

Request for Proposal

SELECTION OF FIRM FOR DEVELOPMENT OF SIKKIM GOVERNMENT SERVICES PORTAL (SGSP)

Tender Reference: 135/CRTI/DIT/18

Dated: 21/09/2018

Centre for Research and Training in Informatics

Department of Information Technology

Secretariat Building, Annexe 1, Kazi Road, Gangtok

DISCLAIMER

This Request for Proposal (RFP) contains brief information about the project, qualification requirements and the selection process for the successful applicant (bidder). The purpose of this RFP document is to provide applicants (bidders) with information to assist the formulation of their bid application (the "application").

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither the CRTI nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information ('Information') contained in this RFP document or subsequently provided to interested parties (the "applicant(s)), in writing by or on behalf of CRTI is provided to applicant(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

Each applicant should perform their own due diligence to check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. Submission of bid application shall be deemed to have been done after careful study and examination of the RFP with full understanding of its implications.

The response to this RFP should be full and complete in all respects. Incomplete or partial bids shall be rejected. The applicant must quote for all the items asked for in this tender. Intimation of discrepancies in the RFP, if any, should be given to the office of the CRTI immediately by the applicants. If CRTI receives no written communication, it shall be deemed that the applicants are satisfied that the RFP document is complete in all respects.

This RFP document is not an agreement and is not an offer or invitation by CRTI to any other party. The terms on which the project is to be developed and the right of the successful applicant shall be as set out in separate agreements. CRTI reserves the right to accept or reject any or all applications without giving any reasons thereof. CRTI will not entertain any claim for expenses in relation to the preparation of RFP submissions.

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1. Project Introduction

1.1. Background

The Department of Information Technology, Government of Sikkim has taken the initiative of implementing a Common Service Delivery Portal aimed at providing one stop facility and a common platform for all citizens to avail Government Services online.

Currently, there are numerous Government Services under various departments implemented under different schemes. These services under different departments in the State & Local Government are developed and implemented under diverse technological platforms and spread across diverse geographical locations. This makes information exchange and collaboration among them difficult and challenging. Additionally the discrete nature of these systems hampers future scalability and enhancements. From the citizens standpoint, having heterogeneous system requires individuals to register themselves in various sites making it difficult for them to remember and manage their login credentials.

Keeping in view the aforementioned issues, the primary objective of the project is to provide a common platform for delivery of Government Services to Citizens by implementing the Single Sign-on (SSO) system for the State of Sikkim by integrating the existing services into a single platform. With this, a user logs in with a single ID and password to gain access to a connected system or systems without using different usernames or passwords.

The current challenges and problems are listed below:

- Government Services are spread on different websites
- To access each service requires separate registration for particular service
- Poor record keeping of User records and non maintenance of data
- Difficult to reach or broadcast citizen centric or service related message due to services are spread across different platforms
- Increased user burden by keeping number of credentials
- Multiple user found for same services and other services

In addition to the development of the Single Sign on platform, the project also requires for development of fifteen (15) e-services for various departments of the Government of Sikkim to be incorporated in the Sikkim Government Services Portal along with existing e-services of the various line departments.

The portal shall be integrated and accessed through the State portal www.sikkim.gov.in through web based.

Objectives and Highlights of SGSP

1. Providing easy, anywhere and anytime access to Government Services (both Information & Transactional).
2. Reducing the number of visits of citizens to a Government office / department for availing the services.
3. Reducing administrative burden and service fulfilment time & costs for the Government, Citizens & Businesses.
4. Reducing direct interaction of citizens with the Government and encourage e-interaction and more efficient communication through portal.
5. Enhancing perception & image of the Government and its constituent Departments.
6. The Promotion of uniform web interfaces across all Departments and Local Governments
7. Creation of common platform for providing Government Services to Citizens.
8. Addition and delivery of e-services through the SGSP portal.

1.2. Project Timelines

The proposed work is to be carried out as per the following timelines. "T" as referred to in the table is treated as the date of award of work to the selected Vendor:

Sl. No.	Stage	Timeline (Week)
1.	Preparation of Software requirement specification (SRS) document including the delivery architecture of the new e-services to be developed	T + 1
2.	Development of beta version of the SGSP portal	T + 4
3.	Presentation of the beta version of the SGSP portal	T + 5
4.	Development of web service/web API of the SGSP portal for integration with the other existing e-services of various line departments of the Government of Sikkim	T + 6
5.	Finalization of the SGSP Portal including the integration of the existing e-services with the portal	T + 9
6.	Testing of the SGSP Portal	T + 10
7.	Hosting of the portal in the State Data Centre and completion of Security Auditing	T + 12
8.	Go Live of the SGSP Portal	T + 13
9.	Development of additional 15 new e-services in the SGSP portal.	T + 30
10.	Presentation of these new e-services to the concerned line departments for changes if any.	T + 32
11.	Finalization of these new e-services in the SGSP Portal	T + 34
12.	Training to the Line Departments	T + 36
13.	Integration of the SGSP portal with the State Portal	T + 37
14.	Awareness campaign to the citizens throughout Sikkim on the SGSP portal	T + 40

1.3. Data Sheet

Sl. No.	Item	Details
1.	Project Name	Selection of agency/firm for development of Sikkim Government Services Portal (SGSP)
2.	Bid Inviting Authority	Centre for Research in Training & Informatics (CRTI), Department of Information Technology, Sectt. Annexe I, Top Floor, SonamTshering Marg, Gangtok - 737101, Sikkim
3.	Contact person of the bid	Jt. Director, DIT cum Executive, CRTI Email: dit-sik@nic.in
4.	Tender Reference with Date	Ref No: Date: 21/09/2018
5.	Last date for submission of queries	27/09/2018 Address for submission of queries: Centre for Research in Training & Informatics (CRTI), Department of Information Technology, Sectt. Annexe I, Top Floor, Sonam Tshering Marg, Gangtok - 737101, Sikkim, Phone No- (03592) 202601, Tele-Fax- (03592) 207426 Email: stwangdi@nic.in
6.	Publication of Corrigendum (if any) on website on the basis of Pre-Bid queries	29/09/2018 All corrigendum issued by CRTI in this respect will be given without disclosing the name of interested bidders.
7.	Cost of tender Document (non-refundable)	Rs.30,000/- (Rupees Thirty Thousand only) in the form of a Demand Draft/Pay Order/ Account Payee Banker's Cheque drawn on any Nationalised/Scheduled bank in favour of "Executive Director, Centre for Research & Training in Informatics", payable at Gangtok.
8.	Earnest Money Deposit (EMD) (refundable)	Rs. 2,50,000/- (Rupees Two Lac fifty Thousand only) in the form of a Demand Draft on any Nationalised/Scheduled bank in favour of "Executive Director, Centre for Research & Training in Informatics", payable at Gangtok. The validity of the EMD is 90 days. Bid security shall be refunded to the successful bidder upon signing of contract/agreement with client. For unsuccessful bidders, the bid security shall be refunded after end of the overall bid process.
9.	Performance Security Deposit	10% of the Contract Value in the form of Demand Draft on any Nationalised/Scheduled bank in favour of "Executive Director, Centre for Research & Training in Informatics", payable at Gangtok.
10.	Last date and time of submission of Bid	10/10/2018; 03:30pm
11.	Date and time for opening of pre qualification bid, technical bids & commercial bids	11/10/2018; 11:00am
12.	Venue for opening of bid	Conference Hall, Department of Information Technology, Sectt. Annexe I, Top Floor, Sonam Tshering Marg, Gangtok - 737101, Sikkim, Phone No- (03592) 202601, Tele-Fax- (03592) 207426

Note:

* No financial information should be submitted under technical bid.

*The bidder shall bear all costs associated with the presentation and submission of the tender and CRTI will, in no case, be responsible or liable for those costs, regardless of the conduct or the outcome of the bidding process.

2. Scope of Work

1. The system proposed to be developed and maintained by bidder represents a complete, integrated solution meeting department's requirements and will provide the functionality and performance, as per the terms and conditions and SLAs under the contract.
2. The Implementation Agency should propose the additional hardware and system software required to host the system.
3. The Implementation Agency shall accept responsibility for the successful implementation and operation of the System for the period of 3 years.
4. Single Sign-On:

The Portal must be designed to enable single sign-on so that any user once authenticated and authorized by Sikkim Government Services Portal can access any e-services of the Government of Sikkim irrespective of the departments and the platforms on which these e-services are developed. The user history and data should be maintained. The portal should be able to access any of the existing e-services of the Government of Sikkim and those services should allow access to the users registered under the SGSP portal. The IA is required to visit all the departments of the Government of Sikkim and find the available e-services pertaining to the Government of Sikkim services. The IA after identification of the existing e-services is also required to integrate such services with the SGSP portal using the concepts of the single sign on. Appropriate application integration solution should be implemented to ensure that the backend department systems are integrated with the SGSP portal in a secured & reliable manner.

5. Payment Gateway Integration

The portal should provide the online payment services (for payment of utility bills, taxes, service fulfilment charges etc.) for its users through integration with the payment gateways authorized by Government of Sikkim. The portal solution should support card payments using all the popular debit and credit cards (Visa, Master card etc.) and Net Banking. The online payment services should provide complete audit functionality for tracking and monitoring/reconciling the financial transactions taking place through State Portal. It should also facilitate UPI and VPA based payments.

6. Third Party Security Audit

The entire software solution shall be hosted in the State Data Centre (SDC). Once the solution is approved by the Information Technology Department, Implementing Agency shall take up third party security audit through Government of India empanelled Security Audit Organization and host it in the State Data Centre.

7. Online Services

The Portal in addition to the existing e-services of the Government of Sikkim should establish the delivery platform for all the G2G & G2C services identified in this proposal for the state of Sikkim.

The solution should be 3 tier web architecture with business logic tier as web service that allows seamless integration in making the services available for wide range of devices for future scalability.

Following is the list of services that shall be taken up within the scope of the current assignment:

SNo	Service Name	Department	Service Description
1	Application for Employment Card	District Administrative Centre	This service will enable citizen to apply for new & renewal of their employment card
2	Application for new Power Connection	Energy & Power Department	Citizen can apply for new Power Connection
3	Application for New Water & Sewerage Connection	Water Security & Public Health Engineering Department	With this citizen residing in Urban & Semi Urban area of Sikkim can apply for New Water & Sewerage Connection
4	Online payment of Water & Sewerage Bill	Water Security & Public Health Engineering Department	This service will allow citizen of urban area to pay their Water & Sewerage bill online
5	Chief Minister Start-up Scheme 2018	Commerce & Industries Department	Start-up entrepreneur can apply for loan from financial institute to avail 35% subsidy
6	Chief Minister's Self Employment Scheme (CMSES)	Sikkim Industrial Development & Investment Corporation Ltd.	Educated unemployed youths can apply for loan to set up self-employment venture through service and business routes
7	Comprehensive Educational Loan	Sikkim Industrial Development & Investment Corporation Ltd.	Student can apply for educational loan to pursue their higher studies within India and abroad
8	Right of Way Clearance	Department of Information Technology	Telecommunication Agencies can apply for ROW Clearance with this service
9	Online Grievance Redressal System	All Departments	With this citizen can post their grievance and track its status

10	Application for Teachers Recruitment	Teachers Recruitment Board under HRDD	This service will enable eligible candidates to apply for the post of PRT, GT & PGT
11	Registration of Hotel, Home stay & Travel Agency with Tourism Department	Tourism & Civil Aviation Department	With this service Hotel, Home stay & Travel Agents can apply and pay their registration fee online to Tourism & Civil Aviation Department
12	Application for Soil Stability Report	Mines & Geology Department	Citizen will be able to apply for Soil Stability Report to Mines & Geology Department
13	Application for Scholarship	HRDD & SJE&WD	Student will be able to check their eligibility & apply for scholarship to respective Department
14	Application for availing State Quota Seat	HRDD	Service for availing State Quota seats for Technical, Medical & other course
15	Application for Vendor Empanelment with IT Department	Department of Information Technology	Vendor can apply for empanelment with IT Department for providing Software, Hardware and related services to Government Organization in Sikkim

The above lists of services are tentative only and Department of Information Technology may include any other services which the state of Sikkim wants to include because of their high citizen relevance during the SRS Phase. However the number of services to be integrated will remain the same (15 services).

8. Integration with the State Portal:

The SGSP portal should be integrated with the State Portal through web based application. The Citizens should be able to access the SGSP portal through the State Portal.

9. Integration with e-Taal application:

e-Taal application is developed by the National Informatics Centre (NIC), New Delhi and is basically a dashboard where the transaction count of the e-services implemented by the State Governments is recorded and displayed in the e-Taal portal. The application details the transaction count depending on the type of the services.

The IA is therefore required to integrate the SGSP portal with the e-Taal Application.

10. Integration with the e-District services:

e-District is a Mission Mode Project funded by the Government of India which aims at delivery of various e-services to the citizens of Sikkim. The IA for the e-District project is NIC, Sikkim.

The selected IA is required to integrate the SGSP portal with the service plus application of NIC through which the e-district services are delivered. For this purpose, the IA, if required should be ready to travel to the National Informatics Centre, New Delhi and meet the Service Plus team for discussion on the integration with the SGSP portal.

11. The scope of work is subject to change during the development phase of the SGSP portal. The IA is expected to comply with the change without any financial implications.
12. The SGSP portal should be disability friendly and should comply with GIGW and w3c standards.
13. The SGSP portal design of web pages should be responsive in nature, i.e. mobile, tablet and desktop/laptop friendly.
14. If IA implements any third party/user defined DLL, the source code for the same should be provided.
15. The IA should develop Web API for the application to enable future integration with the SGSP Portal.
16. The portal should have a comprehensive search engine which should also be voice optimised.
17. IA should maintain and operate the portal for a period of three (3) years.
18. IA should also set up a helpdesk services during the maintenance period.
19. The IA should train the officials of the line departments as and when required by them.
20. The IA shall submit a quarterly report to the Department of Information Technology on the transaction details of the e-services along with the user details.
21. IA may also submit a proposal to the Department of Information Technology, Government of Sikkim after one year of operation of the SGSP portal on the possibility of integrating Machine Learning techniques to analyse and use the data of the user stored in the SGSP portal for better formulation of Government policies.
22. All running source code of the software should be submitted to the DIT after the completion of software development.

3. Terms & Conditions

3.1. Accountabilities

- (i) It is CRTI's responsibility to ensure that the selected Vendor has access to documentation owned by CRTI from the immediate beginning of the work and for the duration of that work.
- (ii) It is CRTI's responsibility to ensure that any member of their organisation/division can make themselves available for brief consultation on 1 weeks' notice. CRTI shall provide the Selected Vendor with contact details of all such organisation/division employees.
- (iii) It is the vendor's responsibility to ensure that the Project Manager (PM)/ or any other authorized person in full knowledge of the project and the matter under discussion is available to meet with CRTI provided that the meeting relates to the work proposed and/or the objectives proposed.
- (iv) It is the Vendor's responsibility to ensure that all objectives proposed and all deliverables proposed are achieved and disclosed prior to the agreed end-date of the project.
- (v) It is the Vendor's responsibility to ensure any information it possesses relating to CRTI that is not available in the public domain be treated with the utmost confidentiality and discretion.
- (vi) Where the Vendor feels the need to disclose confidential information to a third party, it is their responsibility to ensure that it does so with the explicit permission of CRTI.

3.2. Tender Fee

Tender document fee of INR 30,000/- (Rupees Thirty thousand only) in the form of Demand Draft in favour of "Executive Director, Centre for Research and Training in Informatics" payable at Gangtok should be submitted along with the Technical bid.

3.3. Earnest Money Deposit

- (i) An earnest money deposit (EMD) of INR2,50,000/- (Rupees Two Lac Fifty Thousand only) in the form of Demand Draft in favour of "Executive Director, Centre for Research and Training in Informatics" payable at Gangtok shall have to be submitted by the bidders' along with the bid. The EMD shall be furnished in Indian National Rupees (INR) and should be valid for a period of minimum 90 days.
- (ii) Any bid not secured in accordance with above mentioned clause, shall be rejected by the Purchaser as being non-responsive, without any further correspondence. Unsuccessful bidders' EMD will be discharged / returned after end of the overall bid process.
- (iii) Earnest Money Deposit furnished by selected Bidder shall be refunded after signing of contract and submission of Performance Security Deposit. The EMD can be forfeited if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form or during the bid process, if a Bidder indulges in any such deliberate act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization, or if any information is found wrong / manipulated / hidden in the bid.
- (iv) The decision of the Purchaser regarding forfeiture of the EMD shall be final & shall not be called upon question under any circumstances. No interest will be paid on the EMD.

3.4. Performance Security Deposit

- (i) The successful bidder shall at his own expense deposit with the CRTI, within fifteen (15) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier in the form of Demand Draft on any Nationalised/Scheduled bank pledged in favour of "Executive Director, Centre for Research & Training in Informatics", payable at Gangtok.

- (ii) This Performance Security Deposit will be for an amount equivalent to 10% of contract value. All incidental charges whatsoever such as premium; commission etc. with respect to the performance security deposit shall be borne by the bidder. If the accepted Bidder fails to furnish the Performance Security Deposit within the above said period, the EMD remitted by him will be forfeited to the CRTI and his tender will be held void. The Performance Security Deposit furnished by the Bidder in respect of his tender will be returned to him at the end of the contract period subject to submission of all reports to satisfaction.
- (iii) If the Bidder failed to act up on to the tender conditions or backs out when his tender is accepted, his Performance Security Deposit mentioned above will also be forfeited to the CRTI.

3.5. Payment Terms

Sl. No.	Milestone / Deliverable	Payment
1.	Completion of development of SGSP Portal and upon submission of user acceptance by DIT including go live of the portal	30% of contract value
2.	Completion of development of the 15 new e-services	20% of contract value
3.	Successful completion of training and awareness campaign	20% of contract value
4.	At the end of 1 st year from the go live of the SGSP portal	10% of contract value
5.	At the end of 2 nd year from the go live of the SGSP portal	10% of the contract value
6.	At the end of the 3 rd Year from the go live of the SGSP portal	10% of the contract value

3.6 Procedure for submission of bids

- a) It is proposed to have a Three Cover for this tender:
 - Pre-Qualification Bid – (2 copies) in one cover
 - Technical Bid - (2 copies) in one cover
 - Commercial Bid - (2 copies) in one cover
- b) Pre-Qualification Bid, Technical Bid and Commercial Bid of the Tender shall be covered in separate sealed covers super-scribing "Pre- Qualification Bid", "Technical Bid", "Commercial Bid". Each Bid shall also be marked as "Original" and "Copy". Please Note that Prices shall be indicated only in the Commercial Bid. And if price will be indicated in the Pre-Qualification Bid or Technical Bid, that Bid is liable to be rejected.
- c) The three envelopes containing Pre-qualification Bid, Technical Bid and Commercial Bid shall be put in another single sealed envelope clearly marked "Selection of firm/agency for Development of the Sikkim Government Services Portal" These envelopes are to be superscripted with Tender Number and the wordings "DO NOT OPEN BEFORE 11.00 AM on 11/10/2018"
- d) The cover thus prepared shall 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".
- e) Each copy of the tender shall be a complete document and shall be bound as a volume. The document shall be page numbered and appropriately flagged and must contain the list of contents with page numbers. Different copies must be bound separately. Any deficiency in the documentation may result in the rejection of the Bid.
- f) As part of the Bid, Bidder shall also provide the Pre-Qualification Bid and Technical Bid in Soft Copy (PDF Format), in the form of a non rewriteable CD (Compact Disc) as follows:
 - i. Two (2) copies of CD each containing the Pre-Qualification Bid and Technical Bid - The CDs containing Bids shall be sealed along with the hard copies of the respective Bids

- ii. All CDs submitted by the Bidder must be in sealed covers. The sealed covers as well as the CD media must be duly signed by the Bidder using a "Permanent Pen/Marker", shall be super-scribed with "Technical Bid- Soft Copy (PDF Format) / Pre-Qualification Bid -Soft Copy (PDF Format)" (as the case may be) and shall bear the name of the Bidder
 - iii. 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 State in the contents of the CDs and original paper Bid documents, the information furnished on original paper Bid document will prevail over the soft copy
 - iv. Bidder must ensure that Pre-Qualification and Technical Bid CDs do not contain any Commercial items / prices
- g) If the outer envelope is not sealed and marked as indicated above, State will assume no responsibility for the Bid's misplacement or premature opening
 - h) The Tender should be signed on all the pages by the Bidder's authorised signatory and should be affixed with the bidder's Seal.
 - i) The representative participating in the bid process should carry a letter of authorisation on the company letter head.

3.7 Selection Procedure

Only the bidders fulfilling the Pre Qualification Bid Criteria as per Clause 3.8 and scoring 70 or above in the Technical Evaluation criteria as per Clause 3.9 are allowed to participate in the Commercial Bid. The envelopes marked "Pre Qualification Bid" shall be opened first. The envelopes marked "Financial Bid" shall be kept sealed and shall be opened only after evaluation of technical bid.

Evaluation of Bid:

For financial evaluation, the total cost indicated in the Financial Bid including all Taxes will be considered. The Lowest financial bid will be allotted a financial mark of 100 marks. The financial marks of other Bidder(s) will be computed by measuring the respective financial bids against the lowest financial bid.

$$\text{Financial Marks (M}_F\text{)} = \frac{\text{Lowest Financial Bid Amount}}{\text{Bidder's Actual Financial Bid Amount}} \times 100$$

Combined and Final Evaluation:

The composite mark is a weighted average of the Technical and Financial Marks. The ratio of Technical (M_T) and Financial mark is 80:20 respectively. The Composite Mark will be derived using the following formula:

$$\text{Composite Mark} = (\text{M}_T \times 0.8 + \text{M}_F \times 0.2)$$

Thus, the composite mark shall be out of a maximum of 100 marks. The responsive Bidder(s) will be ranked in descending order according to the composite marks, which is calculated based on the above formula. The highest-ranking Bidder as per the composite mark will be selected in this tender.

3.8 Pre Qualification Bid Criteria

The bidders must enclose the following documents inside the pre qualification bid envelope:

Sl. No.	Criteria	Documents required
1.	The Bids shall be submitted by only the Bidder; no consortium is allowed in this Bid	Declaration in this regard needs to be submitted
2.	The bidder should have been in existence as a software developing firm /company for the last 3 years (as on 31 st December 2017).	Registration of firm, trade license, GST registration and professional tax clearance certificate.
3.	The Bidder should have the financial statement audited by the Chartered Accountant for the last three financial years i.e 2015-2016, 2016-2017 and 2017-2018	Copy of audited profit and loss account/balance sheet/annual report of the last three financial years viz 2015-16, 2016-17 and 2017-18
4.	The bidder should have provided and successfully completed at least three (3) IT/software based services to Government of Sikkim during the last three financial years.	Work Orders and completion certificate to be enclosed
5.	The bidder should have a well established office in Gangtok with at Least 4 qualified IT personnel in their continuous pay roll for the last 2 years. The Bidder should be a registered firm/agency with the Government of Sikkim.	The address proof of the office, website and salary certificates of the IT developer along with their Curriculum Vitae as per format 2 of Annexure I should be submitted. The registration of firm certificate from the Government of Sikkim.
6.	Bidder should NOT be under a declaration of ineligibility for corrupt and fraudulent practices issued by the tendering authority.	Self declaration certification to be submitted.
7.	The Bidder shall furnish, as part of its Bid, an Earnest Money Deposit (EMD) of Rs. 2,50,000 (Two Lacs and fifty thousand Only) in the form of a DD in the favor of "Executive Director, CRTI", payable at "Gangtok". No Bank Guarantee would be entertained for the same.	The EMD shall be denominated in Indian Rupees.

Note:

- (i) The tender fee and EMD to be submitted in original as mentioned in this RFP
- (ii) Bidders must provide supporting documents for the eligibility criteria as mentioned against each criterion and in the same order.
- (iii) Bidders shall provide its proposal covering letter as per format of Annexure-III, organizational details as per Format 1 of Annexure-I.

3.9 Technical Evaluation Criteria

The eligible bidders shall be evaluated based on the following criteria and technical mark shall be awarded to the bidders. The bidder needs to score at least 35 marks or above out of a total of 50 marks to be able to qualify for commercial/financial bid opening.

S. No.	Clause	Marks scored
1.	Presentation on the proposed solution of the SGSP portal.	20 marks
2.	Presentation on the proposed solution of the delivery of the 15 new e-services	10 marks
3.	Innovative technologies/uniqueness of the proposed solution	10 marks
5.	Presentation on the future up gradation proposal of the SGSP portal	10 marks

3.10 Penalty

Penalty will be deducted in the case of bidder not meeting the Project timelines as per clause 1.2. The modalities of penalty are as mentioned below.

Delay vis-à-vis Project Timelines	Penalty
Delay of 1 week	5% of the contract value
Delay of 2 weeks	10% of the contract value
Delay of 3 weeks	20% of the contract value
Delay of more than 3 weeks	30% of the contract value
Delay of more than 5 weeks	50% of the contract value

3.11 General Terms and Conditions of the RFP

The following general terms and conditions shall apply:

- (i) This RFP may be cancelled without assigning any reasons, thereof, at any time.
- (ii) If any date mentioned in this RFP is declared as a public holiday, the schedule shall be shifted to the next working day.
- (iii) The undersigned reserves the right to cancel any or all of the bids without assigning any reasons thereof.
- (iv) The undersigned reserves the right not to award the bid to the bidder selected on the basis of the selection procedure without assigning any reason.
- (v) In case of any dispute, the jurisdiction of the Courts of Law at **Gangtok** would apply.
- (vi) A delay of more than 3 weeks in executing the task to be treated as material breach & the contract may be terminated with a notice of 7 days.
- (vii) Arithmetical errors in the Financial Bid will be rectified on the following basis:

- a. 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 will be considered for future calculations.
- b. If there is a discrepancy between words and figures, the amount in words shall prevail
- c. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.

(Sd/-)
Executive, CRTI

ANNEXURE-I: Technical Bid Formats

Format 1: General Information about the Bidder

S. No.	Particulars	Details
1.	Name of the bidder	
2.	Address of the bidder	
3.	Constitution of the bidder	
4.	Name & designation of the contact person	
5.	Telephone No.	
6.	Email of the contact person	
7.	Fax No.	
8.	Website	
9.	Certificate of Incorporation	
10.	No. of years in software development business	
11.	No. of employees having experience in the field of Information Technology	
12.	Technical Certifications obtained	
13.	Income Tax Registration/ PAN Card No.	
14.	Goods & Service Tax (GST) Registration No.	

Format 2: Curriculum Vitae of the IT resources

S. No.	Particular	Details
1.	Name	
2.	Position	
3.	Date of Birth	
4.	Educational Qualification	
5.	Certifications / Trainings	
6.	No. of years of relevant experience	
7.	Key Projects / Responsibilities handled	

Format 3: Project Experience

S. No.	Name of the Project	Department Name & Address	Brief Scope of Work	Project Value (in INR)	Project Period (From – To / Ongoing)	Page Ref. of Supporting Documents in the Technical Bid
1.						
2.						

ANNEXURE-II: Financial Bid Format

Financial Bid Format:

S. No.	Item	Total Price (in lakhs)	Total Price in words
1	Development of SGSP		
2	GST		
3	Grand Total		

Note:

- (i) The amount quoted shall be inclusive of all taxes and fees.
- (ii) Income tax will be deducted at source from the payments made as per the law applicable in India.

ANNEXURE-III: Proposal Covering Letter

COVERING LETTER for "Selection of Agency for Development of Sikkim Government Services Portal"

Date:

Reference No.: RFP/.....

[Bidders are required to submit the covering letter as given here on their letterhead]

To

The Executive Director,
Centre for Research in Training & Informatics (CRTI),
Department of Information Technology,
Sectt. Annexe I, Top Floor,
SonamTshering Marg, Gangtok – 737101, Sikkim

Dear Sir,

We (Name of the bidder) hereby submit our proposal in response to notice inviting tender date and tender document no. and confirm that:

1. All information provided in this proposal and in the attachments is true and correct to the best of our knowledge and belief.
2. We shall make available any additional information if required to verify the correctness of the above statement.
3. Certified that the period of validity of bids is 180 days from the last date of submission of proposal, and
4. We are quoting for all the services mentioned in the tender.
5. We the Bidders are not under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies.
6. We are submitting our eligibility documents and technical bid documents along with the following:
 - a. A soft format in form of a CD/DVD clearly hyper linking all the relevant scanned documents and highlighting relevant portions of the document for ease of evaluation. This is in addition to the paper documents in hard copy format to be submitted by the bidders and needs to be handed over along with bids.
 - b. The hard copy format is also similarly indexed, flagged and highlighted at relevant places.
7. We, the undersigned, having carefully examined the referred RFP, offer to Propose for the selection as a Software developing firm, in full conformity with the said RFP.
8. We have read all the provisions of RFP and confirm that these are acceptable to us.
9. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
10. We agree to abide by this Proposal, consisting of this letter, our Technical and Commercial Proposals, and all attachments, for a period of 180 days from the date fixed for submission of Proposals as stipulated in the RFP and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiry of that period.
11. Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.
12. We declare that we do not have any interest in downstream business, which may ensue from the RFP prepared through this assignment.
13. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.

14. We understand you are not bound to accept any proposal you receive, not to give reason for rejection of any proposal and that you will not defray any expenses incurred by us in bidding.
15. Demand Draft: Draft No. _____ dated _____ drawn on _____ for Rs. 2,50,000/- is enclosed towards EMD.
16. Demand Draft: Draft No. _____ dated _____ drawn on _____ for Rs. 30,000/- is enclosed towards RFP document cost.

Signature.....

In the capacity of.....

Duly authorized to sign Proposal for and on behalf of.....

Date..... Place.....

[*: Strike off whichever is not applicable]