

Notice Inviting Tender

Engagement of Solution Provider

for

Implementation of family-based citizen welfare delivery in the State of Manipur

RFP No:

April, 2022



Department of Information Technology

Government of Manipur

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RFP – Engaging Solution Provider Implementation of family-based citizen welfare delivery

1. Data Sheet

| | |
|---|--|
| RFP No. | ITM-901/2/2021-DITC-DIT |
| RFP Date | April, 2022 |
| Item Description | Engagement of Solution Provider for implementation of family-based citizen welfare delivery in the State of Manipur |
| Submission of bids | Online |
| Bid Procedure | Engagement of the solution provider will be a two-stage process. In the first stage the bidder will be technically qualified based on the compliance to Specification and other requirement mentioned in Pre-Qualification /Technical bid. The bids of only technically qualified bidder will be considered for Opening the Financial bid. |
| Project Location | Imphal, Manipur |
| Project Term | 6 years (12 Months for Rollout and 5 Years for Ongoing Support and Maintenance) |
| Pre-bid | T+5, at 1:00 PM |
| Clarification and Corrigendum of bid queries | T+12, at 1:00 PM |
| Last date & time of submission of online Bid | T+21 at 1:00 PM |
| Opening Date & Time of Technical bid | T+22 at 1:00 PM |
| Date of Presentation | T+23 at 1:00 PM |
| Opening Date & Time of Financial bid | To be intimated |
| Validity of the bid | The bid shall be valid for a period of 90 days from the last date of submission of RFP |
| E-mail ID | e-mail: y.jateen@nic.in |
| Method of Selection | QCBS (80:20) |
| Websites for downloading Bidding Document | https://manipurenders.gov.in/ |
| Tender fee and Mode of Payment | Rs. 10,000/- (Rs. Ten thousand Only). Mode of Payment: Demand Draft in favour of Director, IT Manipur, payable at Imphal. This is not applicable for MSME Units/NSIC Exempted units |
| Name, Designation and contact details of Nodal officer | N. Deben, Director (IT), Manipur Email: n.deben@nic.in |

2. Introduction

2.1. General Eligibility Criteria for Bidders

The bidder should be registered in India for the last five years under the Indian Companies Act 1956 / 2013, Limited Liability Partnership Act 2008 or Joint Venture/Consortium with their registered office in India, In the case of a JV or Consortium, all members of the Company / Firm shall be jointly and severally liable for the performance of whole contract. The JV or Consortium shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the partners of the JV or Consortium during the tendering process and, in the event the JV or Consortium is awarded the Contract, during contract execution. The term “Bidder” would also include the nominee of a Joint Venture/Consortium in respect of this RFP.

Supplemental Information to the RFP

If DIT, Manipur deems it appropriate to revise any part of this RFP or to issue additional information to clarify any section of this RFP, it may issue supplements/ amendments/ addendums /corrigendum etc. to this RFP. All such supplements/amendments/ addendums/corrigendum etc. shall be communicated to the respective bidding Companies/ Agencies through the e-Tender website only (<https://manipurtenders.gov.in/>). All such supplements/amendments/addendums/corrigendum etc. shall be a part of this RFP and the bidders shall ensure to submit their proposals accordingly.

2.2. RFP Format

This RFP provides Bid process and includes the scope of work for the bidder with regards to the “Engagement of Solution Provider”. The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible for the requirements outlined in this RFP.

2.3. Proposal Preparation Costs

The bidder will be responsible for all costs incurred in connection with the participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, preparation of bid, providing any additional information required by DIT, Manipur to facilitate the evaluation process, and all such activities related to the RFP process. This RFP does not bind DIT, Manipur to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.

2.4. Instructions to Bidders on Tendering Process

- i. Bidders (authorized signatory) shall submit their offer on-line in Electronic

formats both for technical and financial proposal. The Technical Bid or Financial Bid shall not be submitted in physical form. However, for the purpose of examination and review at any stage of the Project, DIT, Manipur reserves the right to summon the original or truly certified copy of any document submitted by any Bidder in its Bid

- ii. Any subsequent addendum/corrigendum shall be published in the website <https://manipur.tenders.gov.in/>.
- iii. Before electronically submitting the bids, it should be ensured that all the bid documents including conditions of contract are digitally signed by the bidder.
- iv. DIT, Manipur will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well in time so as to avoid technical and last-minute issues like slow speed, chocking of website due to heavy load or any other unforeseen problems.
- v. DIT, Manipur reserves the sole right to cancel the bid process and reject any or all of the bids received against this RFP.
- vi. DIT, Manipur disclaims any factual/ or other errors in the bidding document (The onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a bid-proposal.
- vii. No conditional bids shall be accepted, and such bids shall be summarily rejected forthwith.

2.5. Right to Terminate the Process

- i. DIT, Manipur may terminate the bidding process at any time.
- ii. DIT, Manipur makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- iii. This RFP does not constitute an offer by DIT, Manipur.
- iv. DIT, Manipur may invite the bidder for further discussions and clarifications towards the process of selection. The commencement of such discussions does not, however, signify a commitment by DIT, Manipur to execute a contract or to continue negotiations. DIT, Manipur may terminate discussions at any time without assigning any reason.

2.6. Submission of bids

- i. Proposals must be submitted online as per the details mentioned in Data Sheet of this RFP.
- ii. Last Date & Time of submission: As per the Data Sheet table.
- iii. DIT, Manipur may, at its discretion, extend the deadline for submission of proposal in which case all rights and obligations of the proposed project and the bidders will thereafter be subject to the deadline as extended.

2.7. General Guidelines for bid opening

- i. Bids will have to be submitted in two parts (technical and financial) as indicated in the RFP. There will be two bid-opening events (i) for the Technical Bids and (ii) for the Financial Bids.
- ii. Every page of the Bid (Technical) Document submitted needs to be stamped by the authorized signatory of the bidder before being scanned and upload.
- iii. DIT, Manipur shall open the Technical bids and list them for further evaluation. The 'Financial Bid' shall not be opened until the evaluation of the Technical bids is complete.
- iv. The bidders may be present during the opening of Financial bids. However, if there is no representative of the bidder, DIT, Manipur may still go ahead and open the bids.

2.8. Bid Opening

The venue for the opening of bids is given below:

Department of Information Technology, Govt. of Manipur

4th floor, Western Block, New Secretariat,

Imphal, Manipur-795001

DIT, Manipur reserves the right at all times to postpone or cancel a scheduled Tender opening.

3. Terms of Reference

3.1. Background

India devotes approximately 34% of its expenditure on benefit and welfare schemes every year. As per the Union Budget 2019, Government of India shall spend over INR 7 Lakh Crore on Central Sector Schemes and INR 3 Lakh Crore on Schemes for the welfare of vulnerable groups in FY 19-20.

More than 670 welfare schemes are being delivered by the Government through more than 15 ministries including Ministry of Finance, Ministry of Power, Ministry of Health Family & Welfare, Ministry of Social Justice & Empowerment and Ministry of Agriculture. Apart from this, each State provides specific welfare benefits to its own residents. Even though a significant amount is spent across all platforms, many such schemes fail to deliver the required promise.

a) Few schemes define overall budget: Of the 675 welfare schemes in the Union Budget 2017-18, 7 schemes alone contributed for over 50 percent of the expenditure.

b) Duplication of beneficiaries: Duplication of beneficiaries across schemes leads to

welfare reaching only a handful of households.

- c) **Low Utilization:** Fund utilization in such welfare schemes is also a major area of concern. As per a study by NIPFP, fund utilization of the National Health Mission scheme was approx. 55% in the year 2016-17. This ratio was even lower in the North Eastern States.
- d) **High administrative costs:** A large part of the funds utilized in such schemes is spent on publicity to reach out to the target group of beneficiaries.

Manipur Landscape

Manipur is one of the eight Sister States situated in North East India. The projected population of the State in 2021 based on the 2011 Census is 31.65 Lakhs, with approximately 44% population belonging to Schedule Caste & Schedule Tribe (SC/ST) communities. According to 68th Round (2011-12) of NSSO, more than 10 Lakh persons fall below poverty line. The literacy rate in State (76.94%) is higher than the national average.

More than 31% of the State's expenditure is spent on Social Services. Manipur spent approximately INR 2,916 Crore on the State Planned Schemes with INR 2,117 Crores being allocated through Centrally Sponsored schemes during the FY 2019-20. However, challenges in scheme delivery related to unidentifiable beneficiaries and scheme coverage still remain.

3.2. Objectives

With an objective to tackle the issues in delivery & distribution of funds in the welfare schemes to the desired beneficiaries, a beneficiary led welfare management platform is proposed to be formulated. Further, since the conditions for identification of beneficiaries in majority of these schemes are based on family-based criteria (including family income, type of household, BPL etc.), it is imperative for the Governments of today to capture family-level information of the beneficiary apart from the beneficiary information which is traditionally captured by the current scheme delivery systems.

In the above context, Government of Manipur invites proposals from prospective solution providers for designing and implementing a family-based platform for efficient and effective delivery of welfare schemes to the citizens.

3.3. Scope of Work

Considering swift turn around time required for implementation, it is expected that the solution provider shall bring on-board a ready to use customizable tool for capturing the family-based information of the beneficiaries to aid the State Government in delivery of services at household level. The scope of work for the solution provider shall further include:

i. Study of welfare schemes & scheme delivery landscape

- Comprehend the scheme delivery process and forms for key welfare schemes of

the State (State Scholarship schemes, State Pension schemes & allowances and Chief Ministergi Sotharabasing-gi Tengbang and any other as suggested by the State Govt. from time to time)

- Document the beneficiary attributes being captured by the application form of each of the identified schemes and work with DIT, Manipur to define common beneficiary attributes which shall be used to customize the information required for each beneficiary which are being used by most of the welfare delivery schemes
- Document key vulnerabilities across which the various identified schemes categorize and define the respective beneficiaries
- Design standard operating procedures (SOP) for scheme integration and delivery through the proposed common beneficiary database
- Design processes for update and verification of each beneficiary attribute in the proposed common beneficiary database to ensure reliability and recency of the database

| Key Deliverables | |
|-------------------------|--|
| i. | Report on the shortlisted beneficiary attributes and vulnerabilities |
| ii. | Software Design Document of the tool for creation of common beneficiary database |
| iii. | SOP documents for integration of each of the identified scheme with the proposed tool |
| iv. | Rules and process flows for verification and update of each beneficiary attribute to be captured in the tool |

ii. Tool design, development and deployment

- Customize the solution offered by the solution provider to accommodate the State specific requirements specified identified during the study of welfare scheme delivery landscape
- Ensure Testing and Security Audit of the customized solution before Go-Live
- Manage the deployment of the solution on the State Data Center or any other infrastructure provided by the State Government
- Migration existing family level databases (including SECC and PDS) available with the State to curate preliminary data of families
- Integration with the identified scheme databases to ensure information flow from the common beneficiary database to the individual scheme databases
- Coordinate with the State Data Center team to identify a DR site and required infrastructure for the solution, design the Disaster Recovery (DR) strategy &

setup the RTO and RPO for each module of the solution to maintain business continuity.

- Training and change management of various stakeholders

| Key Deliverables | |
|------------------|--|
| i. | Security Audit certificate of the solution |
| ii. | SOP document for curating a preliminary family database from the existing data sources available with the Government |
| iii. | Integration document, API document and other such key technical documents related to the tool developed |
| iv. | Training manual for each critical module of the tool |

iii. Hardware Sizing

- Sizing of the hardware required for hosting of the tool including server configuration including the operating system, RAM, no. of cores etc. and storage space requirements for the tool in consultation with DIT, Manipur
- Ensure sizing shall be done keeping in view the requirements of the tool for the next 5 years and the existing hardware provided in the State Data Center, or any other hosting site shortlisted by DIT, Manipur for this purpose
- Based on the actual transaction volume, hardware sizing and SDC readiness, assist DIT Manipur in formulating a detailed Bill of Material (BoM) and BoQ of the production environment and assist in procurement of the same. Facilitate DIT, Manipur (if required) in procurement of the any additional hardware which may be required for the tool in the future.

iv. Operations and Maintenance

- Maintenance support for a duration of 5 years from the date of Go-Live of the tool
- Bug-fixes and end-user problem resolution as reported by DIT, Manipur
- Implement change requests and new integrations (Schemes, databases and systems) as per the requirements of DIT, Manipur
- Setup mechanisms for Configuration Management and Version Control
- Prepare monitoring and status reports on the progress of the project as per the requirements of DIT, Manipur

| Key Deliverables | |
|------------------|--|
| i. | Monitoring and progress status reports |

| | |
|-----|----------------------------------|
| ii. | Version Management Documentation |
|-----|----------------------------------|

3.4. Duration of the engagement

The implementation phase for the project shall be 12 months. Post the implementation phase, the solution provider shall be required to provide operations and maintenance support for a period of 60 months (5 years).

4. Proposal Evaluation Process

4.1. Pre-Qualification & Technical Evaluation Criteria

The bidders shall be required to fulfil the prequalification criteria defined below in order to be eligible for the bidding process as defined in the RFP.

| No. | Pre-qualification Criteria | Supporting Documents to be furnished |
|-----|---|--|
| 1. | The bidder should be registered in India under the Companies Act 1956 / 2013, Limited Liability Partnership Act 2008 with its registered office in India for the last five years as on 31.03.2021. | Certificate of Incorporation/ Partnership Deed |
| 2. | <p>a) The bidder should have an average turnover of INR 10 crores from professional services in the last three (3) Financial years as per audited results (latest being FY 2020-2021).</p> <p>b) The bidder should have positive net worth at the time of submission of the bid.</p> | <ul style="list-style-type: none"> • Audited Annual Financial Statements • Annual Report • Certified statement from the Current Statutory Auditors of the Company/Agency. |
| 3. | <p>The bidder should have at least one engagement (ongoing or completed) of minimum value Rs.2 Crore in their services offerings during the last 3 Years in IT/e-Governance/ICT based project management for Central Government or State Government for a state wide IT Implementation.</p> <p>In case of an ongoing engagement, the billed value of the project at the time of submission of bid should be at least Rs. 1 Crore.</p> | <ul style="list-style-type: none"> • Certificate from the current authorized signatory of the Company/Agency. • Work Order/ Completion Certificate/ Client Certificate and citations. • In the event of a multi-stage, multi-service engagement, a completed phase supported by a client certificate or documentation / payment |

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| No. | Pre-qualification Criteria | Supporting Documents to be furnished |
|-----|--|---|
| | | realization shall also be considered equivalent. |
| 4. | The bidder should have minimum 50 Full Time/ on-roll Resources as on date of submission of bid | Certificate and list of professionals from the current authorized signatory of the Company/Agency. PF numbers of each of these professionals shall need to be furnished |
| 5. | The bidder should not earlier be blacklisted or under pending litigation/action, suit, proceeding or investigation by any State/UT Government or Central Government/department/agency(ies)/any Indian tribunal in India from participating in bidding process. | Certificate from the current authorized signatory of the Company/Agency |
| 6. | The bidder should have at least one engagement (ongoing or completed) in one or more of the eight sister states of Northeast India (Arunachal Pradesh, Assam, Meghalaya, Manipur, Mizoram, Nagaland, Sikkim and Tripura) | <ul style="list-style-type: none"> • Certificate from the current authorized signatory of the Company/Agency. • Work Order/ Completion Certificate/ Client Certificate and citations. |
| 7. | The bidder should be ISO certified company | Copy of the valid ISO certificates as on date of submission of bid |
| 8. | The bidder should submit non- refundable Application Tender Fee of Rs. 10,000/-. This is not applicable for MSME Units/NSIC Exempted units | Scanned copy of DD pertaining to Tender Fee |

Technical Evaluation:

The criteria for technical evaluation are as follows:

| S.No | Evaluation Criteria | Max Score |
|------|--|-----------|
| 1 | Turnover from professional services in last financial year i.e. FY 2020-21 | 15 |

| S.No | Evaluation Criteria | | Max Score |
|------|--|--------------|-----------|
| | Turnover (in INR Cr.) | Score | |
| | >=10 and < 15 | 5 | |
| | >=15 and < 20 | 10 | |
| | >=20 | 15 | |
| 2 | Experience in IT/e-Governance/ICT based project management assignment with Central Government or State Government in the last three years from the date of submission of bid. Engagement should be of a value of at least INR 2 Crore. (5 marks per engagement) (Work Order/ LOA/Contract agreement should be furnished). | | 15 |
| 3 | At least one engagement (ongoing or completed) in one or more of the eight sister states of Northeast India with contract value of over INR 2 crores in the last 3 years (10 Marks per engagement) | | 20 |
| 5 | Completeness of Approach and Methodology to meet the requirements of the State as mentioned below: <ul style="list-style-type: none"> • Approach for designing the application architecture – 5 Marks • Proposed Technology – 10 Marks <ul style="list-style-type: none"> ○ Open-Source Development Stack – 5 Marks ○ Distributed/NoSQL database system – 5 Marks • API Based/Platform Independent Integration mechanisms – 5 Marks | | 20 |
| 6 | Live Demo on Proof of Concept of the proposed tool and its fitment to the State's requirements. Following points shall need to be demonstrated: <ul style="list-style-type: none"> • Creation and modification of a family • Mapping of schemes to a family based on information provided • Effort required for customization of various parameters of the tool • Ease of integration with other heterogeneous IT systems • Data analytics and reporting capabilities | | 30 |

4.2. Financial Evaluation Criteria

It is envisaged that the development and deployment of the tool shall require an initial one-time cost and shall also involve subsequent efforts in terms of scheme analysis, modification of tool and other updates as required by the State Government from time to time. Hence, the implementation of the tool is planned to be on a hybrid model wherein, during the first year, CAPEX model approach shall be followed and in the subsequent years, the tool shall be operated through OPEX model approach. Accordingly, the bidder shall be required to submit their financial bids as per the format specified in **Annexure – IV/V** of this document.

4.3. Evaluation of Bid

Proposals will be reviewed by a Committee of Officers (the “Committee”). The Committee will examine the eligibility criteria to determine whether they are as per the requirement in the RFP, whether the documents have been properly signed, whether the required Tender Fee is deposited, and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the eligibility criteria specified in the bidding documents will be rejected and not included for further consideration. The final awarding of the contract will be done based on a Quality cost-based system (QCBS) Method The following is the procedure for evaluation:

a) Technical evaluation

The technical bid documentation furnished by the bidder shall be examined in detail in order to determine whether they are substantially responsive to the requirements set forth in this document. In order to reach such a determination, DIT, Manipur shall examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP. This evaluation will also involve scoring each component of the technical bid as per guidelines described in this RFP so that each technical bid will be assigned an overall score. The bidders may be required to make presentation on technical and operations aspect of the bid as per Data Sheet of this RFP. The Bidder is requested to take note of the following:

- i. Bidder is required to submit their technical bids strictly as per the technical bid format defined in the **Annexure-I, Annexure-II and Annexure-III** of this document.
- ii. Technical proposal should not contain any financial information. Technical bids containing financial information will be summarily rejected.
- iii. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Scope of Work or if it fails to comply with the technical requirements. The technical evaluation criterion is same as given in RFP of this document.
- iv. The overall technical score cut-off is **75 marks**. As one of the criteria, the bidder will require to attain the overall cut-off marks or more during the evaluation, for their Financial bids to be considered.
- v. Only the bidders, who score a total Technical score of **75 (Seventy Five) or more**, will qualify for the evaluation of their Financial bids.
- vi. Technical evaluation shall be uploaded on the e-tender Portal.
- vii. After the technical evaluation is completed and approved, DIT, Manipur shall open the Financial Proposals of only those bidders who complied with the technical criterion specified in the RFP.

b) Financial evaluation

Based on the results of the technical evaluation, the committee will then proceed to open and evaluate the financial bids of only those bidders who are able to qualify the Technical evaluation given in this RFP. The Financial evaluation will consider the information supplied by the Bidders in the Financial Bid, and the same shall be evaluated in accordance with the evaluation criteria specified in this document. The Bidders are requested to take note of the following:

- i. The financial proposal of only technically qualified bidders shall be opened for evaluation.
- ii. Bidder is required to submit their financial bids strictly as per the technical bid format defined in the **Annexure-V** of this document.
- iii. The financial bid should not be conditional and no technical information should be provided along with the financial bid. In such cases, the bids would be summarily rejected.
- iv. The weights given to the Technical (T) and Financial (F) Proposals are: **T = 0.80, and F = 0.20**, in this bid

c) Selection of Bidder

The following method employed for the final selection of the solution provider and award of the contract will be QCBS i.e. Quality and Cost Based Selection method, which would ensure the financial & experience soundness of solution provider as well as the rate effectiveness of the same.

- i. Bids with the lowest cost will be given a financial score of 100 (Hundred) and other proposals given financial scores that are inversely proportional to their prices w.r.t. the lowest offer.
- ii. Similarly, proposal with the highest technical marks (as allotted by the evaluation committee) shall be given a score of 100 (Hundred) and other proposals be given technical score that are proportional to their marks w.r.t. the highest technical marks.
- iii. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. On the basis of the combined weighted score for quality and cost, the bidders shall be ranked in terms of the total score obtained.
- iv. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.
- v. In the event two or more bids have the same score in final ranking, the bid with highest technical score will be H-1.

- vi. An Evaluated Bid Score (S) will be calculated for each responsive Bid using the following formula, which permits a comprehensive assessment of the Bid price and the technical merits of each Bid:

$$S = C_{low}/C \times F + St/S_{high} \times T$$

where,

C = Evaluated Bid Price

C_{low} = the lowest of all Evaluated Bid Prices among responsive Bids

St = the total Technical Score awarded to the Bid

S_{high} = the Technical Score achieved by the Bid that was scored best among all responsive

Bids

F = The weights given to the Financial Proposals

T = The weights given to the Technical Proposals

As an example, in a particular case of selection of solution provider, it was decided to have minimum qualifying marks for technical qualifications as 60(Sixty) and the weightage of the technical bids and financial bids was kept as 80: 20(Eighty: Twenty). In response to the RFP, three proposals, K, L & M were received. The technical evaluation committee awarded the following marks as under:

K: 75 Marks

L: 80 Marks

M: 90 Marks

The minimum qualifying marks were 60 (Sixty) thus, all the three proposals were found technically suitable. Using the formula St/S_{high} , the following technical points are awarded by the evaluation committee:

K: $75/90 = 83$ points

L: $80/90 = 89$ points

M: $90/90 = 100$ points

The financial proposals of each qualified Agency were opened after notifying the date and time of bid opening to the successful participants. The price evaluation committee examined the financial proposals and evaluated the quoted prices as under:

K: Rs.120.

L: Rs.100.

M: Rs.110.

Using the formula C_{low}/C , the committee gave them the following points for financial proposals:

K: $100/120 = 83$ points

L: $100/100 = 100$ points

M: $100/110 = 91$ points

In the combined evaluation, thereafter, the evaluation committee calculated the combined technical and financial score as under:

Proposal K: $83 \times 0.20 + 83 \times 0.80 = 83$ points.

Proposal L: $100 \times 0.20 + 89 \times 0.80 = 91.2$ points

Proposal M: $91 \times 0.20 + 100 \times 0.80 = 98.2$ points.

The three proposals in the combined technical and financial evaluation were ranked as under:

Proposal K: 83 points: H-3

Proposal L: 91.2 points: H-2

Proposal M: 98.2 points: H-1

Proposal M at the evaluated cost of Rs.110 (Rupees One hundred and ten) was, therefore, declared as winner and recommended for negotiations/approval, to the competent authority.

5. Payment Schedule

Given that the first phase will focus on initial customization & deployment, incurring cost on the solution and related hardware to be procured and second phase on maintenance activities, the payments to the bidder shall be divided into two parts:

Part 1: CAPEX mode: During the first year of operations, milestone based of the CAPEX costs shall be released to the bidder. This shall include cost of one-time customization & deployment and the cost of hosting infrastructure:

| Sno | Milestone | Timeline | Payment |
|--------------|--|-------------------|---------|
| CAPEX | | | |
| 1 | Upon submission of inception report | T + 15 days (T1) | 10% |
| 2 | Formulate the requirements document for the platform along with the plan for phase wise integration of schemes | T1 + 90 days (T2) | 20% |
| 3 | Build the base data of the families using the existing PDS, SECC or any other family level database available with the State | T2 + 45 days (T3) | 10% |
| 4 | Go-Live of the portal | T3 + 120 days | 60% |

Part 2: OPEX mode:

Post completion of first phase (implementation), the payment to the bidder shall be released in OPEX mode over a period of 60 months. These shall cover the application support activities including minor configurations required during operations phase. OPEX Fee based on per transaction (as specified by the bidder in Annexure – V) of the RFP shall be payable on a Monthly basis.

6. Award of Contract

6.1. Signing of Contract

Within 15 days of receipt of the initial Notification of Award the successful Bidder shall execute the Contract with DIT, Manipur.

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

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event DIT, Manipur may award the contract to the next best value bidder or call for new bids.

7. Instructions to Bidders

Bids must be direct, precise, concise, and complete. DIT, Manipur will evaluate bidder's proposal based on the response to the requirements of the project as outlined in this RFP.

7.1. Period of Validity of Bids

- a) The technical and commercial bids shall be valid for a period of 90 days or Three (3) months from the closing date of submission of the bids.
- b) A bid valid for a shorter period may be rejected as non-responsive.
- c) DIT, Manipur may solicit the bidder's consent for an extension of the validity period for the bids. The request and the responses thereto shall be made in writing to the Director, DIT, Manipur.

7.2. Non-Conforming Bids

Any bid may be construed as a non-conforming bid and ineligible for consideration if it does not comply with the requirements of this RFP.

7.3. Amendment/Corrigendum of bidding documents

At any time prior to the deadline for submission of bids, DIT, Manipur, for any reason, may modify the bidding documents and may issue supplements/amendments /addendums/corrigendum etc. to this RFP. All such clarifications/amendments/addendums/ corrigendum etc. shall be available to the empaneled Companies/Agencies through the website only and shall be part of this RFP as well as binding on the bidders. DIT, Manipur, at its discretion, may extend the deadline for the submission of bids.

7.4. Language of Bids

The bids and all correspondence & documents shall be written in English. All bids and accompanying documentation will become the property of DIT, Manipur. However, the same will not be shared to third party any confidential / trade secrets identified in the bid

7.5. Prices

The costing shall be provided by the bidder as per Annexure V of this document (BOQ). The bids not conforming to the format may be rejected.

7.6. Disqualification/Right to Reject Proposals

- i. The bids are liable to be rejected in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:
 - a. Proposal not submitted in accordance with this RFP.
 - b. During validity of the bid, or its extended period, if any, the bidder increases his quoted prices.

- c. The bidder qualifies the bid with his own conditions.
 - d. Proposal is received in incomplete form.
 - e. Proposal is not accompanied by all requisite documents.
 - f. Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
 - g. Financial bid is enclosed as part of technical bid.
 - h. Bidder tries to influence the bid evaluation process by unlawful means at any point of time during the bid process.
- ii. Bidders may specifically note that while evaluating the bids, if it comes to DIT, Manipur's knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form an alliance / cartel then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by DIT, Manipur.
 - iii. Blacklisted by the Government of India ("GoI"), State Government or any other Government owned agency including quasi-Government sector organization or company, for corrupt, fraudulent practices or reasons related to non-performance in an engagement on the date of opening of bid.

7.7. Modification and Withdrawal of Proposals

No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiration of the bid validity period specified by DIT, Manipur.

7.8. Conflict of Interest

Bidder shall furnish an affirmative statement/ self-declaration (on company's letter head) as to the existence / absence of any potential conflict of interest on the part of the bidder due to prior, current, or proposed contracts, engagements, or affiliations with DIT, Manipur. Additionally, such disclosure shall address all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in this document.

A bidder shall be deemed to have a Conflict of Interest, if:

- The Bidder, its member or Associate (or any constituent thereof) and any other Bidder, its member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest

- Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the application of either or each of the other bidder
- There is a conflict among this and other Bidders (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders.

The bidder shall provide services which at all times hold DIT Manipur's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.

7.9. Acknowledgement of Understanding of Terms

By submitting a bid, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and Liability

7.10. Other Conditions

The following terms are applicable to this RFP and the bidder's bid.

- i. Timing and sequence of events resulting from this RFP shall ultimately be determined by DIT, Manipur.
- ii. No oral conversations or agreements with any official, agent, or employee of DIT, Manipur shall affect or modify any terms of this RFP, and any alleged oral agreement or arrangement made by a bidder with any official or employee of DIT, Manipur shall be superseded by the results from this RFP process. Oral communications by DIT, Manipur to bidders shall not be considered binding on DIT, Manipur, nor shall any written materials provided by any person other than DIT, Manipur.
- iii. Proposals are subject to rejection if they limit or modify any of the terms and conditions or specifications of this RFP.
- iv. By responding, the bidder shall be deemed to have represented and warranted: that its bid is not made in connection with any competing bidder submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the bidder did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of DIT, Manipur participated directly or indirectly in the bidder's bid preparation.
- v. A third party or any statutory audit may be conducted any time before and after close of contract by DIT, Manipur to analyze the performance of the agency. The auditing party would be decided by DIT, Manipur. Bidder would be required to support the audit exercise as part of the project execution.
- vi. Neither the bidder nor any of bidder's representatives shall have any claims

whatsoever against DIT, Manipur or any of its respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

- vii. Post the release of the RFP and until contract award, bidders shall not, directly or indirectly, solicit any employee of DIT, Manipur to leave DIT, Manipur or any other officials involved in this RFP process in order to accept employment with the bidder, its affiliates, or any person acting in concert with the bidder, without prior written approval of DIT, Manipur.
- viii. DIT, Manipur reserves the right to terminate the full Bank Guarantee or any part of it furnished by the selected bidder with or without termination of contract, in case DIT, Manipur at any time during the tenure of the project observes that the selected bidder fails to comply with its obligations under the Contract.
- ix. The Maximum limitation of Liability under the contract for any reason shall be limited to the payment received by the Solution Provider by the Government of Manipur.
- x. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by DIT, Manipur. Any notification of best evaluated / preferred bidder status by DIT, Manipur shall not give rise to any enforceable rights by the bidder. DIT, Manipur may cancel this public procurement at any time prior to a formal written contract being executed by DIT, Manipur.

Annexure I: Cover Letter

(To be submitted on the letter head of the bidder)

To,

The Director,
Department of IT,
Govt. of Manipur

Subject: Submission of Pre-qualification Proposal for engagement of service provider for implementation of family based welfare delivery.

Dear Sir,

We, the undersigned, offer to provide our Services to Department of IT, Manipur in accordance with your Request for Proposal dated _____. We are hereby submitting our Proposal, which includes this Pre-Qualification Proposal, a Technical Bid and the Commercial bid inclusive of the services that would be provided by us as part of this engagement.

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

We agree to abide by all the terms and conditions of 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: _____

| No. | Pre-qualification Criteria | Supporting Documents to be furnished | Page No. |
|-----|--|---|----------|
| 1. | The bidder should be registered in India under the Companies Act 1956 / 2013, Limited Liability Partnership Act 2008 with its registered office in India for the last five years as on 31.03.2021. | Certificate of Incorporation/ Partnership Deed | |
| 2. | c) The bidder should have an average turnover of INR 10 crores from professional services in the last three (3) Financial years as per audited results (latest being FY 2020-2021). The bidder should have positive net worth at the time of submission of the bid. | <ul style="list-style-type: none"> • Audited Annual Financial Statements • Annual Report Certified statement from the Current Statutory Auditors of the Company/Agency. | |
| 3. | The bidder should have at least one engagement (ongoing or completed) of minimum value Rs.2 Crore in their services offerings during the last 3 Years in IT/e-Governance/ICT based project management for Central Government or State Government for a state wide IT Implementation. | <ul style="list-style-type: none"> • Certificate from the current authorized signatory of the Company/Agency. • Work Order/ Completion Certificate/ Client Certificate and citations. • In the event of a multi-stage, multi-service engagement, a completed phase supported by a client certificate or documentation / payment realization shall also be considered equivalent. | • |
| 4. | The bidder should have minimum 50 Full Time Resources as on date of submission of bid | <ul style="list-style-type: none"> • Certificate and list of professionals from the current authorized signatory of the Company/Agency. PF numbers of each of these professionals shall need to be furnished | • |
| 5. | The bidder should not earlier be blacklisted or under pending litigation/action, suit, proceeding or investigation by any State/UT Government or Central Government/department/agency(ies)/any Indian tribunal in India from participating in bidding process. | Certificate from the current authorized signatory of the Company/Agency | |

| No. | Pre-qualification Criteria | Supporting Documents to be furnished | Page No. |
|-----|--|--|----------|
| 6. | The bidder should have at least one engagement (ongoing or completed) in one or more of the eight sister states of Northeast India (Arunachal Pradesh, Assam, Meghalaya, Manipur, Mizoram, Nagaland, Sikkim and Tripura) | <ul style="list-style-type: none"> • Certificate from the current authorized signatory of the Company/Agency. Work Order/ Completion Certificate/ Client Certificate and citations. | |
| 7. | The bidder should be ISO certified company | <ul style="list-style-type: none"> • Copy of the valid ISO certificate as on date of submission of bid | |
| 8. | The bidder should submit non- refundable Tender Fee of Rs. 10,000/-. This is not applicable for MSME Units/NSIC Exempted units | Scanned copy of DD pertaining to Tender Fee | |

Annexure II: Technical Bid - Cover Letter

(To be submitted on the letter head of the bidder)

To,

The Director,
Department of IT,
Govt. of Manipur

Subject: Submission of Technical Proposal for engagement of service provider for implementation of family-based welfare delivery.

Dear Sir,

We, the undersigned, offer to provide our Services to Department of IT, Manipur in accordance with your Request for Proposal dated _____. We are hereby submitting our Proposal, which includes Technical Bid inclusive of the services that would be provided by us as part of this engagement.

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 agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid till our empanelment, 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: _____

| S.No | Evaluation Criteria | Page No. |
|-------------|---|-----------------|
| 1 | Experience in IT/e-Governance/ICT based project management assignment with Central Government or State Government in the last three years from the date of submission of bid. Engagement should be of a value of at least INR 2 Crore | |
| 2 | Turnover from professional services in last financial year i.e. FY 2020-21 | |
| 3 | At least one engagement (ongoing or completed) in one or more of the eight sister states of Northeast India with contract value of over 2 crore in the last 3 years | |
| 4 | Approach & Methodology (maximum 20 pages) | |

Annexure III: Financial Bid – Cover Letter

To

The Director,
Department of IT,
Govt. of Manipur

Subject: Submission of Commercial Proposal for engagement of service provider for implementation of family-based welfare delivery.

Dear Sir,

We, the undersigned, offer to provide our Services for engagement of consultants for Department of IT, Manipur in accordance with your Request for Proposal dated _____. We are hereby submitting our Commercial bid sealed in a separate envelope.

Our Commercial bid shall be binding upon us for the bid validity period of 180 days, from the last date of bid submission, as stipulated in the RFP document.

We hereby declare that all the information and statements made in this Commercial bid are true and accept that any misinterpretation contained in it may lead to our disqualification. We agree to abide by all the terms and conditions of 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: _____

Annexure IV: Financial Bid – Hardware Specifications

The following hardware infrastructure shall be provided for developing the platform

| Sno | Requirement Type | Details |
|--------------------------------------|--|--|
| Software Specifications | | |
| 1. | Software Development Stack – Front End | Open-Source Stack |
| 2. | Database | NoSQL database. Eg. Mongo DB |
| Minimum Hardware Requirements | | |
| 3. | Minimum RAM | 64 GB |
| 4. | No. of Cores | 2 Core Standard |
| 5. | Storage requirement | 1.5 TB SSD Hard-drive |
| Hosting Requirements | | |
| 6. | Operating System | Open Source (Unix/Linux) |
| 7. | Hosting Type | Two On-Premise Blade Servers including VM-Standard along with the VM management software |

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____

Annexure V: Financial Bid – Financial Bid Format

| S.No | Component | Unit Rates (INR) without taxes & GST (A) | Nos. (B) | Total Rates (INR) without taxes & GST (C) = (A)*(B) |
|---|---|--|--|---|
| CAPEX (Initial one year of design, development & deployment of the tool) | | | | |
| 1 | One time deployment cost of the tool including the following: <ul style="list-style-type: none"> • Platform deployment • Security Testing • Training | | 1 | |
| 2 | * Per Scheme Integration Cost of Schemes to be brought into the platform including transfer of funds in year 1 of the contract (excludes, integration effort for the source applications, as the same will be borne by the state) | | 1 | |
| 3 | One time hardware cost for deploying the solution (Bandwidth and Maintenance cost post 1 year will be borne by the department). In case of scaling up of the hardware based upon need, the cost will be extra | | As per hardware specified in Annexure - IV | |
| OPEX Phase for 60 months | | | | |
| 4 | Per transaction** facilitation fee | | 1,00,000 | |
| Grand Total | | | | |

Note:

- 1) Rates quoted (Please refer Terms) in the Sr.No. 1 shall be released as per the schedule given in Section 5 of the RFP
- 2) Payment related to scheme integration shall be released upon successful integration* with the portal.
- 3) 50% of the payment quoted in Sr.No.3 (i.e. Hardware Cost) shall be released upon delivery of hardware and the remaining 50% shall be released upon successful commissioning of the hardware at the location desired by DIT, Manipur.

- 4) 20% of the Overall Yearly OPEX Cost (estimated) will be paid at the start of the Month in a proportionate manner. Subsequently 'OPEX costs shall be payable monthly at the end of the Month based upon actual transaction. The solution provider will provide details of the transactions across schemes (departments) in every invoice. The final invoice will adjust for the amount which has been already paid at the start of the month.
 - 5) No. of transactions and schemes as mentioned in the table are estimated numbers which shall be used for the purpose of determining Financial Quote for QCBS evaluation. However, the payment to the bidder shall be strictly on the basis of actual numbers of transactions and schemes.
- * Scheme integration shall include study of the current scheme delivery process, preparation of SOPs for integration with the tool, facilitation of integration as per the designed process and deployment on the tool along with development of interface and workflows if required. The figure mentioned in the table is calculated for Financial Evaluation. Payment will be made as per actuals.
- ** Transaction is defined as any financial benefit (in cash or kind) provided to the beneficiary through any of the welfare schemes deployed on the tool at any given point in time. The 1 lakh figure mentioned in the table is calculated for Financial Evaluation. Payment will be made as per actuals