEMPLATE FOR PRE-BID CLARIFICATIONS

The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification
1.				
2.				
3.				
4.				
5.				
6.				

Annexure II: TECHNICAL BID TEMPLATES

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

Technical Proposal shall comprise of following forms:

Forms to be used in Technical Proposal

- Form 1: Undertaking on Total Responsibility
- Form 2: Particulars of the Bidder
- Form 3: Bank Guarantee for Earnest Money Deposit
- Form 4A: Compliance Sheet for Pre-Qualification Proposal
- Form 4B: Compliance Sheet for Technical Proposal
- Form 5: Letter of Proposal
- Form 6: Project Citation Format
- Form 7: Proposed Solution
- Form 8: Proposed Work Plan
- Form 9A: Team Composition
- Form 9B: Compliance sheet for named project resources
- Form 10: Curriculum Vitae (CV) of Key Personnel
- Form 11: Deployment of Personnel
- Form 12: Deviations
- Form 13: Manufacturers Authorisation Form
- Form 14: Declaration on Source Code and Intellectual Property Rights
- Form 15: Undertaking on Patent Rights
- Form 16: Undertaking on Compliance and Sizing of Infrastructure
- Form 17: Undertaking on Service Level Compliance
- Form 18: Undertaking on Deliverables
- Form 19: Undertaking on Support to Third Party Solution acceptance and certification
- Form 20: Declaration of Activities sub-contracted
- Form 21: Undertaking on Exit Management and Transition
- Form 22: Declaration that the bidder has not been blacklisted
- Form 23: Financial Strength of the Bidder
- Form 24: Details of Local Presence in West bengal
- Form 25: Bidder's Authorization Certificate (Must be on a Non-Judicial Rs 100/- Stamp Paper)

Form 1: Undertaking on Total Responsibility

No. Date:

To:

Dear Sir,

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP for **Implementation of Comprehensive IT Governance Solution - TBAS 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:

Form 2: Particulars of the Bidder

SI No.	Information Sought	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	

Form 3: Bank Guarantee for Earnest Money Deposit

To,

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

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

Form 4A: Compliance Sheet for Pre-Qualification Proposal

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance (Yes/No)	Section and Page reference
1.	The responding firm/agency (a) Should have made a payment of Rs.25,000.00 (Rupees Twenty Five Thousand) (non-refundable) for the Tender Fee (b) Should have submitted EMD of Rs. 30,00,000 .00 (Rupees Thirty lakh only)	(a) Cost of tender document must be in the form of DD drawn in favour of “Tea Board”. payable at Kolkata and issued by any scheduled / nationalized bank for Rs. 25000 only. “Tea Board”. payable at Kolkata and issued by any scheduled / nationalized bank or in the form of original bank guarantee issued by any scheduled / nationalized bank in the format prescribed in ref : “Tender Document Fee & Earnest Money Deposit Details” for Rs. 30,00,000 (Thirty Lakhs Only) only.		
2.	Legal Entity Company should be registered under Companies Act, 1956 The Firm / Company should be in the Information Technology business for at least 5 (five) years as of 31st March 2014 (FY 9-10, 10-11, 11-12, 12-13 and 13-14)	a) Certificate of Incorporation b) Registration Certificate c) Ref : “Particulars of the Bidder”- Details of Responding Firm & Memorandum & Articles of Association should be attached and Work orders confirming year and Area of activity		
	Registered with the Service Tax, Income Tax, and Sales Tax Authorities,	a) PAN Card b) PF Registration/Return for the last Financial Year c) Sales Tax/VAT Certification (Last up to date return copy) d) Trade License e) Audited balance sheet for the last three financial years (FY 11-12, FY 12-13 and FY 13-14) f) Copy of Service Tax Registration All documents listed above must be submitted along with the response		

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance (Yes/No)	Section and Page reference
3.	The responding firm must not be blacklisted by any Government/Public Sector organization /department in India at the time of submission of the response to this RFP	A declaration as per the format prescribed in Ref : “Declaration that the bidder has not been blacklisted” to be given by the designated official of the responding firm		
4.	Average Annual Sales Turnover generated from Information technology (IT) services during the last three (3) financial years (FY 11-12, FY 12-13 and FY 13-14) as per last published balance sheets must be Rs. 100 Crores or more for each of the last 3 years	Certified copy from the statutory auditor clearly mentioning annual IT services business turnover for last 3 financial years		
5.	Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation as a System Integrator in India. Specifically each project should have components of System integration, Application development, Helpdesk and Application related training	Ref format : “Project Citation Format” Details of Experience of responding firm/ Project Citation for projects supported with Work order and Proof of Go-live/ Project completion/Client satisfactory certificates from client		

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance (Yes/No)	Section and Page reference
	/handholding necessarily for this project. Refer to the Important Note below for more details. Number of such Assignments of value which have gone live in the last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14); should be Two Projects of Rs. 10 Crores each OR Three projects of Rs. 7 Crores each			
6.	The responding firm should be ISO 9000:2008 certified.	Copy of certification which is valid on date of submission.		
7.	The responding firm should be minimum CMMi Level 5.	Relevant certificate copy needs to be attached which is valid on date of submission.		
8.	The responding firm must have at least 500 IT professionals on its payroll	Certificate from HR Department for number of technically qualified professionals employed by the company		
9.	Responding firm must have project specific authorization from the OEM.	Responding firm should attach Authorization Certificate (MAF) from the OEM of the Hardware and System Software to be used in this work. Refer : “Manufacturers'/Producers’ Authorization Form” for the MAF and complete the associated table provided with the form		
10.	Bidder should have office in West Bengal Alternatively, if bidder doesn't have an office in West Bengal, then bidder	Details of such service support infrastructure must be enclosed along with the response. or A self-certified declaration by the designated official of the responding firm.		

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance (Yes/No)	Section and Page reference
	will have to furnish an undertaking that an office would be established in West Bengal, within 1 (one) month of signing the contract, to provide warranty and post warranty services.			
11.	Authorized signing authority	Copy of Board resolution, authorizing the person to sign on behalf of the company or Power of Attorney for the designated person to be provided as per the format prescribed in ref : "Bidder's Authorization Certificate (Must be on a Non-Judicial Rs 100/- Stamp Paper)"		

Form 4B: Compliance Sheet for Technical Proposal

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

For Technical Evaluation

Sl No.	Criteria/Sub Criteria	Description	Compliance (Yes/No)	Section and Page reference
1	Past Experience of the responding firm			
a.	System Integration projects	At least THREE references for implementation of an integrated turnkey project around a. System integration b. Software development c. Hardware delivery and commissioning d. Training e. O&M in last 5 financial years ending 2013-14.		
b.	Software Solutions	At least TWO completed / ongoing software development projects in last 5 financial years ending 2013-14 and each project having a minimum value of INR 3.50 crore (for software development component only). The project should have all of the following components : – Portal with payment gateway integration – Web based Application Server – Electronic Forms – Workflow Automation with sms integration		
c.	Cloud Experience	The bidder should have successfully deployed their application on Cloud Data Centre. Implementation in (Indian Govt./PSUs/ Quasi		

Sl No.	Criteria/Sub Criteria	Description	Compliance (Yes/No)	Section and Page reference
		Govt.) or Private sector in last 5 financial years ending 2013-14.		
D	Multi-location Projects in India	Implementation projects undertaken in India, involving more than 10 sites/locations in India and in more than one state with a value of more than INR 5 crores per project in last 5 financial years ending 2013-14.		
2	Solution proposed			
a.	Proposed solution and Fit to Requirement	Requirements addressed as mentioned in different parts of the RFP and the quality of the solution proposed		
B	Application Training and Hand Holding	Proposed Training and Change Management plan description to be looked into (Training should be conducted at minimum 6 locations (Kolkata, Guwahati, Coonoor, Jorhat, Siliguri, Dibrugarh))		

Sl No.	Criteria/Sub Criteria	Description	Compliance (Yes/No)	Section and Page reference
		Total Number of Hand holding manpower deployed along with the deployment plan and minimum qualification of each resource is graduate along with expertise in application support		
3	Proposed Approach & Methodology			
a.	Proposed Approach and methodology	Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:- - Plan for meeting the SLA norms. - Redundancy and failover options. - Spare equipment availability plans		
b.	Detailed Work Plan	The description and quality of the work plan to be looked into.		
4	Resource Deployment (During implementation and O&M phase)			
A	Quality of CV for the full time Project Manager proposed and Technical resources for the	Quality of the application support personnel to be looked at CVs of named resources who would be working full time on project		

Sl No.	Criteria/Sub Criteria	Description	Compliance (Yes/No)	Section and Page reference
	project			
B	Application Hand Holding support manpower	Quality of manpower as per the minimum requirement mentioned in this RFP		

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 Financial Bid sealed in a separate envelope.

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

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

Name of Firm: _____

Address: _____

Location: _____ Date: _____

Form 6: Project Citation Format

Relevant IT project experience (provide no more than 5 projects in the last 5 years)	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client (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	

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	OEM	Features & Functionalities	O&M Support (Warranty/AT S/: as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section number/ volume)

Form 8: Proposed Work Plan

[illegible]

- 1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in the form of a bar chart.

Form 9A: Team Composition

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

Form 9B: Compliance Sheet for named project resources

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)			
Database Admin (O&M Phase)			
System Admin(O&M Phase)			
Application Admin(O&M Phase)			
Training & Capacity Building (During Implementation – As proposed)			

Form 10: Curriculum Vitae (CV) of Key Personnel

General Information	
Name of the person & Photograph	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Whether resource is engaged by the firm in its own payrolls	Yes / No
Proposed Responsibilities in the Project	
Academic Qualifications: • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Summary of Projects undertaken/worked on (Only project name, client name, client contact details)	
Details of Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: • Organizations worked for in the past ○ Organization name ○ Duration and dates of entry and exit	

○ Designation Location(s) ○ Key responsibilities • Prior project experience ○ Project name ○ Client ○ Key project features in brief ○ Location of the project ○ Designation ○ Role ○ Responsibilities and activities ○ Duration of the project Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/read/write)	

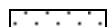
Form 11: Deployment of Personnel

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

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



Full time input



time input

Form 12: Deviations

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

A - On the Terms of Reference

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

B – Any other areas

Form 13: Manufacturers'/Producers' Authorization Form

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

No. Date:

To:

OEM Authorization Letter

Dear Sir:

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

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

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

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

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

- a. Such Products as the 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
- b. in the event of termination of production of such Products:
 - i. advance notification to the Client of the pending termination, in sufficient time to permit the Client to procure needed requirements; and
 - ii. 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.

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.

Item	Make & Model	Name of OEM	Authorization letter attached? (Yes/No)

Form 14: Declaration on Source Code and Intellectual Property Rights

No. Date:

To:

Dear Sir,

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

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

In the event of any deviation from the factual information/ declaration, 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:

Form 15: Undertaking on Patent Rights

No. Date:

To:

Dear Sir,

Sub: Undertaking on Patent Rights

1. I/We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
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 equipments, 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 anytime on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to 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:

Form 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 hardware and all software (including perennial and enterprise wide licenses, unless stated otherwise) 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 software and hardware) 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:

Form 17: Undertaking on Service Level Compliance

No. Date:

To:

Dear Sir,

Sub: Undertaking on Service Level Compliance

1. I/We as System Integrator do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to TBI.
2. However, if the proposed resources and infrastructure are found to be insufficient in meeting the RFP and/or the service level requirements given by 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:

Form 18: Undertaking on Deliverables

No. Date:

To:

Dear Sir,

Sub: Undertaking on Deliverables

1. I/We as System Integrator do hereby undertake that processes, deliverables/artifacts submitted to TBI will adhere to the quality and standards specified in this RFP.
2. We also recognize and undertake that the deliverables/artifacts 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/artifacts 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:

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

1. 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.
2. 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.
3. I/We hereby undertake that we shall do all that is required of the System Integrator to ensure that system will meet all the conditions required for successful acceptance and certification.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :
Designation :
Date :
Time :
Seal :
Business Address:

Form 20: Declaration of activities sub-contracted

No. Date:

To:

Dear Sir,

Sub: Declaration on Sub-contracting

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

<u>S. No.</u>	<u>Activity</u>
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:-

- i) Copy of Registration Certificate
- ii) Copy of PAN Card and Service tax registration
- iii) 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 :

Business Address:

Form 21: Undertaking on Exit Management and Transition

No. Date:

To:

Dear Sir,

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 artefacts 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 infrastructure, 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 :

Designation :
Date :
Time :
Seal :
Business Address:

Form 22: Declaration that the bidder has not been blacklisted

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

{Place}

{Date}

To,

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

Subject: Self Declaration of not been blacklisted in response to the **RFP** <<****>>

Dear Sir,

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

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

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

Form 23: Financial Strength of the Bidder

Financial Year	Turnover (Rs. In Crores)	Audited Accounts submitted? (Yes/No)
2013-2014		
2012-2013		
2011-2012		
2010-2011		
2009-2010		

Form 24: Details of Local Presence in West Bengal

Office in West Bengal

Sr. No.	Address	Contact Person	Contact nos.	Type of supporting document attached

Note: You may mention more than one office (if applicable) please add multiple rows

Please provide a self declaration to open a office within 2 months from date of the agreement/LOI/Work order.

Form 25: 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.

Form 26: Fit to requirement sheet.

Department	Sr. No.	Functions /Processes	Compliance (Yes/No)
Central Licensing	1	Issuance of Exporter License	
	2	Renewal of Exporter License	
	3	Temporary to Permanent Exporter License	
	4	Issuance of Distributor License	
	5	Issuance of Registration Cum Membership Certificate	
	6	Renewal of Registration Cum Membership Certificate	
	7	Issuance of Buyer Registration	
	8	Issuance of Tea Waste License – submitted at Head Office	
	9	Renewal of Tea Waste License – submitted at Head Office	
	10	Issuance of Tea Warehouse License – submitted at Head Office	
	11	Renewal of Tea Warehouse License – submitted at Head Office	
	12	Issuance of Broker License	
	13	Renewal of Broker License	
	14	Fresh Enlistment of Tea Testing laboratory	

Department	Sr. No.	Functions /Processes	Compliance (Yes/No)
	15	Renewal of Enlistment of Tea Testing laboratory	
	16	Issuance of Flavoured Tea Registration	
	17	Issuance of Certificate of Change of Ownership of Registered Tea Garden	
	18	Issuance of Certificate of Change of Ownership of Registered Tea Factory	
	19	Renewal of Auction Organizer License	
	20	Recording Change of Office Address	
	21	Allied Services	
Legal and Vigilance	1	Tracking of Court Case filed against Tea Board	
	2	Tracking of Court Case filed by Tea Board	
	3	IPR related cases	
	4	Monitoring of Grievances (External)	
	5	Handling Right to Information (RTI) cases	
	6	Tracking Vigilance related issues	
	7	First appeal for RTI Cases	
	8	Appeal in front of CIC	

Department	Sr. No.	Functions /Processes	Compliance (Yes/No)
Research	1	Approval of Budget for TRI & UPASI	
	2	Release of Fund to Tea Research Institutes and Others	
	3	Approval of Technical Proposal other than Research Project	
	4	Empanelment of Food Safety Management System Bodies	
	5	Mechanism for the Assessment R & D activities	
	6	Enlistment of Soil Testing Labs	
Promotion	1	General Proposal approval	
	2	General Claim/payment disbursement procedure	
	3	Domestic Promotional activities	
	4	Overseas Promotional activities	
	5	Project 5-5-5 related activities	
	6	Trade related activities	
	7	Incentive to exporters	
	8	Management of Publicity Materials	
	9	Fund management for MPS Cell	

Department	Sr. No.	Functions /Processes	Compliance (Yes/No)
Development	1	Fund management of Special Purpose Tea Fund (SPTF)	
	2	Quality Up gradation and Product Diversification Scheme (QUPDS)	
	3	Management of Plantation Development Scheme (PDS)	
	4	Management of Orthodox Scheme	
	5	SPTF Loan Recovery related activities	
Finance	1	Budget preparation	
	2	Management of GPF & PRAN	
	3	Processing of Bills	
	4	Processing of various Bills	
	5	Processing of TA/LTC and Over Time	
	6	Processing of Employee Loans	
	7	Accounting and fund disbursement for various offices	
	8	Maintenance of Main Accounts	
	9	Processing of salary and pension by Pay section	
	10	Management of payments by Cash Section	

Department	Sr. No.	Functions /Processes	Compliance (Yes/No)
	11	Processing of Pensions by Pension Section	
	12	Audit of Finance processes	
Statistics	1	Statistical analysis and reporting (Export, Import, Production etc.)	
Establishment	1	Recruitment and Confirmation	
	2	Resignation processing	
	3	Increment processing	
	4	Approval for House Building Advance	
	5	Approval for Motor Cycle /Computer Advance	
	6	Approval for LTC	
	7	Approval for Transfer TA /TA and Daily Allowances	
	8	Processing of medical Bills	
	9	Processing of Medical Bills (In Patient – private Hospitals)	
	10	Processing of Medical Bills – Out Patient	
	11	Activities of Special Wing/Foreign Wing for DTPs posted in Dubai, London & Moscow	

Department	Sr. No.	Functions /Processes	Compliance (Yes/No)
	12	Maintenance of Service Book	
	13	Processing of ACR Forms	
	14	Approval of Children Education Allowance	
	15	Retirement (Retirement List, Notice & Pension) related activities	
Security Section	1	Security related processes (Vehicle management, Visitor management, Unplanned equipment maintenance)	
Library	1	Library related activities (Book requisition, order, issue, reminder for submission, safe storage and digitization of various publications)	
Hindi Cell	1	Training of Officials in Hindi	
	2	Performing Translation	
	3	Process for providing training, incentive to officials performing tasks in Hindi and other process	
Stores	1	Stores related processes (e-Procurement, Inventory management, Maintenance)	
Labour & Welfare	1	Management of HRD scheme (Stipend disbursement, Disability assistance, Education Stipend, Scholarships etc.)	
Secretariat Branch	1	Secretariat affairs, dak services, board meeting agenda preparation, minutes preparation and circulation, tax payment, Parliamentary query and standing committee query response and arrangement	

Department	Sr. No.	Functions /Processes	Compliance (Yes/No)
Monitoring services	1	Application monitoring, dashboards for decision makers and head of departments etc.	
Chairman's Dashboard	1	Dashboard for Chairman and decision makers of the Board	
Any other asper the Functional requirement Specification Document			

ANNEXURE III: FINANCIAL PROPOSAL TEMPLATE

Form 1: Covering Letter

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

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

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <Title of Implementation Services> in accordance with your Request for Proposal dated <Date> and our Proposal (Technical and Financial Proposals). 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.
- We hereby confirm that our prices include all applicable taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

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

3. DEVIATIONS

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

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

4. TENDER PRICING

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

5. QUALIFYING DATA

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

6. BID PRICE

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

7. PERFORMANCE BANK GUARANTEE

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

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

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

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

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

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Form 2: Financial Proposal

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)							
Total Cost(In Figure)								
Total Cost(In Words)								

Form 2A: Details of Bill of Material and Capital Cost Computation

FORMAT-2A: BILL OF MATERIAL AND CAPITAL COST COMPUTATION									
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	Network Equipment and Hardware								
1.	Firewall with IPS	2							
2.	Internet Router	2							
3.	Desktops with MS Office & Windows OS	150							
4.	Laptops with MS Office & Windows OS	50							
5.	UPS for Desktops	100							
6.	Printer with Scanners for regional offices	200							
7.	Network printers (Regional and Zonal Offices)	10							
8.	High Duty Scanner (ADF flatbed)	30							
9.	Backup server	1							
10.	Any other Item to complete the work (Add line for each item category)								
Sub-Total (A)									
B	System Software								
1.	Web / http server software	Lump Sum							
2.	BPM	1							
3.	ESB	1							

4.	Web 2.0 Portal	Lump Sum							
5.	Application Server Software	Lump Sum							
6.	Database (with high availability cluster)	Lump Sum							
7.	Enterprise Management System (database management, application monitoring, Helpdesk, patch management)	1							
8.	Server OS Software (For VMs and Back up Server)	Lump Sum							
9.	Digital Signature	100							
10.	SMS Gateway	Lump Sum							
11.	Payment Gateway	Lump Sum							
12.	Antivirus for Desktops & Laptops	200							
13.	Antivirus for proposed servers/VMs	Lump Sum							
14.	DMS	Lump Sum							
15.	Statistical Software/Tool (Minimum 5 user license)	1							
16.	Any other Item to complete the work (Add line for each item category)								
Sub-Total (B)									
C	Application Development								
1	Should cover all the modules of TBAS software's functionality	Lump Sum							
Sub-Total (C)									
	Grand Total (A+B+C)	In figure							

		In words	
--	--	-------------	--

Form 2B: Details of Operations and Maintenance Cost

FORMAT-2B: OPERATIONS AND MAINTENANCE COST											
Provide Cost in figures and words (in Indian Rupees)											
S. No	Cost Item	Unit type	Year 1 [X]	Year 2 [Y]	Year [Z]	Service Tax (%)	Service Tax for 3 years (INR) [I]	VAT (%)	VAT (INR) for 3 years [J]	Any other Tax for 3 years (INR) [K]	Total (X+Y+Z+I+J+K)
I	Central support, operation and maintenance										
1	Technical Manpower Cost for (System Admin, Application Admin & Database Admin)	Provide assumptions on the yearly cost for each category of resource and expected cost rise									
2	Equipment Maintenance Costs for all supplied equipment	Lump Sum cost									
3	Software Maintenance Cost	Lump Sum cost									

4	*System Software Maintenance & Technical Support Cost	Lump Sum cost									
5	Helpdesk toll free number										
6	Helpdesk operating team (2 Members)										
7	Any other item for Helpdesk										
8	Any other cost including Consumables	Lump Sum cost									
9	Any Others										
	Total										
	Total Cost (In fig)										
	Total Cost (In words)										

*System software to be interpreted as all licensed software items viz.:

Application server software, Webserver software, Database Server software, Web 2.0 portal, Any other system software

Form 2C: 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)	

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 of Import and Export Data	C++/SQL	Less than 20 GB in MS excel, doc, pdf, mdb, sql, gif, tif, jpeg, etc. format and Oracle 8	Data to be migrated / integrated to TBAS application suite as applicable			
2.	INFAST	.net/SQL					
3.	TMS	.net/SQL					
4.	Biometric Attendance System (Integration only for Head office as of now)	Proprietary					

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)
	and can be extended to other offices in future)		data base				
5.	Form E Submission	.net/SQL					
6.	Licensing data	Oracle 8					

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							
#		Data Type	Indicative Volume	Per unit cost (Indian rupees)	Sub - Total Cost (X)	All applicable taxes (Indian rupees) (Y)	Total (X+Y)
1.	Scanning	Ao,	400				
		Legal,	41218				
		A4	310006				
		Sub Total (A)					
2.	High resolution Image scanning	Promotional Photographs	500				
		Sub Total (B)					
3.	Data Entry	Data Entry per	Calculate from				

		file/record	“Indicative Volume for data Digitization”				
		Sub Total (C)					
4.		Data Digitization Cost - Total (D = A+B+C)					

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

Sl No	Department	Heads	Sub-Heads	No of units (Files/Vouchers)	Data Entry No of fields per unit records/ (file/vouchers)
1	Development	SPTF	SPTF Loan and Subsidy	200	
2			Inspection Reports	5000	120
3			Policy Documents	1000	
4			Voucher	5000	7
5			Maps	200	
6		PDS	No of Files	1500	100
7			Voucher	1500	
8		QUPDS	Files	10	120
9	Legal	Legal	Files	314	500
10	Research	Research	Books	60	
11			Files	80	100
12			Legal	80	
13	Promotion	Promotion	Files	1000	100
14	Establishment	Establishment	Service Books	650	
			Employee Records	650	150
15			Leave Register	650	10
20	Licensing	Licensing	Files	100	1500
21			Licenses	10000	20
22	Finance	Finance	Pension	1500	
23			Pay Bills	19	
24			GPF	400	20
25			NPS	606	20
26			Accounts	23400	10
27			Account Heads	200	10

28			Salary	650	50
29	Labour & Welfare	Labour & Welfare	Scheme	10000	20
30	Stores	Store	Items	1000	25
			Total		

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, Guwahati, Coonoor, Jorhat, Siliguri, Dibrugarh)			
	Total			

Form 2E: Details of Application Hand Holding Cost

S No	No. Hand Holding and Support Staff (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						

ANNEXURE IV: TEMPLATE FOR PBG & CCN

Form 1: Performance Bank Guarantee

PERFORMANCE SECURITY:

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<email id>

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

Form 2: Change Control Notice (CCN) Format

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by :	Date:	
Name:		
Signature:	Date:	
Received by the IP		
Name:		
Signature:		
Change Control Note	CCN Number:	
Part B : Evaluation		

(Identify any attachments as B1, B2, and B3 etc.) Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.	
Brief Description of Solution:	
Impact:	
Deliverables:	
Timetable:	
Charges for Implementation: (including a schedule of payments)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by the Implementation Partner	Date:
Name:	
Signature:	

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

NOTIFICATION

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) Desktop Personal Computers (PCs)

1(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.

I(B)

Percentage of procurement for which preference to domestically manufactured Desktop PCs is to be provided (in value terms)	Percentage domestic value addition in terms of Bill of Material (BOM) required for the Desktop PCs to qualify as domestically manufactured
50%	30% in Year 1

I(C) Criteria for BOM to be classified as domestic:

The domestic BOM of Desktop PC would be the sum of the cost of main inputs as specified in Column 1 of the following table, provided the inputs individually satisfy the value addition requirement specified in Column 2 of the table:

Main inputs in BOM/stages for manufacture of Desktop PC	Value addition required for the input to be classified as domestic BOM
1	2
Processor	Domestic ATMP /fabrication or both
Memory	Domestic assembly of imported memory chips on imported / indigenously manufactured bare PCB/ Domestic ATMP/ fabrication/ or combination
Hard Disk Drive	Domestic assembly and testing from imported / indigenously manufactured parts and components
LCD Monitor	Domestic assembly from imported LCD Panel wherein plastic moulding and stamping of metal parts is done domestically and testing / Domestic fabrication of LCD Panel or both
DVD Drive	Domestic assembly and testing from imported / indigenously manufactured parts and components
Cabinet + SMPS	Domestically manufactured Cabinet and domestic assembly and testing of SMPS from imported / indigenously manufactured parts and components subject to the

Page 2 of 6

Main inputs in BOM/stages for manufacture of Desktop PC	Value addition required for the input to be classified as domestic BOM
	condition that value of domestically manufactured parts and components used in the assembly of "SMPS" will be minimum 10% (of the total value of parts and components used in the manufacture of "SMPS") in Year 2, which will increase to minimum 20% (of the total value of parts and components used in the manufacture of "SMPS") in Year 3 and subsequent years
Keyboard/Mouse	Domestic assembly and testing from imported / indigenously manufactured parts and components
Motherboard	Domestic assembly and testing from imported / indigenously manufactured parts and components except value of bare PCB
Bare PCB	Domestically manufactured
Final Assembly/Testing and Design/ Development	Domestically assembled/tested and any Intellectual Property (IP) resident in India

II. Dot Matrix Printers

II(A) Definition:

A Dot Matrix Printer is a type of impact printer that forms dot on paper by a metal pin of diameter 0.2 mm to 0.3 mm which is driven by electromagnet based on solenoid principle and required character matrix is produced by horizontal and vertical resolution of dot matrix printhead. Dot matrix Printer can create carbon copies and carbonless copies based on mechanical pressure of pin.

II(B)

Percentage of procurement for which preference to domestically manufactured Dot Matrix Printers is to be provided (in value terms)	Percentage domestic value addition in terms of Bill of Material (BOM) required for the Dot Matrix Printers to qualify as domestically manufactured
50%	40% in Year 1

II(C) Criteria for BOM to be classified as domestic:

The domestic BOM of Dot Matrix Printer would be the sum of the cost of main inputs specified in Column 1 of the following table, provided the inputs individually satisfy the value addition requirement specified in Column 2 of the table:

Main inputs in BOM/ stages for manufacture of Dot Matrix Printer	Value addition required for the input to be classified as domestic BOM
1	2
Main PCB	Domestic assembly and testing from imported / indigenously manufactured parts and components subject to the condition that value of domestically manufactured parts and components used in the assembly of "Main PCB" will be minimum 10% (of the total value of parts and components used in the manufacture of "Main PCB") in Year 2, which will increase to minimum 15% (of the total value of parts and components used in the manufacture of "Main PCB") in Year 3 and subsequent years except value of bare PCB
Bare PCB	Domestically manufactured
SMPS	Domestic assembly and testing from imported / indigenously manufactured parts and components subject to the condition that value of domestically manufactured parts and components used in the assembly of "SMPS" will be minimum 10% (of the total value of parts and components used in the manufacture of "SMPS") in Year 2, which will increase to minimum 20% (of the total value of parts and components used in the manufacture of "SMPS") in Year 3 and subsequent years
Carriage Motors & Paper Feed Motors	Imported as sub assembly and tested domestically alongwith main Printer Mechanism

Main inputs in BOM/ stages for manufacture of Dot Matrix Printer	Value addition required for the input to be classified as domestic BOM
Front Control Panel	Domestic assembly and testing from imported / indigenously manufactured parts and components
Home Position/Paper End Sensors	Domestic assembly and testing from imported / indigenously manufactured parts and components
Main Printer Cabinet and other small plastic components	Domestic moulding of Printer Cabinet and other parts
Printer Mechanism Assembly	Domestic assembly using indigenously manufactured Rubber Platens, small rubber parts, sheet metal components, plastic gears and other plastic parts with turned steel shafts and above mentioned sensors and Motors
Print Heads and Interconnecting Cables	Domestic assembly and testing from imported / indigenously manufactured parts and components
Final Assembly/Testing and Design/Development	Domestically assembled/tested and any Intellectual Property (IP) resident in India

4. For reasons to be recorded in writing, a Government Ministry / Department or agencies under their administrative control may choose to procure a higher percentage of domestically manufactured goods than specified in the Notification. This would enable Ministries / Departments such as Atomic Energy, Space, Home Affairs, etc. to meet their special requirements or wherever a special policy provision exists / decision is taken by the Government to meet the demand from domestic manufacturers.

5. The notification comes into effect immediately. The Year 1 for the purpose of this notification would be upto 31.3.2014.

6. The domestic value addition for Year 2 onwards shall automatically increase by 5% in terms of Policy referred to as above.

7. The implementation of this notification will be based on self-certification regarding value-addition in terms of Para 5.1 of the Policy cited as reference above.

8. The Preference shall be applicable for all Central Government procurement and agencies under their control as per the Policy referred above.


(Dr. Ajay Kumar)

Joint Secretary to Government of India

Tel.: 24360160

New Delhi, Dated 17.12.2012

Copy to:

1. All Ministries/Departments of Government of India
2. Cabinet Secretariat
3. PMO
4. Planning Commission
5. Comptroller and Auditor General of India
6. AS&FA, Department of Electronics and Information Technology
7. Internal Distribution


(Dr. Ajay Kumar)

Joint Secretary to Government of India

Tel.: 24360160