

RFP Reference No.12/35/2015-CD.I- Part (4)]

REQUEST FOR PROPOSAL (RFP)

For Consultancy Services in IT Project titled 'Development and country-wide rollout of MIS for DBT schemes of the Ministry of Women and Child Development', Government of India, New Delhi

Government of India
Ministry of Women and Child Development
Shastri Bhavan
Dr. Rajendra Prasad Road
New Delhi-110001

Critical Dates:

<u>S. No.</u>	<u>Particular</u>	<u>Details</u>
1.	Publication of RFP document	06.9.2017
2.	Bid download start	06.9.2017
3.	Clarification start	10.9.2017
4.	Clarification end	22.9.2017
5.	Pre-Bid Conference	3.00 PM on 25.9.2017
6.	Bid download end	02.10.2017
7.	Bid submission start	03.10.2017
8.	Bid submission close	4.00 PM on 03.10.2017
9.	Bid opening	4.30 PM on 03.10.2017

1. Fact Sheet

Clause reference	Topic
Section 3.3	A Pre-Bid meeting will be held on 25.9.2017 at 3.00 PM All the queries should be received on or before 22.9.2017 either through post or email
Section 3.4.2	No bid document fee payable by any bidder
Section 3.4.3	EMD of Rupees five lakh only in the form of Demand Draft OR Bankers Cheque OR Bank Guarantee.
Section 3.4.4	Bidders must submit one sealed envelope containing three separate sealed envelopes as under: A. Original and one copy and one non-editable CD of Pre-qualification proposals and EMD instrument B. Original and one copy and one non-editable CD of Technical Proposals C. One original copy of the Financial Proposal
Section 3.5.2	Proposal should be submitted in English language only
Section 3.5.3	The Proposal submission address and Nodal Officer is: Shri. K. B. Singh , Director Ministry of Women & Child Development, Room No.305, 'B' Wing, Shastri Bhavan, Dr. Rajendra Prasad Road, New Delhi-110001. Tele: 011-23385192, Email: kb.singh@gov.in
Section 3.5.3	Proposal must be submitted not later than the following date and time: 4.00 PM on 03.10.2017
Section 3.7.2	Proposal must remain valid for 90 days from the closing date of submission of bid
Section 3.8	Consortium/Joint Venture not permissible
Section 4.5	The method of selection is : Quality and Cost Based Selection
Section 9	Procurement is for consultancy services linked to DELIVERABLES
Section 10	The payment is phased and linked to achieving milestones
Section 13	The Ministry envisages any downstream work: Yes

2. Letter of invitation and Background Information

2.1 Letter of invitation

- (a)** The Ministry of Women & Child Development (hereinafter referred to as MWCD or Ministry) invites responses (“Proposals”) to this Request for Proposals (“RFP”) from reputed Consulting Agencies (“Bidders”) for providing consulting services to the Ministry in IT project titled ‘Development and country-wide rollout of MIS for DBT schemes of the Ministry of Women and Child Development’ as per Scope of Work described in Section-8 of this RFP. The Ministry of Women & Child Development is the Nodal Agency for this public procurement.
- (b)** Any contract that may result from this competitive public procurement process will be issued for a term of **30 months** (“the Term”).
- (c)** The Ministry reserves the right to extend the Term for a period or periods of up to **twelve months** with a maximum of **eighteen months** on the same terms and conditions.
- (d)** Proposals must be received in the office of the Nodal Officer of MWCD on or before the bid submission closing date and time mentioned in the Fact Sheet. Proposals that are received after the deadline SHALL NOT be considered in this procurement process.

2.2 Project Background and Key Information

Government of India has started Direct Benefit Transfer (DBT) with the aim of reforming Government delivery process by re-engineering the existing process in welfare schemes for simpler and faster flow of information and funds, accurate beneficiary targeting, de-duplication and removal of ghost/fake beneficiaries. The use of Aadhaar as primary identifier of beneficiaries for delivery of services and benefits further simplifies the Government delivery process, bring in transparency and efficiency and enables beneficiaries to get their entitlements directly in the bank/postal account in a convenient and hassle free manner, obviating the need for producing multiple documents to prove one’s identity.

Ministry of Women and Child Development, as the nodal Ministry for holistic development of women and children, is administering a number of women and child centric schemes and programs in the country. These schemes and programs cover welfare and support services, training for employment and income generation, awareness generation and gender sensitization.

The MWCD has identified 15 such Schemes/components designed to directly or indirectly benefit the target population of women and children at large. The schemes are implemented by the State Governments /

Union Territory Administrations / Non-Government Organisations / Societies / Individuals, etc., with the help of grants released by the MWCD and the end beneficiaries of the schemes are individuals. Accordingly, it has been decided to develop MIS for the DBT Schemes for targeted delivery of benefits directly to the bank/postal account of the beneficiaries with built in mechanism for real time monitoring, backend integration with State payment portals, Public Financial Management System (PFMS), DBT Bharat Portal and built-in grievance redressal mechanism. More schemes may be brought on DBT platform in future.

3. Instructions to the Bidders

3.1 Disclaimer

- (a)** While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, bidders must form their own conclusions about the consultancy support required. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- (b)** All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Ministry on the basis of this RFP.
- (c)** 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 Ministry of Women & Child Development. Any notification of preferred bidder status by the Ministry shall not give rise to any enforceable rights by the Bidder. The Ministry may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Ministry.
- (d)** This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

3.2 Complaint Proposals / Completeness of Response

- (a)** Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / Proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- (b)** Failure to comply with the requirements specified in the bid document may render the Proposal non-complaint and the Proposal may be rejected. Bidders must:
 - i. Comply with all requirements as set out within this RFP.
 - ii. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP
 - iii. Include all supporting documentations specified in this RFP
 - iv. Comply with the Critical Dates mentioned at page 2 of the bid document.

3.3 Pre - Bid Meeting & Clarifications

3.3.1 Bidders Queries

The Ministry shall hold a pre-bid meeting with the prospective bidders on 25.9.2017 at 3.00 PM in the Conference Hall of Ministry of Women & Child Development (Room No.602, 'A' Wing, Shastri Bhavan, Dr. Rajendra Prasad Road, New Delhi-110001).

- (a) The Bidders will have to ensure that their queries for Pre-Bid meeting reach to **Shri K B Singh, Director and Nodal officer** by email at kb.singh@gov.in between 10.9.2017 and 22.9.2017.
- (b) The queries should necessarily be submitted in the following format:

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification
1.			
2.			
3.			

- (c) The Ministry shall not be responsible for ensuring that the bidders' queries have been received by it. Any requests for clarifications post the indicated date and time may not be entertained by the Ministry.

3.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- (a) The Nodal Officer notified by the Ministry will endeavor to provide timely response to all queries. However, the Ministry makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does the Ministry undertake to answer all the queries that have been posed by bidders.
- (b) At any time prior to the last date for receipt of bids, the Ministry may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- (c) The Corrigendum(s) & clarifications to the queries from all bidders will be published in the CPP Portal, MWCD website and emailed to all prospective bidders to whom the RFP was issued including participants of the pre-bid conference.
- (d) Any such corrigendum(s) shall be deemed to be incorporated into this RFP.
- (e) In order to provide prospective Bidders reasonable time for taking the corrigendum(s) into account, the Ministry may, at its discretion, extend the last date for the receipt of Proposals.

3.4 Key Requirements of the Bid

3.4.1 Right to Terminate the Process

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

3.4.2 RFP Document Fees

The RFP documents have been made available to the bidders without any fee.

3.4.3. Earnest Money Deposit (EMD)

- (a) Bidders shall submit, along with their Pre-Qualification Proposals, an EMD of Rs.5.00 lakh (Rupees five lakh only) in the form of an account payee Demand Draft OR Banker's Cheque OR Bank Guarantee. The payment transfer related information is as follows:
 - (i) BG for EMD in the format specified in Appendix I: Form 3 issued by a financial bank in favour of **Pay and Accounts Officer, Ministry of Women and Child Development.**
 - (ii) Demand Draft/Banker's Cheque: in favour of **Pay and Accounts Officer, Ministry of Women and Child Development** payable at New Delhi.
 - (iii) **The EMD instrument should remain valid for a period of 45 days beyond the bid validity period of 90 days.**
- (b) EMD of all unsuccessful bidders will be refunded by the Ministry within 30 days of finalisation of contract with the successful bidder. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Appendix III.
- (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, shall be summarily rejected.
- (e) The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

3.4.4 Submission of Proposals

- (a) The bidders should submit their responses as per the format given in this RFP in the following manner:
- A. Original and one copy and one non-editable CD of Pre-Qualification proposals and EMD instrument in first envelop marked 'A'
 - B. Original and one copy and one non-editable CD of Technical Proposals marked 'B'
 - C. One original copy of the Financial Proposal marked 'C'
- (b) The responses (Pre-Qualification, Technical Proposal and Financial Proposal) should be covered in three separate sealed envelopes superscribing **"A-Pre-Qualification Proposal"**, **"B-Technical Proposal"** and **"C-Financial Proposal"** respectively. Each copy of each bid should also be marked as **"Original"** OR **"Copy"** as the case may be.
- (c) Please note that prices should be indicated in the Financial Proposal only.
- (d) The three separate envelopes containing Pre-Qualification Proposal with EMD, Technical Proposal and Financial Proposal should be put in another single sealed envelope clearly marked **"Response to RFP for Consultancy Services in IT Projects in MWCD"- <RFP reference no.>** and the wordings **"DO NOT OPEN BEFORE 4.30 PM on 03.10.2017"**.
- (e) The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- (f) All the pages of both original and copy of the proposals must be serially numbered (page <.> of <.>) and must contain an index with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- (g) The original Proposal/Bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting.
- (h) All pages of the original and copy of the bid documents shall be signed and stamped by the person or persons authorised to sign the bid.
- (i) In case of any discrepancy observed by the Ministry in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.
- (j) Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by the Ministry in the contents of the CDs and original paper bid documents, the information furnished in original paper bid documents will prevail over the soft copy.

3.4.5 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

3.5 Preparation and submission of Proposal

3.5.1 Proposal Preparation Costs

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

3.5.2 Language

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

3.5.3 Venue & Deadline for Submission of proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to the Ministry at the address specified below:

Addressed to	Sh. K. B. Singh, Director
Name of the Ministry	Ministry of Women & Child Development
Address	Room No.305, 'B' Wing, Shastri Bhawan, Dr. Rajendra Prasad Road New Delhi-110001
Telephone	011-23385192
Email ID	kb.singh@gov.in
Last Date & Time of submission	4.00 PM on 03.10.2017

3.5.4 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 fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

(c) The Ministry shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

(d) The Ministry reserves the right to modify and amend any of the above stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitment.

3.6 Deviations

The bidder may provide deviation to the contents of the RFP document. It may be noted that once the deviation are provided, the bidder would not be allowed to withdraw the deviation submitted.

The Consultancy Evaluation Committee would evaluate and classify them as “material deviation” or “non material deviation”. In case of any material deviations, the Committee may decide to monetize their value and add to the price bid of the bidder. The bidder would be informed of the Committee’s decision on the deviation prior to announcement of technical scores.

3.7 Evaluation Process/ Selection Procedure

(a) The Ministry will constitute a **Consultancy Evaluation Committee** to evaluate the responses of the bidders.

(b) The Consultancy Evaluation Committee constituted by the Ministry 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 Consultancy Evaluation Committee in the evaluation of the responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.

(d) The Consultancy Evaluation Committee may ask for meetings and presentations with the Bidders and/or seek clarifications on their proposals.

(e) The Consultancy 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.

3.7.1 Tender Opening

The Proposals submitted up to 4.00 PM on 03.10.2017 will be opened at 4.30 PM on 03.10.2017 by the Nodal Officer or any other officer(s) authorized by the Ministry, in the presence of such of those Bidders or their representatives who may be present at the time of opening.

The representatives of the bidders should carry the identity card or a letter of authority from the bidding firms to identify their bonafide for attending the opening of the proposal.

3.7.2 Bid Validity

The financial offer submitted by the Bidders should be valid for minimum period of 90 days from the closing date of submission of the bid.

3.7.3 Bid Evaluation

(a) Bid evaluation will be held in two stages. Initial Bid scrutiny will be held after opening the Pre-Qualification Proposals and also after opening of Technical Proposals. Following defects of bids detected during initial scrutiny will be treated as non-responsive, if proposals;

- are not submitted as specified in the RFP document
- are received without the Letter of Authorization (Power of Attorney)
- are with incomplete information, subjective, conditional offers and partial offers
- are submitted without the documents requested in the checklist
- have non-compliance of any of the clauses stipulated in the RFP
- are with lesser validity period
- are without required EMD

(b) All responsive Bids will be considered for further processing as below.

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

3.8 Consortiums/Joint Venture

Any consortium or Joint Venture of bidders is not permissible. Bidders are required to respond to the RFP and participate in the bidding process as individual entity.

4. Criteria for Evaluation

4.1 Pre-Qualification Criteria

Sl. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Sales Turnover in Consulting Services	<p>Annual Sales Turnover generated from consultancy services in IT Projects in India during each of the last three financial years (as per the last published Balance sheets), should be at least Rs.25 crore (Rupees twenty five crore).</p> <p>This turnover should be on account of Consulting services in IT Projects including MIS performance monitoring and evaluation only and should not comprise of sales revenues related to supply of hardware/IT infrastructure and their associated maintenance services, implementation of packaged software etc.</p>	<p>Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor</p>
2.	Technical Capability	<p>Consulting Agency must have successfully completed at least the following numbers of IT consulting engagement of value specified herein:</p> <p><i>One project of similar nature of not less than Rs.3 crore (Rupees three crore).</i></p> <p>OR</p> <p><i>Two projects of similar nature of not less than Rs.1.5 crore (Rupees one crore fifty lakh) each.</i></p> <p>OR</p> <p><i>Three projects of similar nature of Rs.1 crore (Rupees one crore) each.</i></p> <p>(‘Similar nature’ means consultancy services in IT Projects and/or MIS performance monitoring and</p>	<p>Completion Certificated from the client; OR</p> <p>Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR</p> <p>Work Order + Phase Completion Certificate from the client</p>

		<i>evaluation services and shall include but not limited to providing consultancy services in India on technical, legal, administrative, financial, methodology, evaluation, monitoring and conflict management aspects of IT projects of Departments of Central/State Government, Public Sector Undertakings, Nationalized Banks, Universities, Statutory Bodies/ Autonomous Bodies under Central/State Government, involving a third party for MIS development.)</i>	
3.	Certifications	ISO 9000/9001 Certification	Copy of the Certification
4.	Consortiums/ JV	Bidder should be an individual organization. Consortiums/JVs are not allowed.	
5.	Debarment		A Self Certificate letter that the bidder (or any of its successor) is not in the active debarred list of: <ol style="list-style-type: none"> 1. DGS&D or Government e-Market or Central Public Procurement Portal; or 2. Ministry of Women and Child Development 3. MeitY/NIC/NICSI
6.	Legal Entity	Should be a Company registered under Companies Act, 1956 or a partnership firm registered under Limited Liability Partnership Act, 2008 Registered with the Service Tax Authorities (GST) Should have been operating for the last three years.	Copy of Certificate of Incorporation; and Copy of Service Tax (GST) Registration Certificate
7.	Manpower Strength	The bidding company must have on its rolls, consulting staff of at least 50 technically qualified personnel in the area of e-Governance Program / Project Management, IT infrastructure, IT security and IT procurement and who	Self Certification by the authorized signatory

		possess relevant degrees/credentials with prior experience in providing the above consultancy services.	
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4.2 Bidders who meet the pre-qualifications criteria requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations. Date, time and venue of opening of Technical bid will be intimated to the qualified bidders separately.

4.3 Technical Evaluation Criteria

S.No.	Evaluation Criteria	Parameters	Max. Marks	Supporting Documents
	COMPANY PROFILE		20	
1.	Average annual turnover from services related to IT Consultancy services and MIS Performance Monitoring services in India (i.e. revenue should be on account of IT consulting and MIS performance monitoring rather than related to supply of hardware/IT infrastructure and their associated maintenance services, packaged software etc. in last 3 financial years (Turnover in Rupees in crores)	>=Rs.100 crore: 10 marks, >=Rs.75 crore but <Rs.100 crore: 6 marks, >=Rs.50 crore but <Rs.75 crore: 3 marks <Rs.50 crore: 0 mark	10	Extracts from the audited Balance Sheet and Profit & Loss; OR Certificate from the statutory auditor for last 3 financial years
2.	Number of full-time professional staff engaged in IT consulting services and MIS performance monitoring services	>=100 : 5 marks, >=75 but <100: 3 marks, >=50 but <75 : 1 marks, <50 : 0 mark	5	A self certification from authorized signatory
3.	Geographical Presence of the Consulting organization (Number of company offices located in India, excluding client specific/ project specific offices,)	>6 offices: 5 marks; 3-6 offices : 3 marks 1-2 offices: 1 mark	5	A self certification from authorized signatory
	RELEVANT PAST EXPERIENCE		20	
4.	Experience of relevant project/similar project in India that have either been completed or ongoing projects where similar deliverables or milestones have been successfully achieved. The work order should have been issued within the last 5 years as on the date of issue of this RFP. (‘Relevant project / Similar Project’ means consultancy services on IT Projects and MIS Performance Monitoring .in India involving (i) preparation of detailed project report; (ii) carrying out of business process re-engineering; (iii) development of technical requirement and solution design; (iv) assistance in bid process management including RFP preparation; (v) project management and change management support; (vi) user acceptance testing management; (vii) third party assessment, etc. of Departments of Central/State Government, Public Sector Undertakings, Nationalized Banks, Universities, Statutory Bodies/ Autonomous Bodies under Central/State Government, involving a third party for	>=5 projects: 20 marks, 4 Projects: 16 marks, 3 Projects: 12 marks, 2 Projects: 8 marks, <2 Projects: 0 mark	20	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) OR Work Order + Phase Completion Certificate (for ongoing projects) from client

	<i>MIS development)</i>			
	APPROACH & METHODOLOGY		20	
5.	Approach and Methodology to perform the work in this assignment: i. Understanding of the objectives of the assignment: The extent to which the Consulting Agency's approach and work plan corresponding with the objectives indicated in the RFP ii. Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Scope of Work		5	A note
6.	Demonstration of understanding of the Ministry's requirements	Assessment to be based on: → Learnings → Challenges likely to be encountered → Mitigation proposed → Client references	10	A note
7.	Project work break down structure	Assessment to be based on: → Overall Timelines → Resource assignments (relevance to the task assigned) → Dependencies	5	A note
	RESOURCE PROFILE:		40	
8.	Resume of all consultants proposed for the assignment 1.Project Manager (Overall in-charge) :1 2.BPR /Analyst /Consultants (IT Projects): 4 [The requirement is indicative and for technical evaluation purpose only. CV of maximum 5 key positions (at least one for each position, viz Project Manager/ BPR /Analyst /Consultant) will be evaluated for technical evaluation of bids] <i>The Project Manager and the Consultants should have experience of providing consultancy in IT Projects and MIS Performance Monitoring in India involving (i) preparation of detailed project report; (ii) carrying out of business process re-engineering; (iii) development of technical requirement and solution design; (iv) assistance in bid process management including RFP preparation; (v) project management and change management support; (vi) user acceptance testing management; (vii) third party assessment, etc. of Departments of Central/State Government, Public Sector Undertakings,</i>	List of key persons whose CV and experience would be evaluated needs to be provided. Marks will be awarded on the basis of the period of relevant experience of the proposed Staff. 1.Project Manager: (a)12 years or more-12 marks (b) 8 years to <12 years-10 marks (c) Less than 8 years-5 marks 2. BPR/Analyst/Consultant: (a) 6 years or more-7 marks (b) 3 years to <6 years-5 marks (c) Less than 3 years-3 marks (years for the above	40	CVs of persons proposed for the assignment

	<i>Nationalized Banks, etc.</i>	purpose shall be reckoned as twelve completed months)		
9.	Tools and Assets which could be leveraged for the assignment (Project Management Unit Tools, Load Testing, etc.)			As requirement per

Bidders, whose bids are responsive and who score at least 50 marks in the technical evaluation criteria would be considered technically qualified.

4.4 Financial Bid Evaluation

- (a) The Financial Bids of technically qualified bidders will be opened in the presence of bidder's representatives. The date, time and venue of opening of Financial bid will be communicated to the technically qualified bidders separately and/or posted in the Ministry's website www.wcd.nic.in.
- (b) If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
- (c) The bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the bidders which did not get disqualified on the basis of point (b) above). Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) =
 $\{(Financial\ Bid\ of\ L1 / Financial\ Bid\ of\ the\ Bidder) \times 100\}$ (rounded off to two decimal places)

- (d) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- (e) The **bid price will include all taxes and levies** and shall be in Indian Rupees.
- (f) Any conditional bid would be rejected.
- (g) 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".

4.5 Combined and Final Evaluation

(a) The technical and financial scores secured by each bidder will be added using weightage of 70% and 30% respectively to compute a Composite Bid Score.

(b) The bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:

$$B_n = 0.70 * T_n + 0.30 * F_n$$

Where,

B_n = overall score of bidder

T_n = Technical score of the bidder (out of maximum of 100 marks)

F_n = Normalized financial score of the bidder

(c) In the event the bid composite bid scores are '**tied**', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

5. Appointment of Consulting Agency

5.1 Award Criteria

The Ministry will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid, i.e, has secured highest overall score as per the process outlined in para 4.5 (b) read with 4.5 (c) above.

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

The Ministry 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 the Ministry's action.

5.3 Notification of Award

Prior to the expiration of the bid validity period, the Ministry will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case, due to some unforeseeable circumstances, the tendering process is not completed within the bid validity period, the Ministry may like to request the bidders to extend the validity period of the bid.

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

5.4 Performance Guarantee

The Ministry will require the selected bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of the assignment. The Performance Guarantee should be valid for a period of **36 months** initially. The Performance Guarantee shall be renewed as and when required and kept valid for a period of three months beyond the completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the Ministry at its discretion may cancel the order placed on the selected bidder without giving any notice.

The Ministry shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or the Ministry incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

5.5 Signing of Contract

Post submission of Performance Bank Guarantee by the successful bidder, the Ministry shall enter into a contract with the successful bidder incorporating necessary details of scope of work, deliverables, timeline, payment schedule, pre-bid clarifications, resource persons deployment, the financial proposal of the bidder and other clauses as necessary.

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

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

5.7 Force Majeure

5.7.1 Definition of Force Majeure

In this Clause "**Event of Force Majeure**" means an event beyond the control of the Ministry and the Consulting Agency, which prevents either Party from complying with any of its obligations under the Contract, including but not limited to:

- i. Acts of God (such as, but not limited to, fires, explosions, earthquakes, drought, tidal waves and floods);
- ii. war, hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilisation, requisition, or embargo;

- iii. rebellion, revolution, insurrection, or military or usurped power, or civil war;
- iv. riot, commotion, strikes, go slows, lock outs or disorder, unless solely restricted to employees of the Consulting Agency; or
- v. acts or threats of terrorism.

5.7.2 Consequences of Force Majeure Event

- i. Neither the Ministry nor the Consulting Agency shall be considered in breach of the Contract to the extent that performance of their respective obligations (excluding payment obligations) is prevented by an Event of Force Majeure that arises after the date of signing of contract.
- ii. The affected Party prevented from carrying out its obligations under the contract shall give notice to the other Party of an Event of Force Majeure upon it being foreseen by, or becoming known to, the affected Party.
- iii. If and to the extent that the Consulting Agency is prevented from executing the Services by the Event of Force Majeure, the Consulting Agency shall be relieved of its obligations to provide the Services but shall endeavour to continue to perform its obligations under the Contract so far as reasonably practicable and in accordance with Good Operating Practices, [PROVIDED that if and to the extent that the Consulting Agency incurs additional Cost in doing so, the Consulting Agency shall be entitled to the amount of such Cost [COST BEING DEFINED AS HAVING NO PROFIT COMPONENT] (the Consulting Agency having taken reasonable steps to mitigate the Cost)].
- iv. If and to the extent that the Consulting Agency suffers a delay in execution of the contractual services beyond the timeline fixed for each phase as a result of an Event of Force Majeure then it shall be entitled to an extension of the time for completion as may be mutually decided by both the parties.
- v. The Consulting Agency shall be entitled to payment as per payment schedule mentioned in Section 10 after grant of extension of timeline for phase completion prescribed in Section 9 read with 5.7.2.iv due to the period of interruption caused by the Event of Force Majeure.]
- vi. The Contract Period shall be extended by a period of time equal to the period of interruption caused by an Event of Force Majeure.

5.7.3 Optional Termination, Payment and Release

Irrespective of any extension of time, if an Event of Force Majeure occurs and its effect continues for a period of 365 days, either the Ministry or the Consulting Agency may give to the other a notice of termination of contract, provided that if the Ministry is paying fee during Force Majeure, then Consulting Agency will not have a termination right, which shall take effect 30 days after the giving of the notice. If, at the end of the 30-days period, the effect of the Force Majeure continues, the Contract shall terminate. After termination of contract under this Sub-Clause, the Consulting Agency shall

comply with such termination provisions as may be prescribed in the contract and the Ministry shall pay the Consulting Agency an amount calculated and certified in accordance with relevant clauses of termination of contract.

5.8 Confidentiality of data

During the course of discharge of its duties as Consultancy Agency, the agency and its employees assigned for the project will have access to sensitive personal information of the beneficiaries of DBT schemes of the Ministry, including their name, date of birth, Aadhaar number, mobile number, bank account number, etc. unauthorized disclosure and misuse of which may cause irreparable damage to the life and property of the beneficiaries. The Consulting Agency shall be required to sensitize the employees about the need of maintaining absolute data secrecy and take every possible step to ensure that the beneficiary data including demographic details, either in paper form or in digitized form, are not misused, not published online, not put in public domain and not transmitted in such digital form which can be intercepted or searched through internet search engines. In other words, the Consulting Agency shall be wholly and irrevocably responsible for maintaining absolute data secrecy in accordance with provisions of the Aadhaar Act, 2016 and the Information Technology Act, 2000 and any violation shall be dealt with strictly as per law.

5.9 Litigation

Any dispute arising out of this RFP or the contract signed by the Ministry with the successful bidder or any other bidder participating in this procurement process shall be subject to the jurisdiction of Delhi High Court.

6. Fraud and Corrupt Practices

(a) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Ministry shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, the Ministry shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or PBG, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Ministry for, inter alia, time, cost and effort of the Ministry, in regard to the RFP, including consideration and evaluation of such Bidder’s Proposal.

(b) Without prejudice to the rights of the Ministry under Clause above and the rights and remedies which the Ministry may have under the Letter of Intent (LOI) or the Contract, if an Bidder or Consulting Agency,

as the case may be, is found by the Ministry to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Contract, such Bidder or Consulting Agency shall not be eligible to participate in any tender or RFP issued by the Ministry during a period of five years from the date such Bidder or Consulting Agency, as the case may be, is found by the Ministry to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

(c) For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- i. **“corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Ministry who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Contract or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Ministry, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Letter of Award (LOA) or after the execution of the Contract, as the case may be, any person in respect of any matter relating to the Project or the Award or the Contract, who at any time has been or is a legal, financial or technical consultant/ adviser of the Ministry in relation to any matter concerning the Project;
- ii. **“fraudulent practice”** means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- iii. **“coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;
- iv. **“undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by Ministry with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or

(ii) having a Conflict of Interest; and

- v. **“restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

7. Conflict of Interest

- (a) A bidder shall not have a conflict of interest that may affect the Selection Process or the Consultancy (the “Conflict of Interest”). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Ministry shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Ministry for, inter alia, the time, cost and effort of the Ministry including consideration of such Bidder’s Proposal, without prejudice to any other right or remedy that may be available to the Ministry hereunder or otherwise.
- (b) The Ministry requires that the Consulting Agency provides professional, objective, and impartial advice and at all times hold the Ministry’s interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Consulting Agency shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Ministry.
- (c) Without limiting the generality of the above, an Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:
- i. the Bidder, or Associates (or any constituent thereof) and any other Bidder, or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest;
 - ii. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
 - iii. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each others’ information about, or to influence the Proposal of either or each of the other Bidder; or
 - iv. there is a conflict among this and other consulting assignments of the Bidder (including its personnel and other

- members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Consulting Agency will depend on the circumstances of each case. While providing consultancy services to the Ministry for this particular assignment, the Consulting Agency shall not take up any assignment that by its nature will result in conflict with the present assignment; or
- v. A firm hired to provide consulting services for the preparation or implementation of a project, and its Members or Associates, will be disqualified from subsequently providing goods or works or services related to the same project;

(d) A Bidder eventually appointed to provide Consultancy Services for this Project shall be disqualified from subsequently providing goods or services or participating in the bidding process for selection of Implementing Agency/System Integrator for development of MIS related to the same Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 12 months from the completion of this assignment; provided further that this restriction shall not apply to consultancy services performed for the Ministry in continuation of this Consultancy or to any subsequent consultancy/ advisory services performed for the Ministry where the conflict of interest situation does not arise.

(e) In the event that the Consulting Agency, its Associates or affiliates are auditors or financial advisers to any of the Bidders (for System Integration/MIS Development or any other activity) for the Project, they shall make a disclosure to the Ministry as soon as any potential conflict comes to their notice but in no case later than 7 (seven) days from the receipt of such proposals and any breach of this obligation of disclosure shall be construed as Conflict of Interest. The Ministry shall, upon being notified by the Consulting Agency under this Clause, decide whether it wishes to terminate this Consultancy or otherwise, and convey its decision to the Consulting Agency within a period not exceeding 15 (fifteen) days.

8. Terms of Reference / Scope of Work of the Consulting Agency

8.1 Preparation of Detailed Project Report (DPR):

8.1.1 Visioning: It will be essential to draw up a vision by involving all key stakeholders. Identification of key departments in consultation with project sponsors and chalking out their level of involvement would be a pre-requisite at this stage. Current functional constraints in achieving efficiencies, similar initiatives in other Ministries/Departments of Government of India and best practices from industry should be enumerated to the stakeholder group with active facilitation for drawing up the vision statement.

8.1.2 Establishment of Scope & Strategy: Consulting Agency is expected to draw up a strategy for deployment of the solution. The Consulting Agency is required to evaluate the merits and risks of a pilot deployment followed by pan-India roll-out after consolidation of pilot learning. The pilot should cover the complete automation of functionalities of the DBT on-boarding process of schemes of MWCD. The pilot project schedules with all key tasks and dependencies, factoring in realistic time requirements based on the effort that needs to be expended, roles and responsibilities of various users and stake holders should be defined by the Consulting Agency.

8.1.3 Analysis of Business Processes: Given the specific nature of this engagement, it would be necessary to study the business process both at Ministry's Program Division level and State/UT/Implementing Agency level and their interactions. Improvements resulting from introduction of ICT should be duly recognized to draw up a set of new processes. The draft operational procedure would need to be defined as a result of this exercise. This exercise should span the entire scope of operations, even if phased/partial implementation is envisaged. The new work approach should clearly identify the role and involvement of various stakeholder agencies needed for effective execution of work at the back office. Any changes resulting from the revision of existing processes and introduction of new processes should be clearly articulated and a formal concurrence obtained from the concerned users.

8.1.4 Assessment of Current Status of IT: Critical evaluation of existing applications and IT infrastructure and the gaps in supporting the future vision should be assessed. Given this requirement, it would be necessary to involve stake holders where such applications are in reasonable use. In case multiple applications are in use, a comprehensive criteria for qualifying such applications would need to be defined along with a functional gap assessment so that the same could be considered for reengineering select software application(s), especially where investments have already been made by the States/UTs in getting these developed through NIC or a third party vendor.

8.1.5 Study of Comparable other State/Department solutions: The motive is here to bring in the learning's from other States/Departments which have already undertaken such initiatives. This may include visit to those States/Departments (may be two States/Departments) to study their approach, key learning/success factors etc.

8.1.6 Electronic Forms & Data Standards: Consistent with the proposed method of operation, all forms should be reviewed and optimized for electronic use, where applicable. In addition a strategy for data interchange across all users/stakeholders would need to be evolved, so that there is no need for any repeated manual data entry. All forms will be standardized for the States/UTs/Implementing Agencies and no separate forms for the department are envisaged at this stage. This would signify that the data formats and standards for interchange are defined.

8.1.7 Enabling Provisions: The relevant Acts, Rules, Guidelines, Orders, etc, should be examined. Specific recommendations to be made by the

Consulting Agency to ensure that the new process could be adopted without any problems. The same to be planned and initiated within the pilot / project deadlines.

8.1.8 Formulation of Requirements: The Ministry will provide the base set of process and high level requirements. Based on the proposed set of processes and high level requirements, a comprehensive set of functional and non-functional requirements should be documented. Such requirements should be holistic, end-to-end and cover macro and micro level functions including MIS, data archival and analysis that would be necessary both at operational level and policy decisions.

8.1.9 Solution Architecture: Based on the revised process structure, Consulting Agency should create an open-ended architecture for back office functions that can be adopted uniformly across all the Program Divisions in the Ministry. The architecture, while addressing the needs of MWCD in totality, should allow for easy evolution to allow interfacing of other functions, since both these modules generally impact all other areas. During Solution architecting, feasibility of usage of Enterprise Resource Planning (ERP) or other off the shelf products as a whole or as base shall also be undertaken. The solution architecture should not be biased towards any technology/platform. It is very much possible that some of the other departments are already using an IT solution for their DBT schemes. The proposed architecture shall have provision of integration of such systems to the proposed Solution. Examination and adoption of some best practices to the extent possible is also envisaged to be part of this sub-phase.

8.1.10 Data Migration Plan and Strategy: There needs to be critical mass of data to enable operational effectiveness of the new solution. This may involve transfer of data both from current system that are in electronic form as well as paper documents. Additional effort may be required to map existing data items to possible new codifications of schemes/structures that could be introduced as part of the new processes. The guidelines related to the migration of data, estimation of data volumes; formats/standards to be adopted for data elements (including digitization of documents, if applicable), data/document retention period and approach to be adopted in respect of data migration need be laid down by the Consulting Agency. Specifically, Consulting Agency would need to provide mechanisms for co-existence of paper and electronic records including digital authentication mechanisms where necessary (depending on the approach that has been proposed). For any data entry work, the Consulting Agency should conduct a time and motion study for data entry and quality check for sample records. This would help the Consulting Agency, Ministry and the potential bidders in estimation of the time and effort.

8.1.11 Mode of Operation: Alternative methods of deployment, if feasible, should be analyzed so as to determine the most optimal method of operation. Identification of DBT schemes and Implementing Agencies for Pilot roll-out of the MIS shall be done. There could be multiple approaches for deployment, like a centralized deployment which are used by all functions. The consulting

agency is required to evaluate the various deployment approaches and recommend the best suited one for the MWCD. The finalization of the mode of operations would be determined on aspects such as ease of maintenance and further expansion of functionality, managing changes and the overall costs of ownership arising out of such factors. Since some of the self service functions will not be accessible to those without knowledge or access to the digital infrastructure, suitable arrangements will need to be proposed by the Consulting Agency to facilitate inclusion. Security issues and access rights should be specifically included.

8.1.12 Estimation of Project Cost: An estimate of the pilot project cost and pan-India rollout cost and the model for cost allocation to various functions and stake holders should be computed by the Consulting Agency. These costs should be categorized into capital and operational expenditure over a **five years operation period** based on approximate market values. Cost items should be clearly segregated into cost of common components and Department specific items and include all support costs such as data migration, costs associated with certification, etc. Cash flow projections based on the estimated cost shall form part of this exercise. In case of significant deviations of these costs from the budget available, the Consulting Agency would suggest the most pragmatic manner of taking up of this project. This could be based on the following: a) Whether there is a feasibility of State Departments funding the incremental costs b) Whether there is a possibility of reduction of the costs/hardware by relooking at the solution proposed. The Consulting Agency shall also factor in financial implications of additional work, if during development phase of MIS, additional schemes are brought on the DBT platform.

8.2 Assistance in carrying out Business Process Re-engineering (BPR)

8.2.1 As-Is Assessment :

- a. Detailed study of schemes guidelines, geographic coverage, type of benefit, type of beneficiaries, implementing agencies, cost sharing ratio, fund flow mechanism, etc. of DBT schemes of the MWCD
- b. Interaction with employees/officials and understanding the key issues to be covered under the project
- c. Facilitate stakeholder consultation (to be organized by the Ministry) to obtain feedback on problem areas, areas for improvement, roles and responsibilities etc.
- d. Analysis of data collected during field study and stakeholder consultation.
- e. Defining project vision, objectives, expected outcomes
- f. Compilation of information of ICT infrastructure in terms of networks, hardware, application etc. in the Ministry and also with implementing agencies located throughout the country, which are to be covered under this project
- g. Identification of the processes behind the services, assessment of the bottlenecks in the processes, assessment of the performance of the processes

- h. Mapping of the Work flow and Fund Flow mechanism (not IT enabled workflow) of the DBT schemes and the administrative processes for the services to be covered
- i. Study the Internal and external interfaces of the Ministry which will include interactions with other departments (DBT Mission, PFMS, States/UTs/Implementing Agencies, line Ministries for convergence), between other offices, between the different hierarchies of the government at center, state and district; external interfaces etc.
- j. Assessment of the organization structures and the roles and responsibilities as related to delivering the services to the stake holders.
- k. Assessment of the current capacities in terms of the skills of the employees to deliver the services
- l. Assessment of the statutory requirements, provisions, legal framework, policies, rules and norms
- m. Assessment of the needs of policy makers for effective Interventions in the Ministry.

8.2.2 Deliverables:

- i. The needs and expectations of stakeholders
- ii. Current state of systems, processes, and ICT infrastructure
- iii. The services & service levels
- iv. The performance of the different processes
- v. The performance problems and the root cause analysis
- vi. The impact of the processes on the overall performance of the schemes
- vii. The possibilities of automation / IT enablement and the candidate technologies

8.2.3 To-Be Processes :

- a. As part of scope of work under this section, the Consulting Agency is required to list all the processes of the prioritized services and arrive at the most impacting and feasible (core & common) processes. The Consulting Agency is required to re-engineer these processes.
- b. The size and nature of the process re-engineering efforts must be balanced with the degree of feasibility of implementation of the outcome of such efforts. In addition to this, a required balance must be maintained between the efforts in the areas of process re-engineering, technology and change management. The Consulting Agency may recommend re-alignment of efforts, integration and convergence of resources and re-orientation of implementing entities, to the extent feasible, for achieving optimum outcome.
- c. The Process Redesign activity will take inputs from the As-is report, the benchmarking survey and the lessons learnt from the implementation of other e-Governance projects. Each process flow shall clearly identify the input, process, output, and control elements together with the success/failure criteria for that particular process/ service. As a part of "Process

Redesign”, Consulting Agency is required to undertake the following key tasks:

- i. Designing the process maps & process metrics
- ii. Designing the service levels
- iii. Designing the work flow
- iv. Reengineering customer interface
- v. Designing optimum organization structure
- vi. Recommending rules & procedures
- vii. Reengineering application forms
- viii. Designing interfaces with external entities and systems

The study by the Consulting Agency in the area of BPR should be aligned with the spirit of rules and regulations framed by GOI & State governments.

8.2.4 Deliverables:

1. As-is and To-Be Report
2. The Business Process Re-engineering (BPR) Report

8.3 Development of Technical Requirements and Solution Design :

8.3.1 It is expected that the Consulting Agency will design the Technical Solution on at least 2-3 different stacks covering various suite of products. This exercise should be done prior to the publishing of the RFP for Implementing Agency/System Integrator (IA/SI). The SI bidders should be provided to choose any of the options for their bids. The technical solution offered by the SI should be based on the exact requirements identified during this phase. It should be kept in mind that the **end solution proposed by the SI Bidders is the responsibility of the Consulting Agency** and hence it should not be left to any interpretation or open speculation of the bidders. Hence the Consulting Agency should provide enough details in each of the areas of the Scope of work, which helps the SI bidders in right estimation of current and future demands.

- a. Software Development: The Functional Requirement specification & Software requirements and Use Case Analysis should be provided to estimate the effort. Sufficient details for each module and sub-module must be provided, so that there is no duplication of effort by the SI at a subsequent stage. These details can be categorized as mandatory and desirable.
- b. Hardware Requirement: The Consulting Agency should carry out an exercise to identify the hardware present in each of the office locations. The objective is to identify the existing hardware which can be leveraged for the project. During this exercise, the specifications of the hardware should also be captured, so that the compatibility and end-of-life for the hardware can be forecast and the correct estimation of the hardware requirement can be made.

- c. Data Centre Hardware, software and database: The Consulting Agency should identify the hardware and licenses availability with the State Data Centre / (existing data centre of the Ministry) and plan the solution in a manner that the existing assets are optimally utilized. Hence the Consulting Agency should prepare a gap assessment for the hardware /licensed software/database requirements and specified for various stacks.
- d. Data Digitization: The Consulting Agency should identify the data which can be a) ported from the existing systems and b) records which needs to be scanned and digitally kept and c) data entry.
 - i. Data ported from the existing system: The Consulting Agency should study the quality of the data existing in the current application. Secondly the technical feasibility of migration of the data needs to be carried out
 - ii. Records which needs to be scanned : The Consulting Agency should identify the records which needs to be scanned, catalogued digitally for reference purposes
 - iii. Data Entry: The Consulting Agency need to identify the records/files and the period for which the data entry has to be done. The Consulting Agency should also carry out a “time and motion study” for data entry of the existing records selected randomly. This can be done on *.rtf and *.docx file for understanding the effort involved in data entry. The Consulting Agency should also discuss and finalize the commitment of the resources to carry out the data quality check, post data entry.
- e. Site Preparation: The site preparation requirement should be assessed by the Consulting Agency and it should include amongst other things specifications for earthing and power back-up requirements. Consulting Agency should carry out the optimum cost analysis of procuring items like modular furniture, flooring, roof etc. by the SI versus procuring it separately.
- f. Training: The Consulting Agency should identify the training needs assessment of the users of the system. The Consulting Agency should recommend appropriate trainings for the various training groups. An assessment of the number of trainees and the training course for each one of them should be provided.
- g. Networking: The Consulting Agency should carry out a technical feasibility study of establishing/extending the State Wide Area Network (SWAN) of NIC to all the Points of Presence (PoP) of all stakeholders and implementing agencies of DBT schemes. The hardware and service requirements at each of the location for connecting to the SWAN / any other network should be identified and provisioned in the Bill of Material. The existing contracts of the network services provider should be studied and gaps in hardware / responsibility should be identified and recommended.
- h. The solution proposed by the Consulting Agency should adhere to the industry acceptable RFP information standards.

8.3.2 Deliverables:

1. At least 2-3 solution stacks as options for the SI bidders
2. Bill of material
3. Detailed Scope of work for the SI Vendor

8.4 Assistance in Bid Process Management (Including RFP Preparation for the IA)

8.4.1 The Consulting Agency shall be responsible for preparation of the RFP document and allied activities mentioned below for engagement of the Implementing Agency/System Integrator/ Project Implementation Partner.

- a. Preparation of RFP Document: Consolidation of inputs and Preparation of RFP Documents. The components of the RFP Documents should be consistent with the mission, vision, objective and envisaged outcomes of the project. Consulting Agency should facilitate the MWCD in obtaining necessary approvals to initiate the Bid process and engage a project implementation partner. This should be done as per the provisions of General Financial Rules-2017, MeitY (GoI) Guidelines and Model RFP template.
- b. Selection and scoring criteria: Determination of qualification criteria, method of selection and scoring patterns for the prospective project implementation partner.
- c. Preparation of Contract: A draft contract agreement for the prospective project implementation partner should be prepared by the Consulting Agency and the same is to be vetted with the MWCD and with the Legal Department of the State Government, if necessary. This draft contract will form part of the RFP Document.
- d. Bid Management Support: Facilitation / support for release of tender, pre-bid meeting, proposal evaluation and finalization of implementation partner as part of the bid management. Consulting Agency should work in tandem with the MWCD and the various committees that have been set up for this purpose.
- e. Contracting: Facilitation for contract finalization with the selected implementation partner.

8.4.2 Deliverables:

1. RFP Document
2. Draft Contract
3. Tender Completion report

8.5 Project Management and Change Management Support :

8.5.1 Key Tasks:

- a. Implementation and Pilot Rollout: Facilitate the implementation and pilot rollout activities as per the plan defined including the data migration task. As envisaged the pilot scope should also be provided.

- b. Incorporation of Pilot Learning and state wide rollout: The consulting agency shall consolidate the learning's of the pilot phase and propose the course correction to be performed by the Implementing agency. It shall also ensure that such corrections are made before the state-wide roll-out.
- c. Steady State Operations: It is essential to achieve steady state operation within an optimal timeframe and also facilitate the establishment of Help Desk that would be needed to address various technical problems encountered by the MWCD users as well as States/UTs/Implementing Agencies of DBT schemes.
- d. Establish Measurement Framework: Consulting Agency shall arrive at a complete understanding with the Implementation Partner on the interpretation and approach to the measurement of the Service-Legal-Agreements (SLA) at the initial stage itself.
- e. Monitor Performance: Consulting Agency shall ensure measurement of the SLA as per the agreed model and shall, at all times, ensure the reliability and accuracy of such measurements. Consulting Agency shall ensure that the measurements are formally recorded in support of the award of incentives and/ or penalties to the Implementation Partner.
- f. Recommend Payments: Based on these measurements and conclusions drawn thereon, the Consulting Agency shall recommend to the Ministry the payments to be made to the IA/SI.
- g. Corrective Measures: In case the performance parameters are not found to be conforming to the required levels, the Consulting Agency shall proactively inform the Implementation Partner and suggest appropriate corrective measures and ensure that these are implemented.
- h. Escalation: Escalate project issues to the Implementation Partner and/or the MWCD to monitor resolution thereof in a timely and conducive manner.
- i. Change Management: Facilitate change management processes limited to items covered within the scope of the solution including validation to changes that may be implemented. In addition, oversee the version control of software and its controlled deployment in the production environment.
- j. Oversight: Monitor Implementation partner's engagement/ agreement/ contract with other third parties as may be reasonably required to meet with Performance obligations and SLA requirements.
- k. Asset Control: Facilitate transfer of IT and software assets to the MWCD as may be specified in the agreement with the Implementation Partner.
- l. Audits, Assessments and Surveys: Assist in annual audits and user surveys as may be reasonably aligned with the objectives of the Service Delivery needs of the Ministry. Also ensure that periodic assessments are done to ensure compliance to standards and guidelines, Security Requirements, Capacity Management and such other planned tasks.
- m. Exception Management: Assist the Ministry to manage exceptional and contingency situations.

8.5.2 Deliverables:

1. Provide Project Monitoring Functions consistent with the requirements;
2. Periodic Reports on routine / exceptional matters and Review Meetings.

8.6 User Acceptance Testing (UAT) Management :

8.6.1 User Acceptance Testing

- a. The Acceptance Testing would be carried out in order to ensure that the application put in place by the Implementation Agency (IA) / System Integrator (SI) meets requirements, standards, specifications and performance as spelt out in the RFP and fulfill the functional requirements of the Ministry. The Consulting Agency shall prepare the acceptance test plan.
- b. The SI would be responsible for preparing detailed test cases for UAT and Functional Compliance Test. The Consulting Agency shall verify these test cases and ensure that they cover all aspects of the application requirement. In case it identifies any shortcomings, it should immediately be brought to the notice of the SI and the Ministry.
- c. The Consulting Agency shall use test cases to test and report functional, technical and operational compliance of the application. It shall execute the test cases to test and report whether the IT infrastructure and system software procured and set-up by the SI meets the standards and performance metrics as set out in the RFP for the IA/SI.
- d. The Consulting Agency should report whether the IT infrastructure (at Data Centre, Disaster Recovery Site, SWAN) and system software complies with applicable standards, best practices, requirements and specification of the RFP for SI to meet the project and service objectives. The Consulting Agency shall review the business continuity/ disaster recovery plans of the SI under typical user loads of volume and mix (involving 50% switchover to DR site and contingency plans). As part of the IT infrastructure acceptance, the Consulting Agency will also scrutinize configuration of implemented infrastructure against Bill of Material and certify compliance. It should be noted that while the primary responsibility of providing tools for testing rests with the SI and it is the responsibility of the Consulting Agency to ensure that this should be a part of the RFP.
- e. As part of this acceptance process, the Consulting Agency shall also test the accurateness and usability of the SLA monitoring tools deployed by the SI. The objective of this exercise would be to verify whether the tools deployed provide an accurate, correct, measurable and verifiable estimation of the system performance, as per the Service Level Requirements listed in the RFP.

8.6.2 Performance Testing

- a. The SI will propose guidelines and standards, as per best known International standards that will be followed for the testing of the performance in relation to compliance with SLA metrics and compliance with all the technical and functional requirements of the RFP and the related agreement. These documents shall be reviewed by the Consulting Agency and in case of any modification required the same shall be proposed by the Consulting Agency.
- b. The SI shall develop exhaustive test cases to test aspects of the application like security, infrastructure, etc for compliance with the RFP including test cases for performance and load testing. The Consulting Agency shall verify these test cases and ensure that they cover all aspects of the application. In case if it identifies any shortcomings, it shall immediately bring the same to the notice of the SI and the Ministry.
- c. The Consulting Agency shall use the test cases to test and report whether the application/system performs optimally as per the Technology and Performance SLA criteria stated in the RFP. While the SI would be responsible for providing tools required to perform this audit yet in case the Consulting Agency finds such tools to be insufficient in meeting its objectives it would be required to bring in customized tools from its own inventory. The tools which have been proposed by bidder in the technical criterion shall be used while performing this audit.

8.6.3 Security Audit

- a. The Consulting Agency should propose guidelines and standards, as per the requirements set out in the RFP conforming to the data security specifications of MeitY, UIDAI and directions of Hon'ble Supreme Court as well as known International standards that will be followed for testing the Security features of the application.
- b. The Consulting Agency would be responsible for preparing a detailed audit plan consisting of test cases for performing Security & Implementation Audit. These test cases shall be prepared in conjunction with the SI and shall cover all aspects of the system security.
- c. The test cases shall ensure that all loopholes within the system are identified. The test cases shall cover all security related requirements suggested in the RFP as well as the prevailing best global standards.
- d. The Consulting Agency shall execute the test cases to test and report whether the IT system complies with the security requirements stated in the RFP for Implementation and Maintenance of Project and that the application is safe and secure for handling 'live' transactions. Only when the security audit report is received detailing the security readiness of the MIS, the Ministry will allow 'live' transactions to begin through the MIS. The security audit should include activities of Penetration testing, vulnerability assessment of critical systems, application security and assessment.

- e. While the primary responsibility of providing tools for testing rests with the SI, in case the Consulting Agency finds such tools to be insufficient for meeting its objectives then it may use those proposed by it in its Technical Proposal. The MWCD shall not be asked to provide any tools required for the audit.

8.6.4 Deliverables

- i. Publishing guidelines and standards for design, development, test and acceptance of the IT system; including its hardware, software, security, performance, etc. The report will be prepared in conjunction with the SI.
- ii. Monthly reports on compliance to guidelines and standards specified previously and actions required / taken to ensure compliance.
- iii. Publishing of detailed test cases for performing security and penetrative audit of the system.
- iv. Report on enhancements required over test cases drafted by SI.
- v. Review Report on security implementation and security readiness of the hardware infrastructure.
- vi. Individual Final Audit reports on defects and deficiencies (if any found), including actions to ensure compliance for the following:
 - a. Functional, Technical and Operational Compliance;
 - b. Performance and SLA compliance Audit of IT system;
 - c. IT infrastructure and system software compliance audit of the IT system;
 - d. Security audit of the IT system
- v. The Consulting Agency and the MWCD may agree on any additional reports or deliverables which may be required for delivering services under this RFP. Such reports or deliverables would be based upon the factual assessment done by both the parties and have to be listed out as part of the agreement signed. Any additional reports during the course of the contract will be mutually agreed by both the Consulting Agency and Ministry.

8.7 Performance Monitoring and Audit by TPA:

- a. The Consulting Agency is required to provide dedicated manpower [hereinafter referred to as Third Party Auditor (TPA)] for various periodic audit activities, monitoring of SLA parameters as per the Agreement and provide suitable manpower for functional and security audit of the software.
- b. The audit shall include monitoring the performance of SI with a view to ensure desired Quality of Service (QoS) as defined in the SLA, signed between MWCD and SI. These Guidelines define the broad areas of work, which TPA shall perform for a period of 24 months from the date of State-Wide-Rollout of the MIS developed by the SI. However, the agreement can be extended for a further period of one year on the same terms and conditions.

c. To understand the Project, the TPA provided by the Consulting Agency would be required to :

- i. Study the contract signed between the MWCD and the IA/SI
- ii. Study the software, network architecture & design and the services envisaged.
- iii. Review communication process among the stakeholders.
- iv. Create frameworks and procedures for audit
- v. Study the functionalities of the IT Systems installed in the MWCD and identify gaps, if any, required for Third Party scope of work. The additional module/tool including hardware/software required for the same will be procured by MWCD and TPA would assist the States/UTs with the procurement process for the same.
- vi. Review of the escalation mechanisms being followed to resolve any issues between MWCD and SI related to the project.
- vii. TPA would also conduct audit of the process, plan and results of the System implemented by SI. TPA shall verify availability of all the defined services as per the contract signed between MWCD and SI.

d. Inventory :

- i. TPA audit would include verification of completeness of bill of material for each location.
- ii. TPA audit would include review that all hardware and software items have been installed at the sites as per the contract.
- iii. TPA audit would include maintenance of an inventory register to have office location wise equipment list, including hardware and software. TPA audit would also include updating inventory register in event of any changes in the inventory.
- iv. Inventory Audit is to be performed annually and the relevant changes in the year of the audit shall be recorded. Inventory Details shall be provided by the SI and TPA shall maintain a record at its end, which shall be updated by TPA based on information provided by the SI. Also, the verification will be done through tools and through site visits.
- v. These exercises would include review of documentation and physical verification in such manner that all State/UT level verification is completed within the contract period.

e. SLA Monitoring Audit :

SLA monitoring would include audit of the performance of SI including the components provided by MWCD. TPA would carry out the following tasks:

- i. TPA audit would include preparation of templates for reports to be submitted by SI vendor to MWCD and report to be submitted by the TPA to MWCD. TPA shall also tabulate measurable parameters as defined in the respective SLA's.

- ii. TPA would proactively convey to the stakeholders any concerns based on the information generated using the reports.
- f. TPA would provide quarterly certification of work carried out by SI and perform penalty computation for each bill, as per the SLA and payment conditions mentioned in the agreement between SI and Ministry (on Monthly basis).
- g. TPA would also undertake proactive monitoring of the links provided by the bandwidth service provider.
- h. TPA audit would also include site inspection to verify those parameters of the SLA which cannot be monitored using Software Tools. These site visits would be done for at least 5% of the sites per quarter.
- i. Usage Audit : TPA would appraise MWCD about the health of the Software Application, Hardware and Network through reports indicating the utilization, scalability requirements as per the current and envisaged State level applications etc.
- j. Security audit :
 - i. TPA would perform security audit of complete system as per standard Industry Norms and submit recommendations to MWCD indicating the risk elements in the system.
 - ii. TPA would perform the penetration testing and vulnerability testing on the system.
 - iii. TPA would review the rules and policies for network components such as firewall, IDS etc.
 - iv. TPA would review the network security policy of the system and suggest recommendations if any.
 - v. TPA would review the policy of granting access to the application.
 - vi. TPA would conduct the Security Audit yearly.
 - vii. TPA would review the mechanism of obtaining data on user satisfaction, feedback on quality of service & post analysis of the same, and would submit a report with recommendations to MWCD. This task would be done on a yearly basis.
- k. Exit Process Support :

This role is envisaged with the objective of ensuring preparedness of MWCD at all the time for any eventuality resulting in termination of contract. TPA audit includes support/ advice in the event of exit of the SI. The TPA would:

- i. Review the exit process as per the contract.
- ii. Advise the MWCD on documentation, process and procedures necessary for taking over the system from the SI.
- iii. Provide advisory support during the transition period from the current SI to the new operator.
- iv. Conduct audit readiness of the State for such an eventuality on a Yearly basis

9. Deliverables & Timelines

Sl. No.	Phase	Milestone/Deliverables	Timeline
1.	Phase-I	As-Is Status report Exit criterion: This phase would end with the approval of the As-Is Status report	4 weeks
2.	Phase-II	<ul style="list-style-type: none"> • To-Be Process Roadmap and reports • Functional Requirements Specifications report • Best Practices Report • Legal Changes Requirement reports • Change Management Plan report • Project Management Monitoring report • Draft RFP document • Detailed Project Report (including project budget and financial sustainability) Exit criterion : This phase would end with approval of the reports and RFP	8 weeks
3.	Phase-III	Bid Process Management Exit criterion: This phase would end with selection of the IA/SI	6 weeks
4.	Phase-IV	Successful country-wide-rollout of the MIS developed by the IA/SI Exit criterion : This phase would end with the project being declared 'Live' by the Ministry	24 weeks
5.	Phase-V	Successful completion of User Acceptance Testing, Performance Testing and Security Audit Exit criterion : This phase would end with successful UAT and submission of the acceptance report	10 weeks
6.	Phase-VI	Project Appraisal and Future Roadmap report Exit criterion : This phase would end with the submission of the reports	4 weeks

In case of approval of one particular phase, all previous phases would be deemed approved.

10. Payment Schedule (Linked to performance and achieving milestones)

Sl. No.	Phase	Billable Fee (as % of Contract Value)
1.	Phase-I	10%
2.	Phase-II	10%
3.	Phase-III	20%
4.	Phase-IV	30%
5.	Phase-V	20%
6.	Balance amount at end of contract period irrespective of completion of Phase-VI of deliverables)	10%

Payment Terms & Conditions

- a. The taxes would be paid as extra at the prevalent rates.
- b. Out-of-pocket expenses would be payable at actual. However the same should not exceed 15% of the amount at each phase.
- c. The out-of-pocket expenses would be reimbursed on providing the certified statement of expenses by the Consulting Agency. If required, the agency may be asked to substantiate this statement in case of any audit requirements.

11. Support to be provided by the Ministry

The Ministry will provide the following support, post the award of the contract to the successful bidder:

- i. Provide understanding of As-Is processes
- ii. Provide the information on current IT infrastructure already available
- iii. The aspirations / expectation of the system which is planned to be procured
- iv. Office space and technical infrastructure support
- v. Facility of video-conferencing with States/UTs/Implementing Agencies when required, subject to availability of facilities.

12. Change Request

The following would constitute a Change request :

- i. Any work which has not been specifically mentioned in the scope of work
- ii. Any changes in the deliverables post approval by the client
- iii. Bid Process Management in case of re-tendering is to be done for reasons for which the Consulting Agency are not responsible
- iv. Any delay in the project timelines beyond the calendar time mentioned in the tender document for which Bidder is not directly responsible

13. Downstream Work

The Consulting Agency shall be required to continue providing services to the MWCD during development and maintenance phase of the MIS and the period of hiring shall be co-terminus with the hiring period of Implementing Agency for development of MIS.

Appendix I: Pre-Qualification & Technical Bid Forms

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

Pre-Qualification Bid & Technical Proposal shall comprise of following forms:

Forms to be used in Pre-Qualification Proposal

- Form 1: Compliance Sheet for Pre-qualification Proposal
- Form 2: Particulars of the Bidder
- Form 3: Bank Guarantee for Earnest Money Deposit (EMD)

Forms to be used in Technical Proposal

- Form 4: Compliance Sheet for Technical Proposal
- Form 5: Letter of Proposal
- Form 6: Proposed Approach & Methodology
- Form 7: Proposed Work Schedule & Project Plan
- Form 8: Deviations
- Form 9: Team Composition and their Availability
- Form 10: Curriculum Vitae (CV) of Key Personnel
- Form 11: Deployment of Personnel

Form 1: Compliance Sheet for Pre-qualification Proposal

Sl. No.	Basic Requirement	Required	Provided	Reference & Page Number
1.	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory	Yes/No	
2.	Particulars of the Bidder	As per Form 2	Yes/No	
3.	Earnest Money Deposit (EMD)	Demand Draft/ Bank Guarantee/ Banker's Cheque	Yes/No	
4.	Sales Turnover in IT Consulting service	Extracts from the audited Balance Sheet and Profit & Loss; OR Certificate from the statutory auditor	Yes/No	
5.	Technical Capability	Completion Certificates from the client; OR Work order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate from the client	Yes/No	
6.	Certifications	As relevant	Yes/No	
7.	Consortiums	Not allowed	Yes/No	
8.	Debarment	A self certified letter	Yes /No	
9.	Legal Entity	Copy of Certificate of Incorporation; and Copy of Service Tax Registration Certificate	Yes/No	
10.	Manpower Strength	Self Certification by the authorized signatory	Yes/No	

Form 2: Particulars of the Bidder

Sl. No.	Information Sought	Details to be Furnished
1.	Name and address of the bidding Company	
2.	Incorporation status of the firm (public limited/private limited, etc.)	
3.	Year of Establishment	
4.	Date of Registration	
5.	ROC Reference No.	
6.	Details of company registration	
7.	Details of registration with appropriate authorities for service tax (GST)	
8.	Name, Address, E-mail, Phone Nos. and Mobile Number of Contract person	

Form 3: Bank Guarantee for Earnest Money Deposit (EMD)

<Location, Date>

Shri. K. B. Singh

Director
Ministry of Women & Child Development
Room No.305, 'B' Wing
Shastri Bhavan
Dr. Rajendra Prasad Road
New Delhi-110001.
Tele: 011-23385192
Email: kb.singh@gov.in

Whereas <<name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP <<RFP Number>> dated <<insert date>> for <<name of the assignment>> (hereinafter called "the Bid") to the Ministry of Women & Child Development.

Know all Men by these presents that we << >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the Ministry of Women & Child Development (hereinafter called "the Purchaser") in the sum of Rs.<<Amount in figures>> (Rupees <<Amount in words>> only) for which payment will 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 <<insert 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 for failure to respond 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 4: Compliance Sheet for Technical Proposal

Sl. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1.	Covering Letter for Technical Proposal	As per Form 5		
2.	Average turnover from services related to IT Consulting and MIS Performance Monitoring (i.e. revenue should be on account of IT consulting other than related to supply of hardware/IT infrastructure and their associated maintenance services, packaged software etc.) in last 3 financial years (Turnover in rupees in Crores)	Extracts from the audited Balance Sheet and Profit & Loss; OR Certificate from the statutory auditor	Yes/No	
3.	Full-time professional staff engaged in consulting services (Number of Staff)	A self certification from authorized signatory	Yes/No	
4.	Experience relevant to this engagement as listed below to be demonstrated in maximum of <Nos.> engagements that have either been completed or an ongoing project where a similar deliverable or milestone has been successfully achieved.	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) OR Work Order + Phase Completion Certificate (for ongoing projects) from the client		
5.	Approach & Methodology, Understanding and work Plan (As per the requirements specified in Technical evaluation)	A note (as per Form 6 & 7)	Yes/No	
6.	Deviations (if any)	Form 8	Yes / No	
7.	Team Composition (As per requirement specified in Technical evaluation)	CV for key positions & a Note (Form 9, 10 and 11)	Yes / No	
8.	Tools and Assets (as per requirement specified in Technical evaluation)	A note and demonstration of the Tools/Assets	Yes / No	

All the Bidders are requested to mention the document reference number and Page Number for each criteria.

Form 5: Letter of Proposal

<Location, Date>

To:

Shri. K. B. Singh

Director

Ministry of Women & Child Development

Room No.305, 'B' Wing

Shastri Bhavan

Dr. Rajendra Prasad Road

New Delhi-110001.

Tele: 011-23385192

Email: kb.singh@gov.in

Subject: Submission of the Technical bid for Consulting Services in IT Projects of Ministry of Women and Child Development.

Dear Sir/Madam,

We, the undersigned, offer to provide Consultancy Services to the Ministry of Women & Child Development on IT Projects titled 'Development and country-wide roll out of MIS for DBT schemes of MWCD' 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 consulting services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document.

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: Proposed Approach & Methodology

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:

- i. Understanding of the project
- ii. Potential initiatives given the priorities
- iii. Technical Approach and Methodology

Technical Approach and Methodology.

You should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output.

You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

Form 7: Proposed Work Schedule & Project Plan

In this section you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Purchaser), and delivery dates of the reports.

The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports to be delivered as final output, should be included here.

The above should be substantiated with the project plan, as per the following template. The project plan should be consistent with the Work Schedule.

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

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

Form 8: 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 Scope of Work

B - On milestones and timeline

C- On payment schedule

D- On any other areas

Form 9: Team Composition and their Availability

Organization and Staffing. In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical staff.

Form 9.1: Team composition and Key Tasks

Name of Staff with Qualification and Experience	Area of Expertise	Position Assigned	Task Assigned	Time Committed for the Engagement

Note: The Project Manager may be assigned on part time basis. The BPR, Analyst and Consultants shall be on full time basis. The Consulting Agency will not be allowed to change key staff (BPR/IT Consultants) of the team before completion of the project, unless due to some unavoidable circumstances, it becomes absolutely necessary.

Form 9.2: Information on Team Involvement in other Engagements

Name of Staff with Qualification and Experience	Current Assignments where the Resource CV had been presented in the proposal	End Date of the Assignment (as estimated on the date of submission of this bid)	% Time Commitment
Name of the Resource			

(Any information withheld / misrepresented, would establish the Ministry would establish the veracity and if found true may lead to rejection of the bid OR cancellation of the contract)

Form 10: Curriculum Vitae (CV) of Key Personnel

1. **Proposed Position** [*only one candidate shall be nominated for each position Expert*]: _____
2. **Name of Firm** [*Insert name of firm proposing the staff*]: _____
3. **Full Name of Staff:** _____
4. **Date of Birth:** _____ **Nationality:** _____
5. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: _____
6. **Total No. of years of experience:** _____
7. **Total No. of years with the firm:** _____
8. **Areas of expertise and no. of years of experience in this area (as required for the Profile - mandatory):** _____

9. **Certifications and Trainings attended:** _____

10. **Details of Involvement in Projects** (*only if involved in the same*): _____

11. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]:
12. **Membership of Professional Associations:**
13. **Employment Record** [*Starting with present position and last 2 firms, list in reverse order, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

From (Year):	To (Year):
Employer/Purchaser:	
Positions held: _____	

<p>14. Detailed Task Assigned</p> <p><i>[List of all tasks to be performed under this assignment]</i></p>	<p>15. Relevant Work Undertaken that Best illustrates the experience as required for the Role (provide maximum of 6 citations of 10 lines each)</p> <p><i>(Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 14 and as required for the role as listed in 'List of the key professional positions whose CV and experience would be evaluated')</i></p> <p>Name of Assignment or Project: _____</p> <p>Year: _____</p> <p>Location: _____</p> <p>Purchaser: _____</p> <p>Main Project features: _____</p> <p>Positions held: _____</p> <p>Value of Project (approximate value or range value): _____</p> <p>Activities performed: _____</p>
--	---

16. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, from the assignment if engaged.

Date: _____

(Signature of staff member or authorized representative of the staff)
(Day/Month/Year)

Full name of Authorized Representative: _____

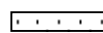
Form 11: Deployment of Personnel

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

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



Full time input



Part time input

Appendix II : Financial Proposal Templates

The bidders are expected to respond to the RFP using the forms given in this section for Financial Proposal. The Ministry reserves the right to ignore financial proposals submitted in different forms.

Form 1: Covering Letter

Form 2: Financial Bid Template

Form 1: Covering Letter

<Location, Date>

Shri. K. B. Singh

Director

Ministry of Women & Child Development

Room No.305, 'B' Wing

Shastri Bhavan

Dr. Rajendra Prasad Road

New Delhi-110001.

Tele: 011-23385192

Email: kb.singh@gov.in

Subject: Submission of the Financial bid for consulting services to the Ministry of Women & Child Development on IT Projects

Dear Sir,

We, the undersigned, offer to provide the consulting services to the Ministry of Women & Child Development on IT Projects titled 'Development and country-wide roll out of MIS for DBT schemes of MWCD' in accordance with your Request for Proposal dated [Date] and our Proposal - Technical and Financial Proposals. Our attached Financial Proposal is for the sum of <<Amount in words and figures>>. This amount is inclusive of OPEs, Miscellaneous expenses & Service taxes.

I understand that the payment would be made on the basis of actual Service tax rate/GST prevalent during the time of payment.

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.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Form 2: Financial Bid Template**Form 2A : Summary of Costs**

S. No.	Costs	Currency (Indian National Rupees)	Amount(s)
1	Total Amount of Financial Proposal (A)		
2	Out of Pocket Expenses (B)		
3	Miscellaneous Expenses (C)		
4	Service Tax /GST (Applicable rate * (A+B+C)) (D)		
	Total (A+B+C+D)		

Form 2B: Breakdown of Price per Activity

S. No.	Activity (completion)	Currency (Indian National Rupees)	Amount(s)
1	Phase I		
2	Phase II		
3	Phase III		
4	Phase IV		
5	Phase V		
6	Phase VI		
	Total (Should be equal to "A" in Form 2 A)		

Form 2C: Breakdown of Remuneration (man month rate)

S. No.	Names	Position	Deliverables Involved	Unit Cost (per man month rate)	Total Man month required / Total Remuneration	Amount
1						
2						
3						
4						
5						
6						
7						
	Total (Should be equal to "A" in Form 2 A)					

Form 2D: Estimate of Out of Pocket Expenses

S. No.	Description	Unit	Quantity	Unit Price In INR	Amount
1					
2					
3					
...					
Total (Should be equal to "B" in Form 2 A)					

Form 2E: Miscellaneous Expenses

S. No.	Description	Unit	Quantity	Unit Price	Amount
1	Software/project management tool				
2	< Any others, please specify>				
3					
...					
Total (Should be equal to "C" in Form 2 A)					

Appendix III: Performance Bank Guarantee

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Whereas, <<name of the supplier and address>> (hereinafter called “the bidder/supplier”) has undertaken, in pursuance of contract no. <<insert contract no.>> dated. <<insert date>> to provide consulting services for <<name of the assignment>> to the Ministry of Women & Child Development (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the bidder/supplier shall furnish you with a bank guarantee by a Scheduled Commercial Bank regulated under the Banking Regulation Act, 1949 for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <<**Name of the Bank**>>, a Scheduled Commercial Bank regulated under the Banking Regulation Act, 1949 having its head/registered office at <<address of the registered office>> and having one of its office at <<address of the 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, upto 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/supplier 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/supplier 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. <<in figures>> (Rupees <<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.