



**REQUEST FOR PROPOSAL
FOR
SELECTION OF SYSTEM INTEGRATOR
FOR
STATE WIDE ROLL-OUT OF e-DISTRICT MMP - UTTAR PRADESH
FOR ZONE II
VOLUME I**

RFP No.: CeG/P/9/II/RFP-SI-02/13



Centre for e-Governance
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Lucknow-226010

Table of Contents

Table of Contents	2
List of Abbreviation	5
GLOSSARY OF TERMS	6
1 Introduction	7
2 Schedule of Bid Process	8
3 Structure of the RFP	9
4 Background Information	10
4.1 Basic Information	10
4.2 Project Background	10
4.3 State Information	11
4.4 Key Information	15
4.5 About the CeG (U.P.)	16
5 Instructions to the Bidders	18
5.1 General	18
5.2 Compliant Proposals / Completeness of Response	18
5.3 Pre-Bid Meeting & Clarifications	19
5.3.1 Pre-bid Conference	19
5.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum	19
5.4 Key Requirements of the Bid	20
5.4.1 Right to Terminate the Process	20
5.4.2 RFP Document Fees	20
5.4.3 Earnest Money Deposit (EMD)	20
5.4.4 Submission of e-Bids	20
5.4.5 Documents Constituting the e-Bid	22
5.4.6 Proposal Preparation Costs	23
5.4.7 Language	23
5.4.8 Consortium Criteria	24
5.4.9 Venue & Deadline for Submission of Proposals	25
5.4.10 Late Bids	25
5.4.11 Opening of Technical e-Bids	25
5.4.12 Opening of Financial e-Bids	25
5.5 Evaluation Process	25

5.5.1	Tender Opening.....	26
5.5.2	Tender Validity	26
5.5.3	Tender Evaluation.....	26
6	Criteria for Evaluation.....	27
6.1	Pre-Qualification Criteria	27
6.2	Technical Qualification Criteria	31
6.3	Commercial Bid Evaluation	37
7	Appointment of System Integrator	38
7.1	Award Criteria	38
7.2	Right to Accept Any Proposal and To Reject Any or All Proposal(s)	38
7.3	Notification of Award	38
7.4	Contract Finalization and Award	38
7.5	Performance Guarantee	38
7.6	Signing of Contract	39
7.7	Failure to Agree with the Terms and Conditions of the RFP	39
8	Payment Schedule	40
9	Annexure	41
	Annexure I: TECHNICAL BID TEMPLATES.....	41
9.1	Form 1: Undertaking on Total Responsibility	42
9.2	Form 2: Particulars of the Bidder	43
9.3	Form 3: Bank Guarantee for Earnest Money Deposit	44
9.4	Form 4A: Compliance Sheet for Pre-Qualification Proposal.....	46
9.5	Form 4B: Compliance Sheet for Technical Proposal.....	50
9.6	Form 5: Letter of Proposal.....	52
9.7	Form 6: Project Citation Format	53
9.8	Form 7: Proposed Work Plan	54
9.9	Form 8: Team Composition	55
9.10	Form 9: Curriculum Vitae (CV) of Key Personnel.....	56
9.11	Form 10: Deployment of Personnel	57
9.12	Form 11: Manufacturers'/Producers' Authorization Form	58
9.13	Form 12: Deviations	59
9.14	Form 13: Undertaking on Patent Rights.....	60
9.15	Form 14: Undertaking on Service Level Compliance	61
9.16	Form 15: Undertaking on Deliverables.....	62

9.17	Form 16: Undertaking on Support to Third Party Solution acceptance and certification	63
9.18	Form 17: Undertaking on Exit Management and Transition	64
9.19	Form 18: Declaration that the bidder has not been blacklisted in last three years	65
9.20	Form 19: Declaration of non-Participation in Multiple Bids	66
9.21	Form 20: Details of Consortium	67
9.22	Form 21: Declaration of Lead member of Consortium	68
9.23	Form 22: General Information & Constitution Status	69
9.24	Form 23: Structure and Organization	70
9.25	Form 24: Current Contract commitments / works in progress in India	71
9.26	Form 25: Affidavit of not having Criminal or Economic Offence	72
9.27	Form 26: Declaration of activities sub-contracted	73
	ANNEXURE II: FINANCIAL PROPOSAL TEMPLATE	74
	Form 1: Covering Letter	74
	Form 2A: Financial Proposal – Summary Bid	76
	Form 2B: Financial Proposal – Head wise Summary Bid	76
	Form 2C: Details of Financial Bid	77
	ANNEXURE III: TEMPLATE FOR PBG & CCN	81
	Form 1: Performance Guarantee	81
	Form 2: Change Control Notice (CCN) Format	82

List of Abbreviation

Sr.No.	Abbreviation	Description
1	BPR	Business Process Re-engineering
2	CCN	Change Control Note
3	CDAC	Centre for Development of Advanced Computing
4	CeG (U.P.)	Centre for e-Governance, Uttar Pradesh
5	CMS	Content Management System
6	CSC	Citizen Service Center
7	CSP	Content Service Provider
8	DeGS	District e-Governance Society
9	DeitY	Department of Electronics and Information Technology
10	DHQ	District Head Quarter
11	EC	Empowered Committee
12	EMD	Earnest Money Deposit
13	GoI	Government of India
14	GoUP	Government of Uttar Pradesh
15	MCIT	Ministry of Communication and Information Technology
16	MMP	Mission Mode Project
17	MSA	Master Service Agreement
18	MSDG	Mobile Service Delivery Gateway
19	MSME	Micro, Small & Medium Enterprises
20	NDA	Non-Disclosure Agreement (NDA).
21	NeGP	National e-Governance Plan
22	NIC	National Informatics Centre
23	NPI	National Portal of India
24	NPMU	National Program Management Unit
25	OEM	Original Equipment Manufacturer
26	PBG	Performance Bank Guarantee
27	RFP	Request for Proposal
28	SDC	State Data Center
29	SeMT	State e-Governance Mission Team
30	SI	System Integrator
31	SLA	Service Level Agreement
32	SPF	State Portal Framework
33	SPMU	State Program Management Unit
34	SSDG	State Services Delivery Gateway
35	STQC	Standardization Testing and Quality Certification
36	SWAN	State Wide Area Network
37	UT	Union Territory

GLOSSARY OF TERMS

The definitions of various terms that have been used in this RFP are as follows:

- **“Request for Proposal (RFP)”** means all three Volumes and its Annexures and any other documents provided along with this RFP or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.
- **“Contract / Agreement / Contract Agreement / Master Service Agreement”** means the Agreement to be signed between the successful bidder and CeG (U.P.), including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- **“Bidder”** means any company incorporated under Indian Companies Act 1956 and shall include group/consortium of companies coming together to participate in this bid, offering the solution(s), service(s) and /or materials as required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with parties bidding against this RFP, and when used after award of the Contract shall mean the successful party with whom the agreement is signed for rendering of services for implementation of this project.
- **“Consortium”** shall mean association of two or more distinct legal entities but not exceeding three in number, formed specifically or otherwise for the purpose of bidding.
- **“Proposal / Bid”** means the Pre-Qualification, Technical and Commercial bids submitted for this project against this RFP.

1 Introduction

- I. Under the e-District MMP Statewide Roll-out, System Integrators will be responsible for providing a comprehensive solution towards Supply, Installation, Integration, Commissioning, Management & Maintenance of Computing Infrastructure pertaining to e-District project in the State of Uttar Pradesh.
- II. CeG (U.P.), invites bids from the eligible parties (hereafter referred as "Bidder") for appointment as System Integrator for Zone II in Uttar Pradesh to provide the comprehensive solution as specified in the Scope of Work Section (Refer Section 4 - in Volume II) of this RFP.
- III. Bidders are advised to study the RFP documents (Volume I, II & III) carefully before submitting their proposals in response to this Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of all RFP Volume I, II & III documents with full understanding of its terms, conditions and implications. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.
- IV. All proposals submitted in response to the RFP document must be accompanied by an EMD of Rs. 1,00,00,000 (Rupees One Crore Only) in the form of Demand Draft or Bank Guarantee from Nationalized/Scheduled Commercial Bank as per the format prescribed in this RFP document (Refer Annexure I: Form 3). Bids submitted without adequate EMD will be liable for rejection.

2 Schedule of Bid Process

Sr. No.	Information	Details
1.	RFP No. and Date	RFP no.: CeG/P/9/II/RFP-SI-02/13 Date: 2 nd November, 2013
2.	Last date for submission of written queries for clarifications	9 th November, 2013; 4:00 PM Email: ceglko.up@gmail.com
3.	Date & Venue of pre-bid conference	11 th November, 2013 at 11:30 AM Venue of pre-bid conference: eSuidha Meeting Hall, Uptron Building, Near Gomti Barrage, Gomti Nagar, Lucknow - 226 010 Email: ceglko.up@gmail.com
4.	Release of response to clarifications	16 th November, 2013
5.	Bid validity period	180 days from the last date (deadline) for submission of proposals.
6.	Last date (deadline) for submission of bids including EMD	2 nd December, 2013; 2:00 PM
7.	Place, Time and Date of opening of Pre-Qualification received in response to the RFP notice	4 th December, 2013 at 2:00 PM eSuidha Meeting Hall, Uptron Building, Near Gomti Barrage, Gomti Nagar, Lucknow - 226 010 Email: ceglko.up@gmail.com
8.	Place, Time and Date of opening of Technical proposals received in response to the RFP notice	16 th December, 2013 at 2:00 PM eSuidha Meeting Hall, Uptron Building, Near Gomti Barrage, Gomti Nagar, Lucknow - 226 010 Email: ceglko.up@gmail.com
9.	Place, Time and Date of opening of Financial proposals received in response to the RFP notice	Will be intimated later
10.	Contact person for queries	State Coordinator Centre for e-Governance (U.P.) 2 nd Floor, Uptron Building, Near Gomti Barrage, Gomti Nagar, Lucknow - 226 010 Email: ceglko.up@gmail.com
11.	Addressee and address at which proposal in response to RFP notice is to be submitted:	State Coordinator Centre for e-Governance (U.P.) 2 nd Floor, Uptron Building, Near Gomti Barrage, Gomti Nagar, Lucknow - 226 010 Email: ceglko.up@gmail.com

Note: In the event of date specified for e-Bids opening/meetings being declared a holiday for Centre for e-Governance (CeG) office then the due date for opening of e-Bids shall be the next working day at the same venue and appointed time.

3 Structure of the RFP

- I. This Request for Proposal (RFP) document for Appointment of the System Integrator for e-District Mission Mode Project (MMP) in the State of Uttar Pradesh for Zone II comprises of the following.
 - A. **Volume I:** Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
 1. General instructions for bidding process
 2. Bid evaluation process including the parameters for Technical evaluation and commercial evaluation to facilitate CeG (U.P.), in determining bidder's suitability as the system integrator
 3. Payment schedule
 4. Technical Bid, Commercial Bid and other formats
 - B. **Volume II:** Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:
 1. About the project and its objectives
 2. Scope of work for the System Integrator
 3. Functional and Technical requirements
 4. Project Schedule
 5. Service levels for the system integratorThe bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the system integrator of CeG (U.P.).
 - C. **Volume III:** Master Service Agreement (MSA), Service Level Agreement (SLA) and Non-Disclosure Agreement (NDA).

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

4 Background Information

4.1 Basic Information

- I. CeG (U.P.) invites proposals (“Tenders”) through this Request for Proposals (“RFP”) from Systems Integrator Agencies (“Bidders”) for the provision of System Integrator for e-District as described in Section 4 (Volume II) of this RFP, “Scope of Work”.
- II. Any contract that may result from this bid will be issued for a term of four years and six months (“the Term”).
- III. The CeG (U.P.), reserves the right to extend the Term for period(s) of up to six months with a maximum of 2 such extension(s) on the same terms and conditions, subject to the CeG (U.P.) obligations at law.
- IV. Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late will not be considered in this bidding process.

4.2 Project Background

- I. NeGP was approved by the Government of India in May 2006, with the following vision:
“Make all Government Services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realise the basic needs of the common man”.
- II. To realize this vision, 31 Central, State and Integrated Mission Mode projects (MMPs) along with 8 support components were identified and approved under NeGP. States have been given flexibility to identify up to 5 additional state-specific projects, which are particularly relevant for the economic development of the State. NeGP also envisages creation of the core IT infrastructure in the form of SWANs, SDCs and one lakh front ends namely CSCs in rural areas across the country to deliver public services electronically.
- III. e-District is one of the 31 MMPs under NeGP, with the Department of Electronics and Information Technology (DeitY), Government of India (GoI) as the nodal department, to be implemented by State Government or their designated agencies. This MMP aims at electronic delivery of identified high volume citizen centric services, at district and sub-district level, those are not part of any other MMP. To achieve these objectives service levels and outcomes for each of these services will be clearly laid down by the State concerned, with a view to improving the efficiency and effectiveness of the service delivery. The MMP envisages leveraging and utilizing the four pillars of e-infrastructure namely, State Data Centres (SDCs), State Wide Area Network (SWANs), State Service Delivery Gateways (SSDGs) and Common Service Centres (CSCs), optimally to deliver public services electronically to citizens at their door steps. Initially only those high volume citizen-centric services will be taken up for implementation which have high priority for the State. New services will be added to the portfolio subsequently, once the demand for the initial set of e-enabled services increases.
- IV. Detailed scope of work is provided in RFP volume II.

4.3 State Information

The e-District MMP is to be implemented in all 69 districts of Uttar Pradesh excluding 6 districts that have already taken up pilot implementation of the e-District Project.

For Implementation of e-District Project, State has been divided in to two Zones covering 69 districts

The Zone Wise categorization of 69 Districts in the State is given below:-

Sr. No.	Zone	Total No. of Districts to be covered in each Zone
1.	Zone I	35
2.	Zone II	34

System Integrator for providing infrastructure and IT services at State Data Center and Zone I (35 Districts) is selected through RFP (Ref No: CeG/P/9/II/RFP-SI-01/12 dated 7th December, 2013)

The list of districts with no. tehsils, blocks and horizontal offices which are to be covered under e-District in Zone II:

Sr. No	Name of the District	No. of Tehsil or Revenue Circles	No. of Blocks	No. of Horizontal offices to be connected to DHQ	Population
1.	Agra	6	15	9	>10 Lakh
2.	Aligarh	5	12	9	>10 Lakh
3.	Amroha	3	6	9	>10 Lakh
4.	Badaun	4	15	9	>10 Lakh
5.	Baghpat	3	6	9	>10 Lakh
6.	Banda	4	8	9	>10 Lakh
7.	Bareilly	6	15	9	>10 Lakh
8.	Bijnore	5	11	9	>10 Lakh
9.	Bulandshahar	7	16	9	>10 Lakh
10.	Chitrakoot	2	5	9	<10 Lakh
11.	Etah	3	8	9	>10 Lakh
12.	Fatehpur	3	13	9	>10 Lakh
13.	Firozabad	4	9	9	>10 Lakh
14.	Hamirpur	4	7	9	>10 Lakh
15.	Hapur	3	4	9	>10 Lakh
16.	Hathras	4	7	9	>10 Lakh
17.	Jalaun	5	9	9	>10 Lakh

Sr. No	Name of the District	No. of Tehsil or Revenue Circles	No. of Blocks	No. of Horizontal offices to be connected to DHQ	Population
18.	Jhansi	5	8	9	>10 Lakh
19.	Kasganj	3	7	9	>10 Lakh
20.	Kaushambi	3	8	9	>10 Lakh
21.	Lalitpur	3	6	9	>10 Lakh
22.	Mahoba	3	4	9	<10 Lakh
23.	Mainpuri	3	9	9	>10 Lakh
24.	Mathura	4	10	9	>10 Lakh
25.	Meerut	3	12	9	>10 Lakh
26.	Moradabad	2	8	9	>10 Lakh
27.	Muzaffarnagar	4	9	9	>10 Lakh
28.	Pilibhit	3	7	9	>10 Lakh
29.	Rampur	6	6	9	>10 Lakh
30.	Saharanpur	5	11	9	>10 Lakh
31.	Sambhal	3	8	9	>10 Lakh
32.	SantRavidas Nagar Bhadohi	3	6	9	>10 Lakh
33.	Shahjahanpur	4	15	9	>10 Lakh
34.	Shamli	2	5	9	>10 Lakh
	Total	130	305	306	

List of horizontal offices (departments) to be connected to Network

1. Revenue
2. Urban Development
3. Panchayati Raj
4. Medical & Health
5. Social Welfare
6. Women & Child Development
7. Handicap
8. Labour
9. Food & Civil Supplies

Current Status of transactions in Pilot Districts:

Six districts for Pilot implementation were chosen on the basis of geographical representations and also taking into account their socio-economical profile. The pilot implementation of e-District project was planned over a period of 18 months for study, development, testing, implementation and roll out. State wide rollout would be similar to the pilot implementation of UP e-district project that had happened in six Districts.

Few important details of Pilot implementation are as follows:

- **Status of the STQC testing of pilot e-District Application:** SRS and FRS have been submitted to STQC.
- **Status of the implementation of the pilot project:** The Project is successfully implemented in all pilot six districts i.e. GautamBudh Nagar, Ghaziabad, Gorakhpur, Raebareli, Sitapur and Sultanpur.
- **Status of launching of the services in all the pilot district:** Following services had been successfully launched:

Sr.No.	Service	Sub-Service	
1	Certificate	1	Caste Certificate
		2	Income Certificate
		3	Domicile Certificate
		4	Birth Certificate
		5	Death Certificate
		6	Handicap Certificate
2	Pension	7	Old Age Pension
		8	Widow Pension
		9	Handicap Pension
3	Employment	10	Registration for Employment Exchange
4	Revenue Court	11	Cause List Generation
		12	Case Tracking
		13	Final Order Copy
5	Food & Civil Supplies	14	Issuance of Ration Card
		15	Surrender of Ration Card
		16	Modification in Ration Cards
		17	Duplicate Ration Cards
6	Grievances	18	Filing of Grievance
		19	Tracking of Grievance
7	Dues & Recovery	20	Issuance of Citation for Recovery (RC)
		21	Status of Recovery (RC)
		22	Recording of Payments

- **Status of Transactions in 6 Pilot Districts under Pilot e-District project: Transaction details in 6 Pilot districts as on September, 2013 is provided**

Cumulative transactions in 6 pilot e-Districts								
Sr. No.	Service Name	Q1	Q2	Q3	Q4	Q1	Q2	Total
		(2012-13)	(2012-13)	(2012-13)	(2012-13)	(2013-14)	(2013-14)	
1	Income Certificate	1,32,501	7,83,315	1,17,966	1,93,454	1,95,311	6,85,328	21,07,875
2	Caste Certificate	1,05,938	3,81,647	87,960	97,685	1,30,147	3,97,181	12,00,558
3	Domicile Certificate	1,06,170	3,29,611	2,00,783	2,38,568	1,69,626	5,15,861	15,60,619
4	Birth Certificate	4,370	5,295	11,604	17,639	14,600	18,274	71,782
5	Employment Registration	3,387	2,157	2,393	2,743	2,024	2,727	15,431
6	Death Certificate	1,999	2,820	6,109	6,307	5,357	6,315	28,907
7	Handicap Certificate	2,119	3,251	2,103	2080	1851	2831	14,235
8	Ration Card	641	2,002	4,407	3,242	598	440	11,330
9	Widow Pension	280	159	658	915	720	831	3,563
10	Old Age Pension	185	128	538	406	311	298	1,866
11	Handicap Pension	41	715	164	219	162	177	1,478
12	Complain Service	4	8	36	16	8	7	79
	Total	3,57,635	15,11,108	4,34,721	5,63,274	5,20,715	16,30,270	50,17,723

- **Status of Transactions in SSDG as on September, 2013 is provided**

Sr. No.	Service Name	Transactions
1.	Income Certificate	33,56,096
2.	Caste Certificate	23,77,170
3.	Domicile Certificate	34,80,562
4.	Khatauni	1,45,473
5.	Birth Certificate	8,255
6.	Death Certificate	3,758
7.	Loan to Handicap person	54
8.	Old age pension	3,515
9.	Issuance of New Ration card	4,874
10.	Modification in Ration card	3,415
11.	Widow Pension	3,384

Sr. No.	Service Name	Transactions
12.	Employment Registration	8,454
13.	Surrender of Ration Card	123
14.	Dumpatti Puraskar	-
	Total	93,95,133

4.4 Key Information

The objectives of the e-District Mission Mode Project are to ensure the following:

- I. Providing easy, anywhere and anytime access to government services (both information & transactional) to ensure reliability, efficiency, transparency and accountability.
- II. Delivery of all public services at district/ sub district level in electronic form through state portals by using the SSDG.
- III. Reducing number of visits of citizens to a government office / department for availing the services and thereby eliminating harassment.
- IV. Reducing administrative burden and service fulfilment time and costs for the government, citizens & businesses.
- V. Reducing direct interaction of citizen with the government and encourage 'e'-interaction and efficient communication through portal.
- VI. Enhancing perception & image of the Government and its constituent Departments.
- VII. Undertake backend computerisation of District and Tehsil level offices to ensure electronic delivery of high volume citizen centric services at the district level.
- VIII. Efficient delivery of services with improved service levels by undertaking extensive Business Process Re-engineering (BPR) of the identified services.
- IX. Delivery of services through CSCs by leveraging the common infrastructure of SWAN, SDC and SSDG.
- X. Development of applications to be hosted at the SDCs for delivery of services.
- XI. Extensive capacity building and training of field level functionaries to ensure smooth migration to electronic delivery of e-district services and phasing out manual delivery of services.

The key stakeholders of the project are illustrated below:

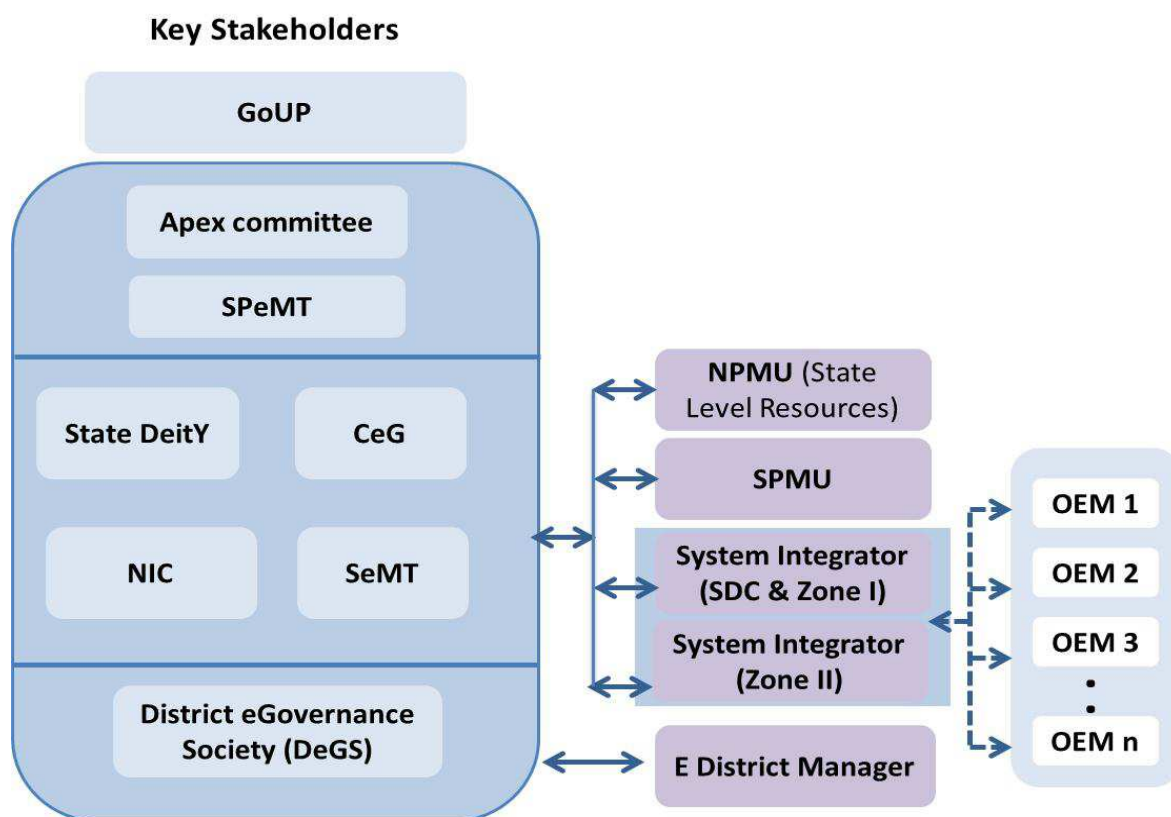


Figure 1: Key Stakeholders

4.5 About the CeG (U.P.)

I. Vision:

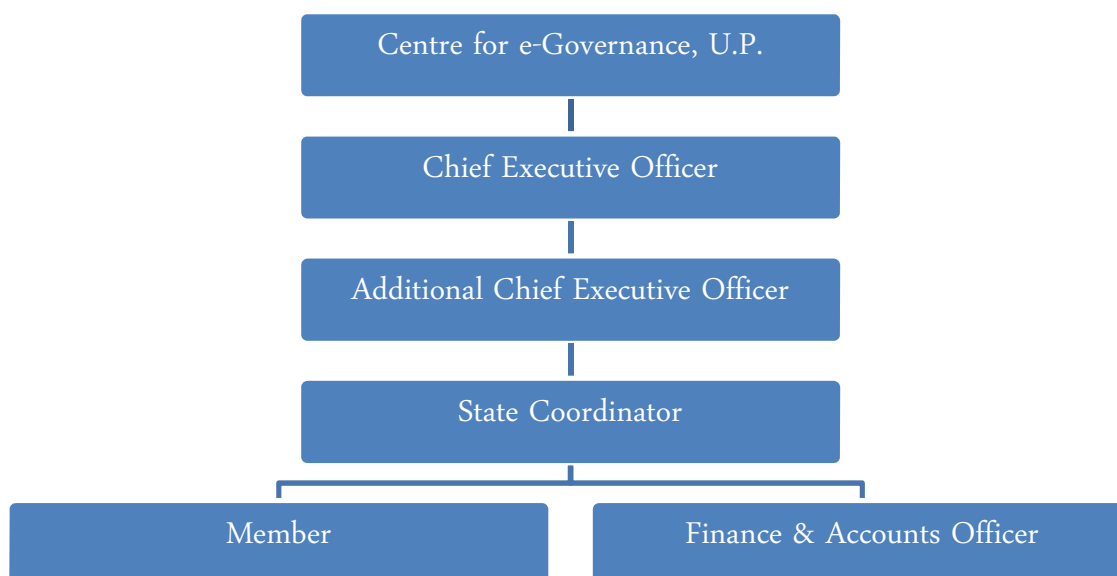
To use Information Technology as a vehicle for economic development and to create a high tech society with a high quality of life in Uttar Pradesh.

II. Organizational Objective and Key functions:

- a. To work with Government Departments, Private and Public Organisations and other to analyse key issues in e-Governance, identify solutions and assisting stakeholders in developing action plans.
- b. To act as an autonomous and independent body constituted by the Department of Information Technology and Electronics, Government of Uttar Pradesh to help and support Government and act as Secretariat and full time internal advisory body in undertaking e-Governance projects.
- c. To do the groundwork for providing overall direction, standardization and consistency through program management of the e-Governance initiatives in the State both Central and State funded.
- d. To provide support to the Government departments in all interdependencies, overlaps, conflicts, standards, overreaching architecture, security, legal aspects et-cetera, across projects as well as core and support infrastructure shared across several projects.
- e. To also work as a storehouse of knowledge and best practices in e-Governance both nationally and internationally. CeG (U.P.) may take up implementations of pilot or other projects, including technology demonstrators.

- f. To aim to be a world class institution to guide governance reforms through use of Information and Communication Technologies (ICTs) in Uttar Pradesh, other states of India and developing world at large by harnessing powers of ICTs, knowledge and people for good governance.
- g. To act as a think tank and help to translate the Government goals, objectives and policy priorities into tangible reform action through use of ICTs.
- h. To create a bank of best practices, methodologies and tools in successful e-Governance applications.

III. Organization structure:



IV. Activities

Nodal agency of IT & Electronics Department, Government of Uttar Pradesh for implementation and monitoring of e-Governance initiatives.

V. Geographical spread and operating locations

Presently CeG (U.P.) has office only in state capital of Uttar Pradesh.

5 Instructions to the Bidders

5.1 General

- I. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the CeG (U.P.) on the basis of this RFP.
- II. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the CeG (U.P.). Any notification of preferred bidder status by the CeG (U.P.) shall not give rise to any enforceable rights to the Bidder. The CeG (U.P.) may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the CeG (U.P.) without giving any explanation and notice. This shall be at the exclusive discretion of CeG (U.P.).
- III. This RFP supersedes and replaces any previous public documentation & communication and Bidders should place no reliance on any such documentation and communication.
- IV. Each Bidder is required to provide proposal as a part of single bid based on following details
 - a. Proposal to provide hardware & network infrastructure and site preparation for all the 34 Districts (Zone II) based on the tentative BoM and Technical Specifications.
 - b. First Summary Sheet of the Financial Bid (As given in Annexure II: Form 2A Financial Proposal of RFP Vol I) will be opened and Lowest Bidder (L1) will be chosen based on the Total Cost of the all Heads quoted in the Form. Total Cost mentioned in the summary sheet (Form 2A) should match with the total cost of all the heads as mentioned in Form 2B & 2C, and in case of mismatch, the bid will get rejected.
 - c. In case lowest bidder (L1) declines to accept the offer of SI for the Zone II then the same will be offered to other successful bidder (L2 and so on) provided the other successful bidder is ready to accept the offer at price of L1.

5.2 Compliant Proposals / Completeness of Response

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

5.3 Pre-Bid Meeting & Clarifications

5.3.1 Pre-bid Conference

- I. CeG (U.P.) shall hold a pre-bid meeting with the prospective bidders on 11th November, 2013; 11:00 AM at the address provided in Section 2.
- II. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to State Coordinator, CeG (U.P.), 2nd Floor, Uptron Building, Near Gomti Barrage, Gomti Nagar, Lucknow - 226 010, and email id ceglko.up@gmail.com by post, facsimile or email on or before 9th November, 2013; 4:00 PM
- III. The queries should necessarily be submitted in the following format:

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

- IV. CeG (U.P.) shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications after the indicated date and time may not be entertained by the CeG (U.P.).
- V. Bidders are required to nominate maximum two representatives who will be attending the pre-bid meeting and information regarding the same shall be provided to the CeG (U.P.) by email as mentioned in section 2 latest by 9th November, 2013; 4:00 PM

5.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- I. CeG (U.P.) will endeavour to provide timely response to all queries. However, CeG (U.P.) makes no representation or warranty as to the completeness or accuracy of any response; neither response nor does CeG (U.P.) undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.
- II. At any time prior to the last date for receipt of bids, CeG (U.P.) 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.
- III. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the <http://etender.up.nic.in> and emailed to all participants of the pre-bid conference.
- IV. Any such corrigendum shall be deemed to be incorporated into this RFP.
- V. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, CeG (U.P.) may, at its discretion, extend the last date for the receipt of Proposals.

5.4 Key Requirements of the Bid

5.4.1 Right to Terminate the Process

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

5.4.2 RFP Document Fees

- I. RFP document can be purchased at the address & dates provided in the Section 2 by submitting a non-refundable bank demand draft of Rs. 25,000 (Rs. Twenty Five Thousand only) drawn in favour of Centre for e-Governance (U.P.), payable at Lucknow from any nationalized/scheduled commercial banks.
- II. The bidder may also download the RFP documents from the website <http://etender.up.nic.in>. In such case, the demand draft of RFP document fees should be submitted along with Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

5.4.3 Earnest Money Deposit (EMD)

- I. Bidders shall submit, along with their Bids, EMD of Rs. 1,00,00,000 (Rupees One Crore only), in the form of a Demand Draft or Bank Guarantee (in the format specified in Annexure I: Form 3) issued by any Nationalized/Scheduled Commercial bank in favour of "Centre for e-Governance (U.P.)", payable at Lucknow, and should be valid for six months from the last date of submission of the tender / RFP.
- II. In case of consortium, EMD shall be in the name of Prime Bidder.
- III. EMD of all unsuccessful bidders would be refunded by CeG (U.P.) within three months of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Guarantee as per the format provided in Annexure III: Form 1.
- IV. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- V. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- VI. The EMD may be forfeited:
 - A. When the bidder withdraws or modifies his bid proposal after opening of bids and during the period of bid validity.
 - B. When the bidder does not execute the agreement after placement of order within the specified time and in accordance with this RFP
 - C. When the bidder fails to provide services as per RFP within the time prescribed.
 - D. When the bidder does not deposit the Performance Guarantee in the form of Bank Guarantee after the work order is placed.

5.4.4 Submission of e-Bids

The e-Bid Submission module of e-tender website <http://etender.up.nic.in> enables the bidders to submit the e-bids online against this tender published by the CeG (U.P.). e-Bid Submission can be done only from the e-Bid Submission start date and time till the e-Bid Submission end date and time given in the tender.

Bidders should start the e-Bid Submission process well in advance so that they can submit their bids in time. The bidders should submit their bids considering the server time displayed in the e-tender website. This server time is the time by which the bid submission activity will be allowed till the permissible time on the last/end date of submission indicated in the tender schedule. Once the e-bid submission date and time is over, the bidders cannot submit their e-bids. For delay in submission of e-bids due to any reasons, the bidders shall only be held responsible.

The bidders have to follow following instructions for submission of their e-bids:

- For participating in bids through the e-tendering system, it is necessary for the bidders to be the registered users of the e-tenderwebsite <http://etender.up.nic.in>. The bidders must first do the registration on the e-tender website, if they have not done so previously, using the option "Click here to enrol" available on the home page of the website.
- In addition to the normal registration, the bidder has to register with his/her Digital Signature Certificate (DSC) in the e-tendering system and subsequently he/she will be allowed to carry out his/her bid submission activities. Registering the Digital Signature Certificate (DSC) is a onetime activity. Before proceeding to register his/her DSC, the bidder should first log on to the e-tendering system using the User Login option on the home page with the Login Id and Password with which he/she has registered as per clause submission of e-bids above.
- For successful registration of DSC on e-tender website <http://etender.up.nic.in>, the bidder must ensure that he/she should possess Class -2/ Class-3 DSC issued by any one of the certifying authorities approved by Controller of Certifying Authorities, Government of India. The bidder is also advised to register his/her DSC on e-tender website well in advance before bid submission end date so that he/she should not face any difficulties while submitting his/her e-bid against this tender. The bidder can perform User Login creation and DSC registration exercise as described in clauses submission of e-bids above even before bid submission date starts. The CeG (U.P.) shall not be held responsible if the bidder tries to submit his/her e-bid at the last moment before end date of submission but could not submit due to DSC registration problem.
- The bidder can search for active tenders through "Search Active Tenders" link, select a tender in which he/ she is interested in and then move it to 'My Tenders' folder using the options available in the Bid Submission menu. After selecting and viewing the tender, for which the bidder intends to bid, from "My Tenders" folder, the bidder can place his/ her bid by clicking "Pay Offline" option available at the end of the view tender details form. Before this, the bidder should download the tender document and Price Schedule/Bill of Material (BOM) and study them carefully. The bidder should keep all the documents ready as per the requirements of tender document in the PDF format except the Price Schedule/Bill of Material (BOM) which should be in the XLS format (Excel sheet).
- After clicking the 'Pay Offline' option, the bidder will be redirected to the Terms and Conditions page. The bidder should read the Terms & Conditions before proceeding to fill in the Tender Fee and EMD offline payment details. After entering and saving the Tender Fee and EMD details, the bidder should click "Encrypt & Upload" option given in the offline payment details form so that "Bid Document Preparation and Submission" window appears to upload the documents as per Technical (Fee details, Qualification details, Bid Form and Technical Specification details) and financial (Bid Form and Price Schedule/BOM) schedules/packets given in the tender details. The details of the Demand Draft or any other accepted instrument which is to be physically sent in original before opening of technical bids, should tally with the details available in the scanned copy and the data entered during bid submission time otherwise the bid submitted will not be accepted.

- Next the bidder should upload the Technical Bid documents for Fee details (Tender fee and EMD), Qualification details, Bid Form and Technical Specification details as per Technical Specifications" and Financial Bid documents and Price Schedule/BOM" of tender document. Before uploading, the bidder has to select the relevant Digital Signature Certificate. Bidder may be prompted to enter the Digital Signature Certificate password, if necessary. For uploading, the bidder should click "Browse" button against each document label in Technical and Financial schedules/packets and then upload the relevant PDF/XLS files already prepared and stored in the bidder's computer. The required documents for each document label of Technical (Fee details, Qualification details, Bid Form and Technical Specification details) and financial (Bid Form and Price Schedule/BOM) schedules/packets can be clubbed together to make single different files for each label.
- The bidder should click "Encrypt" next for successfully encrypting and uploading of required documents. During the above process, the bid documents are digitally signed using the DSC of the bidder and then the documents are encrypted/ locked electronically with the DSC's of the bid openers to ensure that the bid documents are protected, stored and opened by concerned bid openers only.
- After successful submission of bid documents, a page giving the summary of bid submission will be displayed confirming end of e-bid submission process. The bidder can take a printout of the bid summary using the "Print" option available in the window as an acknowledgement for future reference.
- CeG (U.P.) reserves the right to cancel any or all bids without assigning any reason.

5-4-5 Documents Constituting the e-Bid

The e-bid prepared by the Bidder shall comprise the following components:

(a) **Technical Bid** - Technical Bid will comprise of :

Fee Details – Includes copies of Tender Fee and EMD furnished in accordance with Annexure 1: Form 3 in PDF format.

- Qualification Details** – Includes copies of required documents as per Section 6.1 in PDF format justifying that the Bidder is qualified to perform the contract if his/ her bid is accepted and that the bidder has financial, technical and production capability necessary to perform the contract and meets the criteria outlined in the Qualification Requirement and Technical Specification and fulfil all the conditions of the Contract and that the goods and ancillary services to be supplied by the Bidder conform to the bidding documents and Technical Specifications.

(b) **Technical Specification Details** – Includes copy of filled in Technical Specifications as per Section-6.2 of tender document in PDF format.

(c) **Financial Bid – Financial Bid will comprise of two separate files:**

- Summary Bid:** Copy of filled in Bid Form as per Annexure 2: Form 2A in PDF
- Detail Bid:** Copy of filled in Bid form as per Annexure 2B& 2C in excel format (Price Schedule/ BOQ in XLS format to be filled in after downloading from the e-tender website for this tender). Justifying that the bidder is complying with all the conditions of the Contract and Technical Specifications of the Bidding Document as no deviation will be acceptable to the Purchaser.

Note:

- Bidder is also required to submit the documents given below as part of Pre-qualification/Technical proposal in the hard copy (1 Copy Original) and CD to the Address mentioned in the Section 2 within the time period of Submission of Bid along with the EMD and RFP document Fees (If Bidder has downloaded the RFP/tender from the Website). e-Bids received without the Hard copy of Technical bid and CD will be rejected.
- List of Documents to be submitted in hard copy

Sr. No.	List of supporting Documents
1.	All Annexure mentioned in RFP
2.	All Work Orders mentioned in RFP
3.	All undertakings mentioned in RFP
4.	All Completion Certificate mentioned in RFP
5.	All Financial statement mentioned in RFP
6.	MAF for IT assets in original
7.	Copy of Agreement mentioned in RFP
8.	Affidavit as mentioned in RFP
9.	Power of Attorney
10.	Any supporting document (Not readable or legible scanned documents)

- The supporting documents submitted by the bidder shall be in separate sealed envelopes super-scribing "Envelope 1 - Pre-Qualification Proposal", "Envelope 2 - Technical Proposal", "Envelope 3 - EMD and RFP Document Fees". All the above envelopes must be in a single envelope.
- Please Note that prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal. Commercial proposal in any case shall be submitted through e-tender portal only.
- Commercial proposal received with technical proposal in Hard copy will be rejected.

5.4.6 Proposal Preparation Costs

- I. The bidder shall be responsible for all costs incurred in connection with participation in the model 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 CeG (U.P.) to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.
- II. CeG (U.P.) will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5.4.7 Language

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

be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

5.4.8 Consortium Criteria

- I. The Bidder must be a company registered under the Companies Act, 1956
- II. Bids from Consortium are also acceptable subject to fulfilling Point mentioned above; however the Consortium shall not consist of more than 3 members. The lead member will be authorized by all other members of the Consortium. The members of the Consortium shall enter into an agreement for the purpose of submitting a bid which should be duly notarized. The agreement shall convey the intent to form a Consortium which meets the requirements of this RFP, clearly mentioning the roles and responsibilities of each member.
- III. The prime bidder shall commit to hold a stake/interest of at least fifty one (51%) of the project cost during the tenure of the project for the scope of work defined elsewhere in this document;
- IV. In case of Consortium, the Lead member, who is responsible for performing a key function in contract management or is executing a major component of the proposed contract, shall be nominated as being in charge during the bidding periods and, in the event of a successful bid, during contract execution. The Lead member shall be authorized to incur liabilities and receive instructions for and on behalf of any and all members of the consortium; by submitting a power of attorney signed by legally authorized signatories of all the members.
- V. In case of Consortium, all members of the consortium shall be liable, jointly and severally, during the bidding process and for the execution of the contract in accordance with the contract terms, and a statement to this effect shall be included in the authorization mentioned under Point III above. The bid shall be signed so as to legally bind all members, jointly and severally.
- VI. The bidder or members of Consortium shall not be considered for bid evaluation if it has been:
 - a. Convicted of a cognizable offence by any court of law with imprisonment for a term exceeding one year; or
 - b. Imposed a penalty of rupees one crore or more for violation of the provisions of the Foreign Exchange Regulation Act, 1973 (46 of 1973) (since repealed) or the Foreign Exchange Management Act, 1999 (42 of 1999); or
 - c. Detained under the National Security Act, 1980 (65 of 1980) or the Narcotic Drugs and Psychotropic Substances Act, 1985 (61 of 1985); or
 - d. Found to be associated in any manner with an organized crime syndicate or its associate or with any Association declared unlawful under the Unlawful Activities (Prevention) Act, 1967 (37 of 1967) or any other law for the time being in force; or found to be connected with activities prejudicial to the National Security,
 - e. Accused of fraud or misconduct with any other State Government or Central Government, in performing his contract.
- VII. The response by the bidder or Consortium to the tender is liable for rejection, if information provided is found to be false at any stage during evaluation of bids and subsequently during the execution of the contract.
- VIII. The bidder or Consortium has to clear all stages of the bid process as mentioned subsequently in this tender document.
- IX. The bidder and each member of Consortium are not allowed to participate in more than one (1) bid.

5.4.9 Venue & Deadline for Submission of Proposals

- I. Proposals, in its complete form in all respects as specified in the RFP, must be submitted to e-Tender Portal <http://etender.up.nic.in> specified in Section 5.4.4 above.

5.4.10 Late Bids

- I. 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.
- II. The bids submitted by telex/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- III. CeG (U.P.) 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.
- IV. CeG (U.P.) reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

5.4.11 Opening of Technical e-Bids

- I. All technical e-Bids will be opened, in the presence of Bidders' representatives who choose to attend at the place given in Section 2. The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of e-bid opening being declared a holiday for the CeG (U.P.), the e-Bids shall be opened at the appointed time and location on the next working day.
- II. The bidder's names and the presence or absence of requisite bid security and such other details as the CeG (U.P.) at its discretion may consider appropriate, will be announced at the opening. No e-Bid shall be rejected at the time of technical e-Bid opening.

5.4.12 Opening of Financial e-Bids

- I. After evaluation of technical e-Bids, the CeG (U.P.) shall notify those Bidders whose technical e-Bids were considered non-responsive to the Conditions of the Contract and not meeting the technical specifications and Qualification Requirements indicating that their financial e-Bids will not be opened. The CeG (U.P.) will simultaneously notify the Bidders, whose technical e-Bids were considered acceptable indicating the date, time and place for opening of the financial e-Bids. The notification may be sent by letter, fax or by e-mail.
- II. The financial e-Bids of technically qualified bidders shall be intimated later at the place given in Section 2 in the presence of Bidders who choose to attend. The name of Bidders, Unit Price quoted for various items etc. will be announced at the meeting.

5.5 Evaluation Process

- I. CeG (U.P.) will constitute a Technical Evaluation Committee to evaluate the responses of the bidders.
- II. The Technical Evaluation Committee 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.

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

5.5.1 Tender Opening

- I. The Proposals submitted up to time and place as given in Section 2 of this RFP will be opened in the presence of such of those Bidders or their representatives who may be present at the time of opening.
- II. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal.
- III. Bid received on e-tender portal and whose Hard copies are received in due time will only be opened.
- IV. Bids received either only through e-Tender portal or Hard Copy will be rejected.
- V. Financial bid will be opened through <http://etender.up.nic.in> portal.

5.5.2 Tender Validity

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

5.5.3 Tender Evaluation

- I. Initial Bid scrutiny will be held and incomplete details as given below maybe treated as non-responsive, if Proposals :
 - A. are not submitted in as specified in the RFP document
 - B. received without the Letter of Authorization (Power of Attorney)
 - C. are found with suppression of details
 - D. with incomplete information, subjective, conditional offers and partial offers submitted
 - E. submitted without the documents/documents not readable or legible as requested in the checklist
 - F. have non-compliance of any of the clauses stipulated in the RFP
 - G. with lesser validity period
- II. All responsive Bids will be considered for further processing as below
 - A. CeG (U.P.) will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

6 Criteria for Evaluation

- I. The overall objective of this evaluation process is to select the capable and qualified firm in the business domain of developing and rolling out hardware and other infrastructure, providing associated capacity building, training and handholding support as well as associated managed services and who will provide a comprehensive solution towards Supply, Installation, Integration, Commissioning, Deployment, Operation & Management of hardware provisioning in Uttar Pradesh.
- II. First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders who do not meet the Pre-Qualification criteria will be returned without opening.
- III. The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70 marks in the technical evaluation would be eligible for the next stage, i.e. Financial Bid opening.
- IV. Proposals of Companies would be evaluated as per Technical Evaluation Criteria (Section 6.2). Bidders should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.

6.1 Pre-Qualification Criteria

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal
1.	<p>The responding firm / agency</p> <p>a. Should have made a payment of Rs. 25,000(Rupees Twenty Five Thousand only)for the RFP document</p> <p>b) Should have submitted a EMD of Rs. 1,00,00,000(Rupees One Crore only)</p>	<p>a) DD for Rs. 25,000 (Rupees Twenty Five Thousand only) for RFP document</p> <p>b) DD or Bank Guarantee from Nationalized/Scheduled Commercial bank for Rs. 1,00,00,000 (Rupees One Crore only) for EMD</p> <p>c) The original bank guarantee must be furnished in the format prescribed in Annexure I: Form 3</p>
2.	<p>Legal Entity</p> <ul style="list-style-type: none"> • Company should be registered under Companies Act, 1956 • Registered with the Service Tax Authorities <p>Should have been operating for the last three years (FY 12-13, FY 11-12 and FY 10-11) (Shall be applicable for all the members of Consortium including prime bidder)</p>	<p>Certificate of Incorporation</p> <p>Registration Certificate</p> <p>Service Tax Registration No.</p>
3.	<p>The Firm / Company should be in the business as System Integrator for at least 3 years as of 31st March 2013.</p> <p>(Shall be applicable for all the members of Consortium including prime bidder)</p>	<p>Annexure I: Form 2 Particulars of the Firm & Memorandum & Articles of Association should be attached and Work orders confirming year and Area of activity</p>
4.	<p>The responding firm shall not be under a</p>	<p>Duly notarized as provided in Annexure I: Form</p>

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal
	declaration of ineligibility for corrupt or fraudulent practices. (Shall be applicable for all the members of Consortium including prime bidder)	18: Declaration that the bidder has not been blacklisted in last three years for the clauses mentioned in section 5.4.8 point no. VI.
5.	The Net Worth of the responding must be positive as per the last audited Balance Sheet. (Shall be applicable for all the members of Consortium including prime bidder)	Chartered Accountant Certificate for Net worth
6.	The responding firm should be ISO 9000:2008 certified. (Shall be applicable for all the members of Consortium including prime bidder)	Copy of certification which is valid on date of submission.
7.	Bids from Consortium are also acceptable & in that case at least one of the members of the Consortium has to fulfil the criteria	Agreement of the members of consortium.
8.	PAN/GIR No. with a copy of the last IT return filed. (Shall be applicable for all the members of Consortium including prime bidder)	Copy of Last IT return PAN Card copy
9.	Profile of the Bidder and Memorandum and Article of Association. (Shall be applicable for all the members of Consortium including prime bidder)	Copy of Memorandum and Article of Association
10.	Lead bidder / Member of any consortium shall not at the same time be an applicant/ member of any other bid for this RFP	Undertaking by all the bidders as per Annexure I: Form 19
11.	General information and Constitution/Legal Status (Shall be applicable for all the members of Consortium including prime bidder)	As per Annexure I: Form 22 & 23
12.	Details of Consortium	As per Annexure I: Form 20
13.	Current contract commitment	As per Annexure I: Form 24
14.	The bidder or members of Consortium, as the case may be, must not have any criminal antecedents and must not have been involved in any economic offences or conducted any criminal offence. (Shall be applicable for all the members of Consortium including prime bidder)	Affidavit duly attested as per Annexure I: Form 25
15.	In the case of Consortium, the lead member shall be nominated as being in charge during the pre-qualification and bidding period and, in the event of a successful bid, during contract execution.	Declaration of all the members of Consortium as per Annexure I: Form 21
16.	Document to be signed by authorized signatory.	Power of Attorney

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal
	The Bidder should submit the certified copy of the power of attorney duly notarized; (In case of consortium, Original copy of the power of attorney to the authorized representative, signed by legally authorized signatory of all the members of consortium, duly notarized, should be submitted.)	

Statespecific Pre-Qualification criteria Requirement

Sr. No.	Requirement	State Category Specific Requirements	Documents Required
1	Average Annual Sales Turnover of the Firm generated from services related to System Integration (SI) during the last three (3) financial years (FY 12-13, FY 11-12 and FY 10-11) as per the last published balance sheets. In case of Consortium the criteria to be met by Prime Bidder and the credentials of affiliates shall also be considered for evaluation. The members of Consortium should have minimum Average Annual Sales Turnover of Rs. 25Crores each.	Rs. 75Crores or more	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate attested by a Chartered Accountant/any scheduled/ nationalized Bank.
2	Company experience in implementation of integrated projects as a System Integrator in India. (Specifically each project should have components of Hardware, Networking, Helpdesk and training necessarily for this project). Number of such Assignments of value which have gone live in the past 5 years (FY 12-13, FY 11-12, FY 10-11, FY 09-10 and FY 08-09)	One *40 Crores Project OR Two *20 Crores Projects OR Three*16 Crores *Total Project Contract Value	Completed Annexure I: Form 6: Details of Experience of responding firm and Project Citation for 3 projects supported with Work order and Proof of Go-live/ Project completion certificates from client
3	The responding firm (Prime Bidder in case of Consortium) must have a minimum number of IT Staff of technically qualified personnel in the domain of systems integration, as on 30 th September 2013 on its roll.	150	Certificate from HR Department for number of technically qualified professionals employed by the company

Sr. No.	Requirement	State Category Specific Requirements	Documents Required
	The members of Consortium should have minimum staff strength of 50 each.		

6.2 Technical Qualification Criteria

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

Sr. No	Criteria	Max Criteria/ Sub Criteria Marks
1	Past Experience of the responding firm	80
2	Solution proposed for the e-District Project by the responding firm	5
3	Work Plan, approach and proposed methodology	5
4	Adequacy and Quality of Resources proposed for Deployment	10
	Total Points	100

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
1	Past Experience of the responding firm			80	
A	<p>Past Experience in integrated turnkey projects</p> <p>In case of Consortium credentials can be met collectively</p>	<p>At least THREE client references for implementation of integrated turnkey projects around</p> <p>a) Network solution b) Hardware commissioning c) Training and Capacity building d) Site Preparation e) O&M phase for maintaining all of the above.</p>	<p>For each project the marks would be based on the following :</p> <ul style="list-style-type: none"> • \geqINR 30 crores= 10 points; • \geqINR 24 crores but less than INR 30 crores=8 points; • \geqINR 18 crores but less than INR 24 crores=6 points; • \geqINR 12 crores but less than INR 18 crores = 4 points; • \geqINR 6 crores but less than INR 12 crores =2 points; • else = 0 	30	<p>Annexure I: Form 6, supported by documentary evidence.</p> <p>Project citation shall not be for more than three case studies.</p>

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
B	Hardware Products Installation (value excluding other project components; in case value is not explicitly mentioned, it would be assumed at 40% of the project value) In case of Consortium credentials can be met by any of the members of the Consortium	Whether the Firm has delivered hardware products in at least ONE of the work orders of similar size in the last 3 years.	Value of hardware only: <ul style="list-style-type: none"> • >=INR 12 Crores= 20 points; • >=INR 9 crores but less than INR 12 crores=16 points; • >=INR 6 crores but less than INR 9 crores=12 points; • >=INR 3 crores but less than INR 6 crores=8 points; • >=INR 1.5 crores but less than INR 3 crore=4 point; • else = 0 	20	Annexure I: Form 6, supported by documentary evidence Project citation shall not be for more than one case study.
C	Maintenance Services and Helpdesk In case of Consortium credentials can be met by any of the members of the Consortium	Providing Maintenance Services / Helpdesk services in the field of IT services with a minimum order size of INR 2 Crores.	In case of any one project done for the following locations: <ul style="list-style-type: none"> • Covers 13 or more districts across India = 20 points • Covers 10 – 12 districts across India =12 points • Covers 7 – 9 districts across India = 4 points • else = 0 	20	Annexure I: Form 6, supported by documentary evidence. Project citation shall not be for more than one case study.
D	Projects in India In case of Consortium credentials can be met collectively	Distinct SI Projects undertaken in India involving at least 6 locations (distinct cities) with a value of more than INR 6crores per project	3 Projects = 10 points; <ul style="list-style-type: none"> • 2 projects = 6 point; • 1 Project = 2 points; • else = 0 However if any one of the projects undertaken has a value more than INR 15 crores = 10 points	10	Annexure I: Form 6, supported by documentary evidence
Note :					
1. For all the above, the Completion Certificate of the projects which are completed in the last 5 years (as on 30th September, 2013) need to be provided (issued to the responding firm by the respective customer). In case of ongoing project(s), the bidder has to provide Work Order along with Certificate of Satisfaction issued by client.					

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		2. The value of the projects considered in the above criterion would be based on the Purchase Order / Work Order issued to the responding firm. In absence of supporting documents, the projects would not be considered for evaluation.			
2	Solution proposed for the e-District Project			5	
A	Proposed solution	Requirements addressed as mentioned in different parts of the RFP and quality of the solution	Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFP are addressed well and award points accordingly, the important parameters being:- <ul style="list-style-type: none"> • Network Solution architecture conceptualized for this project. =0.2 points • Security architecture- 0.2 points • Detailed plan for using SWAN as connectivity = 0.2 points • Quality Control Procedures suggested by responding firm = 0.2 points • Comprehensiveness of Bill of material of all the components (e.g. software, hardware, etc.) along with their quantities = 0.2 points 	1	-
B	Proposed Approach and methodology	Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:- <ul style="list-style-type: none"> - Plan for meeting the SLA norms. - Redundancy and failover options. - Spare equipment 	In this section, the responding firm should: <ul style="list-style-type: none"> • Explain the understanding of the project requirements, highlight the expected support from the State, approach to the services, SLA management methodology, methodology for carrying out the activities for expected output = 0.4 points • Highlight the associated risks / problems and plans 	1	-

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		availability plans	<p>for mitigation and explain the technical approach it would adopt to address them = 0.2 points</p> <ul style="list-style-type: none"> • Explain the methodologies the responding firm proposes to adopt and highlight the compatibility of those methodologies with the proposed approach = 0.2 points • Planning and Building Infrastructure (assessment, design, integration / migration of existing Portal infrastructure) = 0.2 points 		
C	Training	Proposed Training and Change Management plan description to be looked into	<p>The Evaluation will be based on:</p> <ul style="list-style-type: none"> • Proposed Training Schedule = 0.5 points • Plan to develop Training Manuals = 0.5 points • Areas/domains covered = 0.5 points • Number & Quality of personnel to be deployed for training at the site of Implementation of the Project = 0.5 points 	2	-
D	Formation/Location of Helpdesk & other manpower support	Proposed methodology of formation of the manpower support team. Operating and Maintaining Infrastructure	<p>The Evaluation will be based on</p> <ul style="list-style-type: none"> • Proposed Staff details = 0.5 points • Areas/domains covered = 0.5 points 	1	-
3	Proposed Work Plan, Approach & Methodology			5	
A	Project Management	The overall approach to be looked into	The overall project management approach adopted by the responding firm to implement the	2.5	-

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			<p>project to meet the timelines.</p> <ul style="list-style-type: none"> • Structure of PMU setup = 0.5 points • Program & project plans = 0.5 points • Program & Project Management tools = 0.5 points • Monitoring and evaluation = 0.5 points • Draft manuals of operations = 0.5 points 		
B	Detailed Work Plan	The description and quality of the work plan to be looked into.	<p>Evaluation will be based on the detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones etc.</p> <ul style="list-style-type: none"> • Understanding of the project = 0.5 points • Arrange project execution infrastructure = 0.5 points • Prepare project plan including schedule and deployment methodology = 0.5 points • Quality Assurance and defect prevention plan = 0.5 points • Build a team with properly skilled personnel = 0.5 points 	2.5	Annexure I: Form 7
4	Resource Deployment			10	
A	Project Manager Award of marks will be as follows:	<ul style="list-style-type: none"> o Maximum of 5 CVs who would be working full time on project 	<p>Qualification/relevant certification of the People Involved</p> <ul style="list-style-type: none"> • Experience: Number of Turnkey IT web-based transaction systems involving delivery of citizen 	5	Annexure I: Form 8 & Form 9

Sr. No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			services from multiple locations • > 3 projects = 2 Marks • 1 to 3 projects = 1.5 marks • Else = 0 Marks • Experience: Number of Government Projects • > 3 projects = 2 Marks • 1 to 3 projects = 1.5 marks • Else = 0 Marks • Certification: Project Management Professional (PMP) or Prince 2 Certification = 1 marks		
B	Quality of District level "Technical e-District managers" Award of marks will be as follows:	Quality of the team to be looked at Maximum of 5 CVs who would be working at District level as Technical e-District manager	Education Qualification/ relevant certification of the people involved • Experience: Number of Turnkey IT web-based transaction systems involving delivery of citizen services from multiple locations • > 2 projects = 2.5 Marks • 1 to 2 projects = 1.5 marks • Else = 0 Marks • Experience: Number of Government Projects • > 2 projects = 2.5 Marks • 1 to 2 projects = 1.5 marks • else = 0 Marks	5	Annexure I: Form 8 & Form 9
	Total Points			100	

Note: Proposal should contain information for all the criteria mentioned in above table i.e. information against Sr. No. 1, 2, 3 and 4.

6.3 Commercial Bid Evaluation

- I. The Financial Bids of technically qualified bidders (i.e. scoring ≥ 70 marks) will be opened on the prescribed date in the presence of bidder representatives.
- II. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- III. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- IV. Any conditional bid will be rejected.
- V. Bidders are required to quote single product for each item (Bid containing multiple product details may be rejected)
- VI. 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".
- VII. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- VIII. In the event that there are 2 or more bidders having the same value in the financial bid, the bidder securing the highest technical score will be adjudicated as the "Best responsive bid" for award of the Project.

7 Appointment of System Integrator

7.1 Award Criteria

CeG (U.P.) will award the Contract for the Zone II to the successful bidder whose financial proposal is the lowest and would consider it as substantially responsive as per the process outlined above and successful bidder may be appointed.

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

CeG (U.P.) 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 CeG (U.P.) action.

7.3 Notification of Award

- I. Prior to the expiration of the validity period, CeG (U.P.) will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, CeG (U.P.), may like to request the bidders to extend the validity period of the bid and will not have any additional financial liability on the CeG (U.P.).
- II. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Guarantee, CeG (U.P.) will notify each unsuccessful bidder and return their EMD.

7.4 Contract Finalization and Award

- I. The CeG (U.P.) shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing.
- II. CeG (U.P.) may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly total contract value may change on the basis of the rates defined in the financial proposal.

7.5 Performance Guarantee

- I. On receipt of Lol from CeG (U.P.), the successful bidder shall deposit an irrevocable Performance Guarantee equivalent to 10% of the total project cost, as bid by the Service Provider in his bid. The guarantee shall be in the form of Deposit at Demand Draft/Bank Guarantee from any Nationalized/Scheduled Commercialised Bank in favour of "Centre for e-Governance (U.P.)", payable at Lucknow.
- II. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of six 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 CeG (U.P.) at its discretion may cancel the order placed on the selected bidder without giving any notice. CeG (U.P.)

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

- III. In the event of contract being determined or rescinded under the provision of any of the Clause/Condition of the agreement, the Performance Guarantee shall stand forfeited in full and shall be absolutely at the CeG (U.P.) protection.

7.6 Signing of Contract

- I. After the CeG (U.P.) notifies the successful bidder that its proposal has been accepted, CeG (U.P.) shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between CeG (U.P.) and the successful bidder. The Draft Legal Agreement is provided as a separate document as a template.
- II. Bidder will have to submit Performance Guarantee to CeG (U.P.) within 15 days of the issue of appointment of System Integrator. If the bidder does not submit the Performance Guarantee within 15 days of such notification then his full EMD will be forfeited. On receipt of the Performance Guarantee, the Letter of Intent (LoI) will be issued, EMD will be discharged and bidder will submit non-judicial stamp paper of Rs 500 for execution of the contract.
- III. Failure of the successful bidder to sign the contract proposed through the award letter/LoI, shall constitute sufficient grounds for the annulment of the award, in which event CeG (U.P.) may make the award to the next lowest bidder at the cost of L1 or call for new bids.
- IV. The Performance guarantee shall be initially valid up to the stipulated date of completion plus 6 months beyond that. In case the time of completion of work gets extended, the System Integrator shall get the validity of the Performance Guarantee extended to cover such extended time of completion of work. After recording of the completion certificate for the work by the competent authority, the Performance Guarantee shall be returned to the System Integrator, without any interest.

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

- I. Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event CeG (U.P.) may make the award to the next lowest bidder at the cost of L1 or call for new bids.
- II. In such a case, the CeG (U.P.) shall invoke the EMD of the most responsive bidder.

8 Payment Schedule

The following schedule would be followed for payment during the Project implementation:

Sr. No.	Milestone	% of Total Fee	Basis of approval
1.	Successful District Readiness for all offices, i.e. Completion of all activities/commissioning of all hardware & networking equipments in a district; i.e. <ul style="list-style-type: none"> - Hardware - Network - Training - Site preparation - Placement of Technical Support in the district 	30%	Approval of the District Collector. The payment will be disbursed on the basis of district - wise readiness
2.	"Go-Live" in at least 25% Districts	10%	As per "Go-Live" definition, which is appended below
3.	"Go-Live" in at least 50% Districts	5%	
4.	"Go-Live" in at least 75% Districts	5%	
5.	"Go-Live" in 100% Districts	5%	
6.	Operations and Maintenance Phase	42%	To be paid quarterly (3.5% per quarter) for 36 months
7.	Successful Exit Management	3%	Approval from CeG (U.P.)
	Total	100%	

Definition of Go-Live

1. Among the services listed in the DPR, atleast 3 services should attain high volume of transactions for atleast one month in that district. High volume of transactions are defined as
 - a. Districts with population < 5 Lakhs - High Volume services would be those defined as at least 50 transactions per month per service for the entire district
 - b. Districts with population < 10 Lakhs but > 5 Lakhs High Volume services would be those defined as at least 100 transactions per month per service for the entire district
 - c. Districts with population > 10 Lakhs High Volume services would be those defined as at least 150 transactions per month per service for the entire district.
2. The aggregate transactions for all services (including High Volume services) made live, out of the services included in the DPR, reach the following levels for at least one month in that district
 - a. Districts with population < 5 Lakhs – at least 750 transactions per month for the entire district
 - b. Districts with population < 10 Lakhs but > 5 Lakhs - at least 1500 transactions per month for the entire district
 - c. Districts with population > 10 Lakhs - at least 2500 transactions per month for the entire district.

9 Annexure

Annexure I: TECHNICAL BID TEMPLATES

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

Technical Proposal shall comprise of following forms:

Forms to be used in Technical Proposal

- Form 1: Undertaking on Total Responsibility
- Form 2: Particulars of the Bidder
- Form 3: Bank Guarantee for Earnest Money Deposit
- Form 4A: Compliance Sheet for Pre-Qualification Proposal
- Form 4B: Compliance Sheet for Technical Proposal
- Form 5: Letter of Proposal
- Form 6: Project Citation Format
- Form 7: Proposed Work Plan
- Form 8: Team Composition
- Form 9: Curriculum Vitae (CV) of Key Personnel
- Form 10: Deployment of Personnel
- Form 11: Manufacturers/Producers Authorisation Form
- Form 12: Deviations
- Form 13: Undertaking on Patent Rights
- Form 14: Undertaking on Service Level Compliance
- Form 15: Undertaking on Deliverables
- Form 16: Undertaking on Support to Third Party Solution acceptance and certification
- Form 17: Undertaking on Exit Management and Transition
- Form 18: Declaration that the bidder has not been blacklisted in last three years
- Form 19: Declaration of non-Participation in Multiple Bids
- Form 20: Details of Consortium
- Form 21: Declaration of Lead member of Consortium
- Form 22: General Information & Constitution Status
- Form 23: Structure and Organization
- Form 24: Current Contract commitments / works in progress in India
- Form 25: Affidavit of not having Criminal or Economic Offence
- Form 26: Declaration of Activities sub-contracted

9.1 Form 1: Undertaking on Total Responsibility

(Prime Bidder in case of Consortium)

No. &Date:

To:

Dear Sir,

Sub: Self certificate regarding Total Responsibility

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP for Selection of System Integrator for State-wide Roll-out of e-District MMP for Zone II.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

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

9.3 Form 3: Bank Guarantee for Earnest Money Deposit

To,

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of for RFP for Selection of System Integrator for State-wide Roll-out of e-District MMP for Uttar Pradesh for Zone II (hereinafter called "the Bid") to CeG (U.P.).

Know all Men by these presents that we <> having our office at <Address>(hereinafter called "the Bank") are bound unto the CeG (U.P.)(hereinafter called "the Purchaser") in the sum of Rs. 1,00,00,000(RupeesOneCroreonly) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <Date>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form;
or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - a. Withdraws his participation from the bid during the period of validity of bid document; or
 - b. Fails or refuses to participate in the subsequent Tender process after having been short listed;
 - c. Fails to sign the contract in the given time period as specified by CeG after given acceptance.

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 six months including one month over and above mandated period 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. 1,00,00,000 (Rupees OneCroreonly)
- II. This Bank Guarantee shall be valid upto(_____)

- 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 _____) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

9.4 Form 4A: Compliance Sheet for Pre-Qualification Proposal

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
1.	<p>The responding firm / agency</p> <p>a. Should have made a payment of Rs. 25,000 (Rupees Twenty Five Thousand only) for the RFP document</p> <p>b. Should have submitted a EMD of Rs. 1,00,00,000 (Rupees One Crore only)</p>	<p>a) DD for Rs. 25,000(Rupees Twenty Five Thousand only) for RFP document</p> <p>b) DD or Bank Guarantee from Nationalized/Scheduled Commercial bank for Rs. 1,00,00,000 (Rupees One Crore only)for EMD</p> <p>c) The original bank guarantee must be furnished in the format prescribed in Annexure I: Form 3</p>	Yes/No	
2.	<p>Legal Entity</p> <ul style="list-style-type: none"> Company should be registered under Companies Act, 1956 Registered with the Service Tax Authorities Should have been operating for the last three years (FY 12-13, FY 11-12 and FY 10-11) <p>(Shall be applicable for all the members of Consortium including prime bidder)</p>	<p>Certificate of Incorporation</p> <p>Registration Certificate</p> <p>Service Tax Registration No.</p>	Yes/No	
3.	<p>The Firm / Company should be in the business as System Integrator for at least 3 years as of 31st March 2013</p> <p>(Shall be applicable for all the members of Consortium including prime bidder)</p>	<p>Annexure I: Form 2 Details of Responding Firm & Memorandum & Articles of Association should be attached and Work orders confirming year and Area of activity</p>	Yes/No	
4.	<p>The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.</p> <p>(Shall be applicable for all the members of Consortium including prime bidder)</p>	<p>Duly notarized as provided in Annexure I: Form 18: Declaration that the bidder has not been blacklisted in last three years</p>	Yes/No	
5.	<p>The Net Worth of the responding firm must be positive as per the last audited Balance Sheet.</p> <p>(Shall be applicable for all the members</p>	<p>Chartered Accountant Certificate for Net worth</p>	Yes/No	

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
	of Consortium including prime bidder)			
6.	The responding firm should be ISO 9000:2008 certified. (Shall be applicable for all the members of Consortium including prime bidder)	Copy of certification which is valid on date of submission.	Yes/No	
7.	Bids from Consortium are also acceptable & in that case at least one of the members of the Consortium has to fulfil the criteria	Agreement of the members of consortium.	Yes/No	
8.	PAN/GIR No. with a copy of the last IT return filed. (Shall be applicable for all the members of Consortium including prime bidder)	Copy of Last IT return PAN Card copy	Yes/No	
9.	Profile of the Bidder and Memorandum and Article of Association. (Shall be applicable for all the members of Consortium including prime bidder)	Copy of Memorandum and Article of Association	Yes/No	
10.	Any bidder or Lead bidder/ Member of a Consortium shall not at the same time be applicant/ member of any other bid	Undertaking by all the bidders as per Annexure I: Form 19	Yes/No	
11.	General information and Constitution/Legal Status (Shall be applicable for all the members of Consortium including prime bidder)	As per Annexure I: Form 22 & 23	Yes/No	
12.	Details of Consortium	As per Annexure I: Form 20	Yes/No	
13.	Current contract commitment	As per Annexure I: Form 24	Yes/No	
14.	The bidder or members of Consortium, as the case may be, must not have any criminal antecedents and must not have been involved in any economic offences or conducted any criminal offence.	Affidavit duly attested as per Annexure I: Form 25	Yes/No	
15.	In the case of Consortium, the lead member shall be nominated as being in charge during the pre-qualification and bidding period and, in the event of a successful bid, during contract execution.	Declaration of all the members of joint consortium as per , Annexure I: Form 21	Yes/No	
16.	Document to be signed by authorized signatory. The Bidder should submit the certified copy of the power of attorney	Power of Attorney	Yes/No	

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
	duly notarized; In case of consortium, Original copy of the power of attorney to the authorized representative, signed by legally authorized signatory of all the members of consortium, duly notarised, should be submitted.			

State Specific Requirements for Pre-Qualification Criteria

Sr. No.	Qualification Criteria	State Category Specific Requirements	Documents Required	Compliance	Reference No. & Page No.
1	<p>Average Annual Sales Turnover of the Firm generated from services related to System Integration (SI) during the last three (3) financial years (FY 12-13, FY 11-12 and FY 10-11) as per the last published balance sheets.</p> <p>In case of Consortium the criteria to be met by Prime Bidder and the credentials of affiliates shall also be considered for evaluation. The members of Consortium should have minimum Average Annual Sales Turnover of Rs. 25 Crores each.</p>	Rs. 75Crores or more	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate attested by a Chartered Accountant/any scheduled/ nationalized Bank.		
2	<p>Company experience in implementation of integrated projects as a System Integrator in India.</p> <p>(Specifically each project should have components of Hardware, Networking, Helpdesk and training necessarily for this project).</p> <p>Number of such Assignments of value which have gone live in the past 5 years (FY 12-13, FY 11-12, FY 10-11, FY 09-10 and FY 08-09)</p>	<p>One *40Crores Project</p> <p>OR</p> <p>Two *20Crores Projects</p> <p>OR</p> <p>Three *16Crores</p> <p>*Total Project Contract Value</p>	<p>Completed Annexure I: Form 6: Details of Experience of responding firm and Project Citation for 3 projects supported with Work order and Proof of Go-live/ Project completion certificates from client</p>		
3	<p>The responding firm (Prime Bidder in case of Consortium) must have a minimum number of IT Staff of technically qualified personnel in the domain of systems integration, as on 30th September, 2013 on its roll.</p> <p>The members of Consortium should have minimum staff strength of 50 each.</p>	150	Certificate from HR Department for number of technically qualified professionals employed by the company		

9.5 Form 4B: Compliance Sheet for Technical Proposal

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

For Technical Evaluation

Sr. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1	Covering Letter for Technical Proposal	As per Annexure I - Form 5	Yes / No	
2	Technology: Demonstrated robustness of the technology deployed across other installations around the world, including <ul style="list-style-type: none"> – Scalability – Security – Ease of implementation 	A note containing details on a) Network Solution architecture b) Security c) System Performance d) Supported Platform Operating System e) Client Hardware Operating System f) System Management g) Presentation h) Integration capabilities i) Auditing / Reporting features	Yes / No	
3	India Specific Capabilities: Number of Projects of similar nature in India and size of those projects in the past 5 years	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for on-going projects) from the client Project citation (Annexure I: Form 6)	Yes / No	
4	Industry Specific Capabilities: Past experience of the bidder in executing similar assignments, size of those assignments in the past five years.	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR	Yes / No	

Sr. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
		Work Order + Phase Completion Certificate (for on-going projects) from the client		
5	Training: Trainings proposed by the vendor and the amount of emphasis laid on Training the employees schedule details, locations, sessions and their description	A note on training containing a) Training model b) Approach c) Deliverables	Yes / No	
6	Certifications and Credentials: Quality of processes ISO 9000:2008), Security etc.	A copy of certificates	Yes / No	
7	Profile of proposed team members: Relevant assignment experience / Years of experience / Number of Certifications in Technology specific to Solution proposed	Annexure I: Form 8, 9 and 10	Yes / No	
8	Project Methodology, Support and Documentation	Annexure I: Form 7 & additional notes/document for support & documentation	Yes / No	
9	Tools and Assets (As per requirement specified in Technical evaluation)	Tools and Assets which could be leveraged for the assignment [for e.g. Effort Estimators, PMU Tool, Load testing etc., depending on the relevance to the Scope of work] A note and demonstration of the Tool/Assets	Yes / No	
10	Deviations (if any)	Annexure I: Form 12	Yes / No	

9.6 Form 5: Letter of Proposal

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Technical bid for System Integrator for e-District Project for Uttar Pradesh for Zone II

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the CeG (U.P.) on State-wide Roll-out of e-District MMP for Uttar Pradesh for Zone II with your Request for Proposal dated <Date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

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

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in 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 three months as stipulated in the RFP document.

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

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

Yours sincerely,

Authorized Signature [*In full and initials*]:

Name and Title of Signatory:

Name of Firm:

Address:

Location: _____

Date: _____

9.7 Form 6: Project Citation Format

Relevant IT project experience		
Particulars	Details	Proper references to be given with respect to documentary proof enclosed (Wherever applicable)
General Information		
Name of the project		
Client for which the project was executed		
Name and contact details of the client		
Project Details		
Description of the project		
Scope of services		
Service levels being offered/ Quality of Service (QoS)		
Technologies used		
Outcomes of the project		
Other Details		
Total cost of the project		
Total cost of the services provided by the respondent		
Duration of the project (no. of months, start date, completion date, current status)		
Other Relevant Information		
Letter from the client to indicate the successful completion of the projects		
Copy of Work Order		

9.8 Form 7: Proposed Work Plan

No	Activity ¹	Calendar Months												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
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 CeG (U.P.) 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 per day and a maximum of 80 hours per week.

9.9 Form 8: Team Composition

Sr. No.	Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement
1.			Project Manager		
2.			District Technical Support		
3.			Helpdesk Executive		
4.			Others (If required)		

9.10 Form 9: Curriculum Vitae (CV) of Key Personnel

(Provide not more than 5 CVs of the Personnel)

General Information	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any) 	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <ul style="list-style-type: none"> • Organizations worked for in the past <ul style="list-style-type: none"> ○ Organization name ○ Duration and dates of entry and exit ○ Designation Location(s) ○ Key responsibilities • Prior project experience <ul style="list-style-type: none"> ○ Project name ○ Client ○ Key project features in brief ○ Location of the project ○ Designation ○ Role ○ Responsibilities and activities ○ Duration of the project Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/read/write)	

9.11 Form 10: Deployment of Personnel

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

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

Full time input  Part time input 

9.12 Form 11: Manufacturers'/Producers' Authorization Form

"This form has to be provided by the OEMs separately for each of the products proposed. For Example if an OEM is providing 3 different products then OEM has to issue product wise separate Manufacturers Authorization Forms (i.e. 3 MAF)"

No. &Date:

To:

OEM Authorization Letter

Dear Sir:

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

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

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

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

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

- a. Such Products as the Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b. in the event of termination of production of such Products:
 - i. advance notification to the CeG (U.P.) of the pending termination, in sufficient time to permit the CeG (U.P.) to procure needed requirements; and
 - ii. Following such termination, furnishing at no cost to the CeG (U.P.), operations manuals, standards and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

9.13 Form 12: Deviations

A - On the Terms of Reference

Sr. No.	Scope of Work - Head (As defined in section 4.3 of Volume II)	Specify sub-head of Scope of work where deviation observed	Deviation observed	Changes suggested
1.	Project Planning and Management			
2.	Network Connectivity			
3.	Site Preparation			
4.	Hardware Procurement & Commissioning			
5.	UAT & Go live			
6.	Capacity Building			
7.	Operation & Maintenance (O&M), Monitoring of infrastructure			

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

B – Any other areas

9.14 Form 13: Undertaking on Patent Rights

No. & Date:

To:

Dear Sir,

Sub: Undertaking on Patent Rights

1. I/We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. I/We also confirm that there shall be no infringement of any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence, in respect of the equipments, systems or any part thereof to be supplied by us. We shall indemnify CeG (U.P.) against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use. Without prejudice to the aforesaid indemnity, the SI shall be responsible for the completion of the supplies including spares and uninterrupted use of the equipment and/or system or any part thereof to CeG (U.P.) and persons authorized by CeG (U.P.), irrespective of the fact of claims of infringement of any or all the rights mentioned above.
3. If it is found that it does infringe on patent rights, I/We absolve CeG (U.P.) of any legal action.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

9.15 Form 14: Undertaking on Service Level Compliance

No. & Date:

To:

Dear Sir,

Sub: Undertaking on Service Level Compliance

- I/We as System Integrator do hereby undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to CeG (U.P.).
- 2. However, if the proposed resources and infrastructure are found to be insufficient in meeting the RFP and/or the service level requirements given by CeG (U.P.), then we will augment the same without any additional cost to CeG (U.P.).

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

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

9.16 Form 15: Undertaking on Deliverables

No. &Date:

To:

Dear Sir,

Sub: Undertaking on Deliverables

1. I/We as System Integrator do hereby undertake that processes, deliverables/artefacts submitted to CeG (U.P.) will adhere to the quality and standards specified in this RFP.
2. We also recognize and undertake that the deliverables/artefacts shall be presented and explained to CeG (U.P.) and other key stakeholders (identified by CeG (U.P.)), and also take the responsibility to provide clarifications as requested by CeG (U.P.).
3. We agree to abide by the procedures laid down for acceptance and review of deliverables / artefacts by the Department as stated in this RFP or as communicated to us from time-to-time.
4. We also understand that the acceptance, approval and sign-off of the deliverables by CeG (U.P.) will be done on the advice of Department and any other agency appointed by the Department for the same. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the Project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by CeG (U.P.).

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

9.17 Form 16: Undertaking on Support to Third Party Solution acceptance and certification

No. &Date:

To:

Dear Sir,

Sub: Undertaking on Support to Third Party Solution Acceptance and Certification

1. I/We understand that the System (including associated IT systems) may be assessed and certified by a 3rd party agency (to be identified by CeG (U.P.)) before the system is commissioned.
2. I/We understand that while the certification expenses will be borne by CeG (U.P.), the responsibility to ensure successful acceptance and certification lies with the System Integrator.
3. I/We hereby undertake that we shall do all that is required of the System Integrator to ensure that the system will meet all the conditions required for successful acceptance and certification.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

9.18 Form 17: Undertaking on Exit Management and Transition

No. & Date:

To:

Dear Sir,

Sub: Undertaking on Exit Management and Transition

1. I/We hereby undertake that at the time of completion of our engagement with the CeG (U.P.), either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the CeG (U.P.) or to an agency identified by CeG (U.P.) to the satisfaction of the CeG (U.P.). I/We further undertake to complete the following as part of the Exit management and transition:
 - a. We undertake to complete the updation of all Project documents and other artefacts and handover the same to CeG (U.P.) before transition.
 - b. We undertake to design standard operating procedures to manage IT systems & Infrastructure document the same and provide training to the respective departmental personnel on the same.
 - c. If CeG (U.P.) decides to take over the operations and maintenance of the Project on its own or identifies or selects any other agency for providing operations & maintenance services on this Project, then we shall provide necessary handholding and transition support, which shall include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working / performance levels of the infrastructure, conducting Training sessions etc.
2. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from CeG (U.P.).

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

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

9.19 Form 18: Declaration that the bidder has not been blacklisted in last three years

(Duly notarized declaration to be submitted by the responding agency)

{Place}

{Date}

To,

RFP Ref No.:

Subject: Self Declaration of not been blacklisted in response to the **RFP for Selection of System Integrator for Statewide Roll-out of e-District MMP in Uttar Pradesh for Zone II**

File No <xxx>>.

Dear Sir,

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

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

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

9.20 Form 19: Declaration of non-Participation in Multiple Bids

I, (name of authorized signatory), authorized signatory for M/s (name of company) do hereby solemnly affirm and declare that M/s (name of company) is not participating as the bidder or lead bidder or as a member of consortium in any other bid participating for Selection of System Integrator for state wide roll-out of e-district MMP - Uttar Pradesh for Zone II.

(Authorized signatory)

Name:

Designation:

Company Seal:

9.21 Form 20: Details of Consortium

Sr. No.	Participation Details	Firm A Lead member (Name of the firm) Financial Contribution in %	Firm B (Name of the firm) Financial Contribution in %	Firm C (Name of the firm) Financial Contribution in %
1	Project Planning and Management			
2	Network Connectivity			
3	Site Preparation			
4	Hardware Procurement & Commissioning			
5	UAT & Go live			
6	Capacity Building			
7	Operation & Maintenance (O&M), Monitoring of infrastructure			
	Total			

(Authorized signatory)

Name :

Designation:

Company Seal:

Note: In case of a consortium, to be provided by the authorized member

[Indicate responsibility and extent of participation in respect of finance, planning, key personnel and execution of the work of the Lead member of the consortium and of each of the consortium members]

9.22 Form 21: Declaration of Lead member of Consortium

I, (name of authorized signatory), authorized signatory for (name of company) which is a member of (name of Consortium), do hereby solemnly affirm and designate M/s _____, as the Lead member of (name of Consortium) and will also be in charge for the (name of Consortium), to do on behalf of the (name of Consortium), all or any of the acts, deeds or things necessary or incidental to the (name of Consortium) Application/ proposal for the Project, including submission of Application/ proposal, participating in conferences, responding to queries, submission of information/ documents and generally to represent the (name of Consortium) in all its dealings with CeG (U.P.), or any nominated agency or any person, in connection with the Project until culmination of the process of bidding and thereafter till the Agreement is entered into with CeG (U.P.).

Further for avoidance of any doubt, I, (name of authorized signatory), authorized signatory for (name of company) which is a member of (name of Consortium), explicitly confirm that all the members of (name of Consortium) shall be liable, jointly and severally, during the bidding process and for the execution of the contract in accordance with the contract terms.

(Authorized signatory)

Name:

Designation:

Company Seal:

Note: To be provided separately by all the members consortium except the Lead member

9.23 Form 22: General Information & Constitution Status

1.	Name of Bidder	
2.	Head office Address	
3.	Telephone	Contact
4.	Fax	E-mail
5.	Place of incorporation / registration	Year of incorporation / registration

Nationality of Directors/Owners ^(*)		
	Name	Nationality
1.		
2.		
3.		

(Authorized signatory)

Name :

Designation:

Company Seal:

Note: In case of a consortium, to be provided separately by all the members (*) To be completed for all

9.24 Form 23: Structure and Organization

1.	The Bidder/ Member is		
	(a) a Company incorporated under Indian Co.s Act (b) a consortium (If yes, give complete information in respect of each member)		_____ _____
2.	Attach the Organization Chart showing the structure of the organization including the name of the Directors and position of officers.		_____
3.	For how many years has your organization been in business of similar works? What were your fields when your organization was established? Whether any new fields were added in your organization? And if so, when?		

(Authorized signatory)

Name :

Designation:

Company Seal:

Note: In case of a consortium, to be provided separately by all the members

9.25 Form 24: Current Contract commitments / works in progress in India

Name of the Bidder/ Consortium:

All individual Bidder should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

S.No.	Name of the contract, Location and nature of the work	Contract No. & Date	Name and Address of Client (including Tel. /Fax No.)	Contract volume per year	Value outstanding of work	Estimated completion date
1	2	3	4	5	6	7
1						
2						
3						
4						
5						
6 etc.						

(Authorized signatory)

Name :

Designation:

Company Seal:

Note: In case of a consortium, to be provided separately by all the members

9.26 Form 25: Affidavit of not having Criminal or Economic Offence

Duly notarized declaration to be submitted by the responding agency)

I _____ s/o _____ R/o _____
_____, authorized signatory for
_____ (Name of bidding Company/Consortium) do hereby solemnly affirm and declare
as under:-

That I myself or any other promoter of the bidding Company/Consortium has not been:

- a. Convicted of a cognizable offence by any court of law with imprisonment for a term exceeding one year; or
- b. Imposed a penalty of rupees one crore or more for violation of the provisions of the Foreign Exchange Regulation Act, 1973 (46 of 1973) (since repealed) or the Foreign Exchange Management Act, 1999 (42 of 1999); or
- c. Detained under the National Security Act, 1980 (65 of 1980) or the Narcotic Drugs and Psychotropic Substances Act, 1985 (61 of 1985); or
- d. Found to be associated in any manner with an organized crime syndicate or its associate or with any Association declared unlawful under the Unlawful Activities (Prevention) Act, 1967 (37 of 1967) or any other law for the time being in force; or
- e. Found to be connected with activities prejudicial to the National Security, or
- f. Accused of fraud or misconduct with any other State Government or Central Government, in performing his contract.

Place : _____ DEPONENT
Date : _____

VERIFICATION

Verified that the contents of my above affidavit are true and correct to my knowledge and no part thereof is false and nothing has been concealed therein.

Place : _____ DEPONENT
Date : _____

Note: In case of a consortium, to be provided separately by all the members Affidavit to be duly attested

9.27 Form 26: Declaration of activities sub-contracted

No.& Date:

To:

Dear Sir,

Sub: Declaration on Sub-contracting

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

Sr. No.	Activity
1	
2	
3	
4	

I/ We would be responsible for ensuring that the sub-contracted work meets the requirements of the Department.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

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

ANNEXURE II: FINANCIAL PROPOSAL TEMPLATE

Form 1: Covering Letter

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

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

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <Title of Implementation Services> in accordance with your Request for Proposal dated <Date> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <Amount in words and figures>. This amount is inclusive of the local taxes.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of six months from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

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

3. DEVIATIONS

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

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

4. TENDER PRICING

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

5. QUALIFYING DATA

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

6. BID PRICE

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

7. PERFORMANCE GUARANTEE

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

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

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

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

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

Thanking you

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Form 2A: Financial Proposal – Summary Bid

Particulars	
Total project Price (Inclusive taxes) in INR	
Total project Price in words (Inclusive of Taxes)	
Total project cost (exclusive taxes) in INR	
Total project cost in words (exclusive of Taxes)	

Note: Total Project Cost (exclusive of taxes) & Total Project Price (inclusive of taxes) shall match with the value provided against head "Total cost of the Heads from Sr. No. A to E (exclusive of taxes)" & "Total Price of the Heads from Sr. No. A to E (inclusive of taxes)" in Form 2B of Annexure II. L1 bidder will be decided based on the Total Project Cost (exclusive of Service Tax & VAT).

Form 2B: Financial Proposal – Head wise Summary Bid

Sr. No.	Category	Total Cost without Taxes(X)	Taxes as Applicable (Service Tax/VAT) (Y)	Total Price (Amount in Rs.) Inclusive of Taxes = (X+Y)
A	Hardware related costs with the AMC/Perpetual License for the period of 3 years from the Go-Live of the project (A)			
B	Networking related costs with the AMC/Perpetual License for the period of 3 years from the Go-Live of the project (B)			
C	Support Manpower cost (C)			
D	Training cost (D)			
E	Site Preparation Cost (E)			
Total cost of the Heads from Sr. No. A to E (including taxes)				
Total Cost in words (Exclusive of Taxes):				
Total Price in words (Inclusive of Taxes):				

Form 2C: Details of Financial Bid

Sr. No.	Category	Component	Unit	No of Components / Units of Service (X)	Rate (per unit including Excise, Installation, Warranty & Any other Charges) (Amount in Rs.) (Y)	Taxes as Applicable (Service Tax/VAT) (Z=X*Y*Tax(s) in %)	Total Price = [(X*Y)+Z]	Remarks (If Any)
A. Hardware Related Costs should include Warranty (till the period of Go-Live) and O&M Cost for 3 Year Onsite AMC/Perpetual License from the date of Go-Live of the project								
1.	Infrastructure / Hardware Including installation and Testing							
1.1		Laptop (Including OS License)	Nos.	260				
1.2		Desktop (Including UPS+OS License)	Nos.	2,523				
1.3		Printers	Nos	1,013				
1.4		Antivirus Software License	Nos	2,783				
1.5		MS-Office License (MS Office Standard Indic 2010 MOLP)	Nos	2,783				
1.6		Others [#]						
Total A:								
Total Cost (A) in words (Exclusive of Taxes):								
Total Price (A) in words (Inclusive of Taxes):								
B. Networking Related Costs should include Warranty (till the period of Go-Live) and O&M Cost for 3 Year Onsite AMC/Perpetual License from the date of Go-Live of the project								
2	Network Related Infrastructure (Cost to be provided for all)							
2.1		9U Networking Rack	Nos.	694				
2.2		Jack Panel 24 Port CAT 6	Nos.	694				
2.3		Information Outlet	Nos.	4,434				

Sr. No.	Category	Component	Unit	No of Components / Units of Service (X)	Rate (per unit including Excise, Installation, Warranty & Any other Charges) (Amount in Rs.) (Y)	Taxes as Applicable (Service Tax/VAT) (Z=X*Y*Tax(s) in %)	Total Price = [(X*Y)+Z]	Remarks (If Any)
	the Departments and Sites (all the sites that are covered under site preparation scope of work for all Tehsils and Blocks)	CAT6 Plate						
2.4		Surface Mount Box Single	Nos.	4,434				
2.5		Mounting Cord 7 Ft. CAT 6	Nos.	898				
2.6		Mounting Cord 3 Ft. CAT 6	Nos.	3,536				
2.7		24 Port LAN switch	Nos.	694				
2.8		WAN Router	Nos.	161				
2.9		Others [#]						
3	Horizontal connectivity / Last mile connectivity cost (Refer Annexure 6.1 of Volume II)							
	Category A –Locations where distance is =< 100 meters							
	Category B – Locations where distance is > 100 meters and <= 500 meters							
3.1		Category A (UTP is required) including laying structured cabling	Mtr	1,890				
3.2		Category B (OFC is required) including laying	Mtr	17,850				
Total B:								
Total Cost (B) in words (Exclusive of Taxes):								
Total Price (B) in words (Inclusive of Taxes):								
C: Manpower Support								
4.1	Project Manager		Nos.	1				

Sr. No.	Category	Component	Unit	No of Components / Units of Service (X)	Rate (per unit including Excise, Installation, Warranty & Any other Charges) (Amount in Rs.) (Y)	Taxes as Applicable (Service Tax/VAT) (Z=X*Y*Tax(s) in %)	Total Price = [(X*Y)+Z]	Remarks (If Any)
4.2		e-District Technical Manager (Support) @ 1 per district	Nos.	34				
Total C:								
Total Cost (C) in words (Exclusive of Taxes):								
Total Price (C) in words (Inclusive of Taxes):								
D. Training (All the figures are tentative in nature (Cumulative for all 34 districts) based on training provided in pilot districts)								
5	Training (All the figures are tentative in nature (Cumulative for all 3 districts) based on training provided in pilot districts)							
5.1		Basic computer skills (Duration is Half Day)	Per Person	19,320				
5.2		Specialized Computerized Training (Duration is Half Day)	Per Person	19,320				
5.3		Application Process Training (Duration is Full Day)	Per Person	4,620				
5.4		Activity Training (Duration is Full Day)	Per Person	18,060				
Total D:								
Total Cost (D) in words (Exclusive of Taxes):								
Total Price (D) in words (Inclusive of Taxes):								
E: Site Preparation Cost								
6	Category A – Site Preparation at 130 Tehsils with an area of 250 sq. ft. per Tehsil Category B – Site Preparation at 305 Blocks with an area of 150 sq. ft. per Block Note: Site preparation is to be carried as per the scope of work defined in Annexure 6.5: Form C, Point 13 of volume II and in conjunction with subsequent corrigendum's							
6.1		Laying of structured LAN Cabling for every	Mtr.	16,972				

Sr. No.	Category	Component	Unit	No of Components / Units of Service (X)	Rate (per unit including Excise, Installation, Warranty & Any other Charges) (Amount in Rs.) (Y)	Taxes as Applicable (Service Tax/VAT) (Z=X*Y*Tax(s) in %)	Total Price = [(X*Y)+Z]	Remarks (If Any)
		equipment (UTP Cable CAT6)						
6.2		Earthing	Per Site	435				
6.3		Computer Table	Nos.	1,435				
6.4		Computer Chairs	Nos.	1,435				
6.5		Computer Power points including fitting	Nos.	1,740				
6.6		Others [#]						
Total E:								
Total Cost (E) in words (Exclusive of Taxes):								
Total Price (E) in words (Inclusive of Taxes):								

Note:

- # Provide Total Cost for the given head and description can be provided in the remarks column
- The quantity provided above is indicative and same may vary as per actual requirement. Payment shall be made on actual basis.
- The bidder should quote for all the items with specification as given in Volume II Section 6 of the RFP document.
- The bidder should quote cost including onsite comprehensive warranty maintenance as applicable for all the items.
- VAT & Service Tax charges as applicable in the state of Uttar Pradesh shall be provided to the successful bidder
- If Bidder does not mention the taxes in its quote, then its quote will be evaluated as inclusive of the Taxes
- Bidder is to provide details of all tax rates considered for computation of taxes.

ANNEXURE III: TEMPLATE FOR PBG & CCN

Form 1: Performance Guarantee

PERFORMANCE SECURITY:

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

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

And whereas it has been stipulated byin the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office>have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs. 10% of the total contract value (Rupees 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. _____ **(Rupees only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <Insert Date>

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed **Rs. <_____ (Rupees _____ only)**.
- II. This bank guarantee shall be valid up to <Insert Expiry Date>
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

Form 2: Change Control Notice (CCN) Format

Change Control Note		CCN Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by :	Date:	
Name:		
Signature:	Date:	
Received by the IP		
Name:		
Signature:		
Change Control Note		CCN Number:
Part B : Evaluation		
(Identify any attachments as B1, B2, and B3 etc.)		
Changes to Services, charging structure, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		
Deliverables:		
Timetable:		
Charges for Implementation:		
(including a schedule of payments)		
Other Relevant Information:		
(including value-added and acceptance criteria)		
Authorized by the Implementation Partner		Date:
Name:		
Signature:		