

Tender Document
For
Contribution of Content
to the National Portal of India
FROM THE STATE OF MANIPUR

Issued by:
Department of Science & Technology
and Information Technology
Government of Manipur

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1. TENDER FOR INVITATION OF QUOTATIONS FOR CONTRIBUTION OF CONTENT FOR THE NATIONAL PORTAL OF INDIA FROM THE STATE OF MANIPUR

This is to inform that Department of Science & Technology and Information Technology, Government of Manipur (herein referred to as 'Deptt') intends to select a Content Service Provider (herein referred to as 'CSP') for the contribution and maintenance of State Specific Content to the National Portal of India, <http://india.gov.in> (herein referred as 'NPI') for the State of Manipur.

The assignment specifications, terms and conditions, and various and proforma for submitting the Tender offer are described in the Tender document.

The prospective content service providers are requested to submit their offer in 'Two Cover System', for Technical (2 Copies) and Commercial (2 Copies).

Each copy of the Technical Bid and Commercial Bid of the Tender should be enclosed in separate sealed covers super scribing "Technical Bid" and "Commercial Bid" respectively. Each copy in each bid should also be marked as "Original", "First Copy" and so on. All the copies of each bid should be put in a single sealed cover super scribing "Technical Bid" and "Commercial Bid" as the case may be. Please Note that Prices should not be indicated in the Technical Bid and should only be indicated in the Commercial Bid.

EMD of Rs. 20,000/- (Rupees Twenty Thousand only) in the form of Demand Draft should be submitted along with the tender.

The cover containing copies of Technical Bid and the cover containing copies of Commercial Bid as well as EMD should be put in another single sealed envelope clearly marked "TENDER FOR THE CONTRIBUTION OF CONTENT FOR THE NATIONAL PORTAL OF INDIA FROM THE STATE OF MANIPUR." This envelope is to be super scribed with Tender Number, Due Date, Item and the wordings "DO NOT OPEN BEFORE 11:00 hours on 15th January 2008".

The cover thus prepared should also indicate clearly the name, address and telephone number of the Content Service Provider, CSP, to enable the Bid to be returned unopened in case it is declared "Late".

Each copy of the tender should be a complete document and should be bound as a volume. The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers. Different copies must be bound separately. Any deficiency in the documentation may result in the rejection of the Bid.

Tender Reference	Advertisement Notice.
Price of Tender copy	Free of Cost
Date of commencement of issue of tender document	15 th December 2007
Date of closure of tender document	15 th January 2008
Queries to be mailed by	10 th January 2008
Pre Bid Meeting	7 th December 2007
Last Date and Time for receipt of tender offers	11:00 a.m. of 15 th January 2007
Date of opening of technical bids	15 th January 2008
Address of Communication	The Director, Directorate of Science & Technology and IT, Govt. of Manipur, Old Lambulane, Imphal – 795001
Contact Telephone Numbers	Phone: 0385-2451816, 2454929
Fax No.	Telefax:0385-2451816
E-mail Id	dstmanipur@nic.in

The copy of tender document can be downloaded free-of-cost from the website <http://manipur.nic.in>

2. OVERVIEW OF THE NATIONAL PORTAL OF INDIA

2.1 Introduction

The Indian Government lays a lot emphasis on the adoption of good governance practices and an important dimension of this is the anytime, anywhere delivery of government services to the citizens. A lot of these services are being provided online by a number of different departments working in various sectors of development. But this also means that citizens have to visit a large number of websites of government departments for different services. For making such information and services accessible in a convenient manner, it is important to have a one-stop source for all the government information and services. A 'National Portal' of the country is an ideal platform to facilitate this.

With this view, <http://india.gov.in>, the National Portal of India has been designed, developed and hosted by National Informatics Centre (NIC). The Portal has been developed as a Mission Mode Project under the National E-Governance Plan (NEGP) of the Department of Information Technology, Government of India. The objective behind the Portal is to provide a single window access to the information and services being provided by the Indian Government.

The portal provides a unified interface to over 5000 Indian Government websites and acts as a logical front-end to the e-government initiatives under various Central/State/UT governments' schemes and programmes. It caters to a wide range of audience and stake holders' right from common citizens, government departments and corporate sector to NRIs, national and international media and general public across the world.

Besides, one can find Government Tenders, Documents, Policies, Forms, Schemes, Maps etc on the National Portal. As content is one of the major critical component of the Portal, the National Portal Coordinators (NPCs) have been nominated from each of the State to contribute the content. The content contribution to the portal is therefore a collaborative effort of the States, Departments and Ministries.

2.2 Objectives

The objective behind the Portal is to provide comprehensive, accurate, reliable and one stop source of information ranging from health, education, housing and employment to travel, law & order and finances. A variety of citizen services being provided by the Government across sectors and states/UTs will also be accessible from the Portal. Online access to government services right from obtaining licenses & certificates to filing tax returns, from applying for a passport/

visa to getting the name included in electoral rolls and from registering a company to booking a train ticket on the net all shall be available on the portal.

2.3 Content Contribution Framework

The content in this Portal is the result of a collaborative effort of various Indian Government Ministries and Departments, at the Central/State/District level. National Portal Coordinators (NPCs) have been nominated both for Central Ministries/Departments and for State/UT Government who are responsible for the content development, compilation and maintenance with respect to their domain.

A Web Based secured Content Management System (CMS) (<http://portalcontent.nic.in>) has been developed to facilitate contribution of content by the NPCs through simple and friendly interface. Each of the NPC has been allotted a User-id and Password. Each piece of content contributed passes through a specific workflow before getting published on the portal.

The details of the content, which can be contributed to the National Portal using this interface, are as follows: -

- State Profile
- Services
- Documents
- Forms
- Schemes
- Announcements
- Directories/Web links
- Announcements/Events

Formats of the documents as well as other content to be contributed shall also comply with e governance standards from Government of India.

Complete details of each module, format of content etc. is explained in the Content Framework of the National Portal of India (<http://india.gov.in/cfw>).

3. SCOPE OF THE WORK

This section provides the details of the work involved for the NPI. The CSP is expected to identify the State specific content to be contributed to the National Portal

of India (NPI) and also publish it on the National Portal after due approval. The content contributed to the NPI is also to be maintained during the period of contract. Detailed scope of work is mentioned in the following section.

3.1. Review the National Portal and understand the content framework as well as the kind/forms of content to be contributed. Details of the minimum content to be contributed for each state is given as **Annexure A**.

3.2. Format/Method, guidelines and explanation of the terminology for the different categories of content to be contributed on the portal is given in details in the National Portal Content Framework available at <http://india.gov.in/cfw>
Broadly the following content types have to be contributed for each State:-

- State Profile
- Services
- Documents
- Forms
- Schemes
- Announcements
- Directories/Web Links
- Announcements/Events

3.3. Review State Government Websites as well as other Media to identify the contents in each category to be contributed. Once the content is approved by the NPC, it has to be contributed to the NPI through the web-based CMS of the National Portal.

3.4. As per the advise of NPC, liaison with the State Government Departments/Officers to collect the information /document to be published on the NPI. Submit the same through CMS.

3.5. Develop/compile/package the information if it is not available in ready format and submit the same through NPI CMS after due approval of NPC.

3.6. The content would eventually be provided in regional language also. This would be done in phased manner in mutual consultation with NPC.

3.7. Review and maintain the state specific content on the NPI for the period of contract.

- Periodically review the state specific content on NPI and update wherever necessary.
- Any change in policy/procedure/process applicable in any of the category of the content published should be reflected.
- Based on the feedback received from viewers on the content, it should be reviewed and modified after due approval by the NPC.
- If NPC feels that any information/content, which is relevant for the State and needs to be reflected on the portal then the CSP has to make arrangement/publish the same.

4. ROLES AND RESPONSIBILITY

This section gives the details of the expected roles and responsibilities of the individual parties involved in this project: -

4.1. Roles and Responsibilities of the Content Service Providers (CSP): -

- 4.1.1. **Coordination** with NPC and liaison with the State Government Departments identified by NPC for the content as the content to the National Portal is State/Department specific.
- 4.1.2. **Identification** of State Specific Content across the Departments through various media channels, portals, websites, newspaper, government publications.
- 4.1.3. **Compiling** the Content for the NPI as per the guidelines given in the Content framework and at the discretion of the NPC.
- 4.1.4. **Contribution** of state specific services and information using the web-based CMS of the National Portal.
- 4.1.5. **Obtain the approval** of the Content from the NPC before it is contributed to the Portal.
- 4.1.6. Content contributed to the portal has to be **regularly reviewed and validated** formally by sending quarterly report to NPC.
- 4.1.7. **Contributing any other** State specific content as per the discretion of the NPC.
- 4.1.8. **Attending Periodic Meetings** chaired by NPC to review the progress of the content contributed by CSP.
- 4.1.9. **Maintaining the version** of content contributed.
- 4.1.10. Eventually **providing the content** in the **Regional Language** also. This would be done in phases and would be mutually decided.

4.2. Roles and Responsibilities of National Portal Coordinators (NPCs):-

- 4.2.1. **Provide broad guidance** on content contributed from the state on lines of Content framework of NPI.
- 4.2.2. **Facilitate liaison** of CSP with identified departments of the State Government for identification and collation of State Specific Content which have to be contributed to the portal.
- 4.2.3. **Approval of content** identified by the CSP for the contribution to the portal.
- 4.2.4. **Moderation of content** contributed by the CSP using CMS to maintain the standard and quality.
- 4.2.5. **Regularly reviewing** the progress of work carried out by CSP for the contribution of the State specific content.
- 4.2.6. **Payment processing** of the bills submitted by the CSP on a quarterly basis.

4.3. Roles and Responsibilities of NIC/DIT

- 4.3.1. NIC shall provide the Generic **NPI Content Framework**.
- 4.3.2. NIC State Units shall help NPC in **specifying the minimum content to be contributed** based on the guidelines in **Annexure A**
- 4.3.3. NIC State Unit shall **work along with NPC** in **evaluation of Bids** for identifying the agency for content contribution
- 4.3.4. NIC State Unit shall **provide training** to the selected CSP as well as to the State Government officers identified by NPC
- 4.3.5. NIC State Unit shall **provide technical support** on CMS to the CSP
- 4.3.6. NIC State Units shall help in **Resolving the queries/issues** related to NPI CMS
- 4.3.7. NIC shall be responsible for the final level of **moderation for publishing** the Content on the NPI
- 4.3.8. **NIC shall Release the funds to the State** as per the agreed terms and conditions.

5. QUALIFICATION CRITERIA

The Content Service Provider should meet the following criteria as on the date of submission of the bid: -

- 5.1. The Content Service Provider (CSP) should have an **established office in the State** (CSP to attach documents as per **Annexure IV**).
- 5.2. The CSP should be a financially sound registered company in India having minimum **annual turnover of Rs. 10 lakhs to 15 lakhs** during any two of the last three financial years as **per Annexure II**
- 5.3. The CSP should have minimum **experience of three years** in providing **Content Development Services** for websites/ portals /electronic publishing (CSP to provide documentary support).
- 5.4. The CSP should have **relevant experience and understanding** of the information and services of **Government Domain**.
- 5.5. CSP should have skilled/experience **Content Writers** on its **payroll** (CSP to provide details as per **Annexure III**
- 5.6. Attach all documentary proof without which the bid shall be rejected.

6. BID SUBMISSION

Department of [Science & Technology and Information Technology](#), Government of Manipur invites sealed tender offer (2 copies of technical offer and 2 copies of commercial offer along with the EMD in separate sealed envelopes) from eligible Service Providers.

The copy of tender document can be downloaded free-of-cost from the website <http://manipur.nic.in>

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Contact Telephone Numbers	Phone: 0385-2451816, 2454929
Fax No.	Telefax:0385-2451816
E-mail Id	dstmanipur@nic.in

Please note that the prospective CSP should also attend the pre bid meeting on specified date, time and venue.

The cost of bidding and submission of tender documents is entirely the responsibility of CSP, regardless of the conduct or outcome of the tendering process.

Bids duly sealed should be delivered on or before the Due Date and Time for receipts of bids.

Bids received after due date and time will not be accepted under any circumstances.

6.1. Earnest Money Deposit (EMD)

- a. The CSP shall furnish, as part of its bid, an Earnest Money Deposit (EMD) of the amount Rs. 20,000/- (Rupees Twenty Thousand) only.
- b. The EMD is required to protect the Deptt. against the risk of CSP's conduct which would warrant the security's forfeiture, pursuant to Clause 6.1 f.
- c. The EMD shall be denominated in Indian Rupees, and shall be in the form of a DD issued from a Nationalized Bank
- d. Unsuccessful CSP's EMD will be discharged/ returned after award of contract to the successful CSP. No interest will be paid by the Deptt. on the EMD.
- e. The successful CSP's EMD will be discharged upon the CSP executing the Contract. No interest will be paid by the Deptt. on the EMD.
- f. The EMD may be forfeited:
 - i. If a CSP withdraws its bid during the period of bid validity specified by the Deptt in the Bid;
 - ii. In the case of a successful CSP, if the CSP fails to sign the Contract in accordance or to furnish Bank Guarantee for contract performance.

6.2. Price Structure

The price quoted should be inclusive of all applicable duties and taxes. No price variation due to variation in duty, tax, exchange rate fluctuation etc. will be permitted. The price should be mentioned in terms of the amount payable by Department of Science & Technology and Information Technology, Government of Manipur for all the content contributed to the NPI as per the scope of Work. All costs and charges in the bid should be expressed in Indian Rupees without any dependence on exchange rate, duty or tax structure.

6.2.1. Non-transferable offer

This offer document is not transferable.

6.2.2. Offer validity Period

Offer submitted by the CSP shall remain valid for a period of 18 Months from the last date for submission of the tender. A bid valid for a shorter period shall be rejected by Department of [Science & Technology and Information Technology](#), Government of Manipur as a non-responsive bid.

6.3. Preliminary Scrutiny

Department of Science & Technology and Information Technology, Government of Manipur will scrutinize the offers to determine whether they are complete including EMD Payment, whether any errors have been made in the offer, whether required technical documentation have been furnished, whether the documents have been properly signed and whether items are quoted as per the schedule, etc. Bids incomplete in any form may be rejected.

6.4. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, Department of Science & Technology and Information Technology, Government of Manipur may at its discretion ask some or all CSPs for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

6.5. Format for Technical Offer

The Technical offer must be made in an organized, structured, neat and bound manner. Brochures/leaflets etc. should not be submitted in loose form. The CSP shall submit the all the required documents. At the sole discretion Department of Science & Technology and Information Technology, Government of Manipur non-submission of any of the following document may be liable for rejection. The format for submission of technical offer is as follows:

- 6.5.1 Index
- 6.5.2** Tender offer cover letter – as per the format enclosed at **Annexure I**
- 6.5.3 Company's Information as per the format enclosed at **Annexure II**
- 6.5.4** Details of skilled human resources as per the format enclosed at **Annexure III**
- 6.5.5 Details of CSP's Office Locations within the State as per the format enclosed at **Annexure IV**
- 6.5.6 Project Documents/Work orders to prove compliance with the qualification criteria
- 6.5.7 Document to be submitted explaining the Methodology to be followed in the implementation of this project
- 6.5.8 Delivery and Implementation schedule for total project

6.5.9 Terms and Condition Compliance Statement to be given by CSP as per the format enclosed at **Annexure – VI**

6.5.10 The CSPs should arrange all the documentary proofs called through this document in orderly manner with index giving details

6.6. Format for Commercial Offer

The Commercial offer must not contradict the technical offer in any way. The suggested format for submission of commercial offer is as follows:

6.8.1 Index

6.8.1 Covering letter

6.8.1 Commercial bid Format – **Annexure V**

6.7. Erasures or Alterations

The offers containing erasures or alterations or conditions will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely submitted. Department of Science & Technology and Information Technology, Government of Manipur may treat such offers not adhering to these guidelines as unacceptable. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. Science & Technology and Information Technology, Government of Manipur may treat such offers as incomplete and are liable for rejection.

6.8. Evaluation and Comparison of bids

6.8.1 The selected CSP must possess the requisite experience, strength and capabilities in providing the services necessary to meet the Deptt’s requirements, as described in the Tender Documents. The CSP must possess the technical know-how and the financial wherewithal that would be required to sought by the Deptt, for the entire period of the contract. The CSP’s bid must be complete in all respect and covering the entire scope of work as stipulated in the Tender document.

6.8.2 The evaluation process of the tender proposed to be adopted by the Deptt is indicated under this clause. The purpose of this clause is only to provide the CSPs an idea of the evaluation process that the Deptt may adopt. However, the Deptt reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the CSPs of any such change.

6.8.3 Preliminary Examination

- The Deptt will examine the bids to determine whether they are complete, whether the bid format confirms to the Tender requirements, whether any computational errors have been made, whether required EMD has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- A bid determined as not substantially responsive will be rejected by the Deptt and may not subsequently be made responsive by the CSP by correction of the nonconformity.
- The Deptt may waive any informality or non-conformity or irregularity in a bid which does not constitute a material deviation according to the Deptt, provided such waiver does not prejudice or affect the relative ranking of any CSPs.

6.8.4 Clarification

- When deemed necessary, during the tendering process, the Deptt may seek clarifications or ask the CSPs to make Technical presentations on any aspect from any or all the CSPs. However, that would not entitle the CSP to change or cause any change in the substance of the tender submitted or price quoted.

6.8.5 Evaluation of Technical Bids

- In this part, the technical bid will be reviewed for determining the Compliance of the Technical bids with the Tender terms and conditions, service level requirements and the scope of work as defined in this tender.
- Methodology submitted by the CSPs shall be studied along with time schedule. Each bid will be studied in details against the various technical requirements as mentioned in clause 5
- Any bid found to be unsatisfactory in terms of the methodology may be rejected and will not be considered for further evaluation
- Deptt/Evaluation Committee, if necessary may ask CSP for making a presentation of it's proposal and methodology.

-
- Bids shall be ranked at the scale of 100 against following parameters.

Experience of providing **Content Development Services** = 20

Experience of working in **Government/ Development Sector** = 15

Projects executed with **similar scope of work** = 20

Implementation Strategy = 20

Manpower Profile = 15

Extent of presence in the State = 10

- **Minimum score** for qualification to next stage is 75. CSPs scoring above or equal to 75 shall only be short listed for commercial evaluation

6.8.6 Opening of Commercial Bids

- The Deptt will open the Commercial Bids of only the technically qualified CSPs, in the presence of the representatives of the CSPs who choose to attend, at the time, date and place, as decided by the Deptt.

6.8.7 Evaluation of Commercial Bids

- The commercial bids shall be evaluated by the Deptt for completeness and accuracy. 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.
- The overall Contract Value shall be used by the Deptt for the purpose of commercial evaluation of bids.
- Sum total of all the cost in the Commercial as per Annexure A shall be used for commercial evaluation. The lowest quoting vendor (LQ-1) will be determined on the basis of the lowest quote of **Table 1 of Annexure V** all items inclusive.
 - a. LQ-1 chosen as above must match
 - the lowest rates quoted by the other financially qualified vendors for Optional items under "**Table 2 of Annexure V**".

or

- the rates evaluated or suggested by Financial Evaluation Committee for Optional items.

7. TERMS AND CONDITIONS

7.1. Performance Bank Guarantee

The CSP must submit a Performance Bank Guarantee from any Nationalized Bank for an amount of Rs. 20,000/ (Rupees Twenty Thousand only) in the name of Department of Science & Technology and Information Technology, Government of Manipur

7.2. Payment Terms

Deptt will make payment for the entire services rendered, calculated on quarterly basis. The amount will be payable on completion of each quarter taking into account deliverables and milestones and related services.

7.3. Acceptance Test

Deptt / Authorised Agency / Committee will carry out the acceptance test for every deliverable. The CSP has to arrange for suitable presentation on its behalf for undertaking the acceptance test on the date and time communicated by Deptt.

7.4. Order Cancellation

Deptt reserves its right to cancel the order in the event of one or more of the following situations:

- 7.4.1 Delay in submitting the Deliverables and all related services beyond the stipulated period.
- 7.4.2 Delay in Project as per the agreed project timelines.
- 7.4.3 In addition to the cancellation of purchase order, Deptt reserves the right to levy appropriate damages and deduct from the earnest money deposit (EMD) given by the vendor or foreclose the Bank Guarantee given in lieu of performance guarantee.

7.5. Non Disclosure agreement

The successful CSP has to execute confidentiality agreement incorporating that any data/information which will be handled/ shared will be kept in strict confidence and neither the CSP or its associates or channel partners or CSP's employees part with the data/information in any form to anybody without prior written consent of the Deptt.

7.6. Security

The CSP should ensure that all security (both physical and logical) to protect department's data, site, etc by incorporating standard security measures.

7.7. Termination of the contract

Deptt reserves the right to terminate the entire and / or part of the contract by giving three months notice in writing.

7.8. Indemnity

CSP has to indemnify the Deptt against any claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from any proceedings initiated against Deptt for any deficiency in services related to Project provided by the CSP during the period of contract.

7.9. Force Majeure

The CSP shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the CSP and not involving the CSP's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity or either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the CSP shall promptly notify the Deptt in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Deptt, the CSP shall continue to perform its obligations under the Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Notwithstanding above, the decision of Deptt shall be final and binding on the CSP.

7.10. Publicity

Any publicity by the CSP in which the name of Deptt is to be used should be done only with the explicit written permission of Deptt.

7.11. Service Level Agreement

CSP would be required to enter into a Service Level Agreements with the Deptt at the mutually agreed terms within three months from the date of purchase order. In case the SLA is not executed within the said stipulated period, Deptt will be at liberty to invoke the performance Bank Guarantee and / or further payments due will be postponed till the signing of SLA.

Any modification to the existing tender which includes proposed amendment till the date of final bid will form part of SLA. However, any deviation/ modification from the tender clause will be at the sole discretion of Deptt.

7.12. Resolution of Disputes

Deptt and the CSP shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Deptt and the CSP are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by Deptt and the other to be nominated by the CSP. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The arbitration and reconciliation act 1996 shall apply to the arbitration proceedings and the venue & jurisdiction of the arbitration shall be in the State of Manipur.

During the period of arbitration or any dispute pending in any court of law / arbitrator, CSP has to ensure that there is no disruption of services and all the services are continued during the period of proceedings.

8. THE TENDER PROCESS

Deptt invites prospective service providers to respond to this tender document.

The goal of this document is to gain sufficient information on possible content service providers in order for Deptt to invite a credible partner for the National Portal Project services.

Instructions for preparing and submitting information are set forth below.

Upon this document, the prospective Content Service Provider is in a position to prepare and submit the response. On subsequent receipt & evaluation of responses by the Deptt it does not commit to award a contract to any Service Provider even if all of the requirements stated in these documents are met.

Deptt reserves the right to make no selection and enter into no agreement as a result of this tender document.

Deptt will not be responsible for the reimbursement of any cost or expenses, which any prospective CSP may incur as a direct or indirect consequence of preparing or submitting their response to this tender document.

9. INSTUCTIONS TO PROSPECTIVE CSPs

9.1. Two Stage Bidding Process:

The Content Service Provider will submit the response in two parts to the present tender separately in two envelopes:

(ENVELOPE – I)	:	Technical Bid (T.B.) – (2 copies one in Envelop I)
(ENVELOPE- II)	:	Commercial Bid (C.B.) – (2 copies in Envelop II)
(ENVELOPE-III)	:	EMD

All the envelopes must be super-scribed with the following information:

Type of Bid (Technical or Commercial or EMD)

Bid Title:

Contribution of content to National Portal of India from the State of Manipur

Bid Reference Number: XXXXXX

Name and address of the CSP: XXXXXX

9.1.1 ENVELOPE-I (2 copies Technical Bid)

The Technical Bid (T.B.) should be complete in all respects and contain all information asked for, except prices. Technical Bid shall contain all the documents as per clause 6.5 and in the prescribed format. Technical Bid will contain the exhaustive and comprehensive solution and approach details. The Technical Bid should be complete to indicate that all products and services asked for are quoted in the prescribed format. The technical bid should be submitted in X copies in separate envelope and suitably super scribed as "Technical".

9.1.2 ENVELOPE-II (2 Copies of Commercial Bid)

The Commercial Bid (C.B) should give all relevant price information and should not contradict the Technical Bid in any manner. The price should be mentioned in terms of the amount payable for all the services as per the prescribed format. Refer clause 6.6.

9.1.3 ENVELOPE –III (EMD)

The EMD of Rs. 20,000/- (Rupees Twenty Thousand only) in the form of a DD/Pay Order issued by a Nationalized / Scheduled Bank payable to Director, Department. of Science & Technology, Govt. of Manipur

9.2. Clarification of Bidding Documents

A prospective Content Service Provider requiring any clarification of the bidding documents may notify the Deptt in writing or by fax at Deptt's communication address indicated in the Invitation for Bids. Deptt will respond in writing to any request for clarification of the bidding documents, which it receives no later than 15 days prior to the deadline for submission of bids prescribed by Deptt. Written copies of Deptt's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Content Service Providers, which have received the bidding documents.

9.3. Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, Deptt may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Content Service Provider, modify the bidding documents by amendment.

All prospective CSPs who have received the bidding documents will be notified of the amendment in writing or by fax, and will be binding on them. In order to allow prospective Content Service Providers reasonable time in which to take the amendment into account in preparing their bids, Deptt at its discretion, may extend the deadline for the submission of bids.

9.4. Bid Prices

The Content Service Provider shall quote the Price Schedule as per the Annexure VI for the Contribution of Content to the National Portal of India from the State of Manipur

9.5. Bid Currencies

Prices shall be quoted in Indian Rupees.

9.6. Format and Signing of Bid

The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the Service Provider or a person or persons duly authorized to bind the Service Provider to the Contract. The latter authorization shall be indicated by written power-of-attorney accompanying the bid. All pages of the bid, except for not amended printed literature, shall be initiated by the person or persons signing the bid.

Any interlineations, erasures or overwriting shall be valid only if they are initiated by the persons or persons signing the bid.

9.7. Late Bids

Any bid received by Deptt after the deadline for submission of bids prescribed by Deptt will be rejected and/or returned unopened to the prospective Service Provider.

9.8. Modification and Withdrawal of Bids

No bid may be modified subsequent to the deadline for submission of bids.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Content Service Provider on the bid form. Withdrawal of a bid during this interval may result in the Content Service Provider's forfeiture of its bank security.

 Annexure I: Tender Offer Cover Letter

Date: _____ 200_

Tender Reference No.: _____

To:

.....

.....

Sir,

Subject: Our bid for Contribution of Content to the National Portal of India from the State of Manipur.

Having examined the tender documents including all annexure and schedule the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the service as mentioned in schedule of items in conformity with the said tender documents in accordance with the Schedule of Prices indicated in the commercial offer and made part of this tender.

If our tender offer is accepted, we undertake to commence the work related to Contribution of content to the National Portal of India from the State of Manipur _____ (Number) days and to complete delivery, as per the requirement of Deptt within _____(Number) days calculated from the date of receipt of your Notification of Award/Letter of Intent.

We understand that if our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We have enclosed an EMD of Rs. 20,000/- (Rupees Twenty Thousand only) via DD No. _____ payable to _____ at _____.

Dated this _____ day of _____ 200_

Signature: _____

(In the Capacity of) _____

Duly authorized to sign the tender offer for and on behalf of

Annexure II: Content Service Providers Information

Note: - Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

SNo.	Item	Details
	Name of Company	
	Postal Address	
	Telephone/Mobile and Fax numbers	
	Constitution of the Company	
	Name and designation of the person authorized to make commitments to the State Government of Manipur	
	Email Address	
	Year of commencement of Business	
	Annual Turn over of the company 2004-05 2005-06 2006-07	
	Profit of the Company 2004-05 2005-06 2006-07	
	Sales Tax Number/TIN	
	Income Tax Number	

Date: _____

Place: _____

Seal & Signature of the CSP

Annexure III: Manpower Details

Note: - Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S.No	Name	Designation	Qualification	Experience	Date of Employment with Company

Date: _____

Place: _____

Seal & Signature of the CSP

Annexure IV: Details of CSP's Office Locations in the State

Note: - Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No	Place	Own or Franchise	Postal Address	Contact numbers

Date: _____

CSP

Place: _____

Seal & Signature of the

Annexure V: Commercial Bid Format

Note: - Definitions and scope of each of the content element is given in Annexure – A. Please indicate the total price for completing the entire work in each Content Item category.

Table 1

S. No.	Content Items	Number of items	Unit Price	Total Price
1.	State Profile	1		
2.	State Government Services	XXXX		
3.	Forms	XXXX		
4.	Documents	XXXX		
5.	Schemes	XXXX		
6.	Directories/Web links	XXXX		
7.	Announcements /Events	XXXX		
	Total Price			

Table 2 – Optional Items

S.No	Content Item	Number	Unit Price	Total Price
1.	Conversion to Digital format		(Per Page)	
2.	Image Scanning			
3.	Conversion to digital/streaming Video format			

Date: _____

Seal & Signature of the CSP

Place: _____

Annexure-VI – Compliance Statement

Note: - Terms and conditions Compliance Table shall be prepared by the CSP in the following format. This table must cover CSP's response to all the terms and conditions specified in the offer document in clause No. 7.

Term No.	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied

Date: _____

Seal & Signature of the CSP

Place: _____

Annexure- A – Minimum Content to be Contributed for the State Manipur

A1 State Profile (as per Content Framework of NPI)

The CSP should prepare, write and compile the State Profile and submit the same either in HTML or Doc file. The content should be illustrative with the relevant maps, photographs and hyperlinks.

The Content should be compiled under the following heads:-

- Area
- Population
- Capital
- Principal Languages
- History and Geography
- Infrastructure & Communication
- Health Care Centres and educational schools/colleges/institutes
- Agriculture & irrigation
- Industries & Minerals
- Natural Resources
- Culture and Festivals
- Tourist places

A2 Minimum List of Services to be made available on the National Portal of India

1. How to Obtain Birth Certificate
2. How to obtain Caste Certificate
3. How to obtain Tribe Certificate
4. How to obtain Domicile/Nativity Certificate
5. How to obtain Marriage Certificate
6. How to obtain Death Certificate
7. How to get Driving License
8. How to get Ration Card
9. How to Include/Delete Name in the Electoral Rolls
10. How to register Land/Property
11. How to Check Track Land records online
12. How to register Vehicle
13. How to Check the Status of stolen vehicles online
14. How to Register with State Employment Exchange
15. How to Register Company/Society
16. How to Register Industry/SSI
17. How to Check Daily Cause List of High Court/District Court
18. How to check Daily Court Orders/Case Status
19. How to Check Agricultural Market prices online

-
20. How to Check Pension Status online
 21. How to Purchase Handicraft/rural products online
 22. Submit Grievance to the Government (Deptt/Public Representation)
 23. How to pay VAT/Sales Tax
 24. How to pay Water Bills
 25. How to pay Electricity Bills
 26. How to pay Telephone Bills
 27. How to book Bus/Ship Ticket online
 28. How to make Hotel reservation online
 29. Contribute to Chief Minister's Relief Fund

The CSP should prepare and submit the Meta Data example appropriate title, keywords, validity date etc for the above services through the Content Management System (CMS).

In case of services which is not online, CSP should prepare and compile the comprehensive procedure of availing these services along with all relevant details including contact address, timings, fees, documents to be furnished etc.

A3 Minimum List of Documents to be made available on the National Portal of India

- NPC shall identify at least 25 documents of importance/priority to the State, which shall to be contributed to the NPI by the CSP.
- Broad guidelines for selection of documents as well metadata for each document is detailed in the Content Framework of NPI.
- Some of the suggestive list of documents is as follows:-

1. Information Technology Policy Documents
2. Industries Policy document
3. Education Policy Document
4. State Budget Document
5. Document of Agricultural Census
6. Irrigation Census Document
7. State at a glance/Gazetteer
8. Annual Plan of the State
9. BPL Survey report
10. State Government orders/circulars/notifications

The CSP should prepare and submit the Meta Data example appropriate title, keywords, validity date etc for the above documents through the CMS either in HTML or PDF format.

In case a document is not available in digital format or is not of good quality then the CSP should digitize the document, convert into HTML or PDF format and contribute the same through the CMS.

Uploaded/contributed document should be of good quality and should be readable on screen as well on print (A4 page).

Scanned documents should not be uploaded.

A4 Minimum List of Forms to be made available on the National Portal of India

Birth Certificate
Caste Certificate
Income Certificate
Marriage Certificate
Domicile/Nativity Certificate
Arms License
Inclusion of name in Electoral Roll
Application for Land Mutation / Application for ROR
Register with State Employment Exchange
Application for Addition or Deletion of Name in the Ration Card
License to Drive a Motor Vehicle
Learner's License (Driving)
Registration of a Motor Vehicle
Transfer of ownership of a motor vehicle
Handicapped Person ID Card
Grant or renewal of Drug License
Grant of State Govt. Pension
Registration as Small Scale Industries
Application for Electricity Connection
Application for Water Connection
Application for Telephone Connection
Application form for applying for Scholarship from the State Govt.
Application for License for Hotels / Restaurants
Affidavit for Land Settlement
Conversion of Agricultural Land for Non Agricultural Purposes

The CSP should prepare and submit the Meta Data example appropriate title, keywords, and validity date etc for the above forms through the CMS either in HTML or PDF format.

In case a form is not available in digital format or is not of good quality then the CSP should digitize the form, convert into HTML or PDF format and contribute the same through the CMS.

Uploaded/contributed form should be of good quality and should be readable on screen as well on print (A4 page).

Scanned forms should not be uploaded.

A5. Schemes to be made available on the National Portal of India

- State NPC to identify atleast **20** important and relevant Schemes of the State as per the Content Framework of the NPI. .
- These Schemes have to be regularly reviewed and kept current by the CSP.
- Some of the criteria based on which the schemes can be selected are as follows:-
 1. Scheme which is either centrally sponsored or State run.
 2. Schemes which benefit the Individual/Citizen (rural and urban)/Business/Community.
 3. Schemes should be applicable to the most part of the State.
 4. Schemes which are Ongoing.

The CSP should prepare and submit the Meta Data example appropriate title, keywords, and validity date etc for the above schemes through the CMS.

A6 Announcements/Events to be made available on the National Portal of India

State NPC has to identify important and relevant information with regard to the upcoming Events/Announcements of the Government which can be contributed to the National Portal of India. Some of the suggestive list is as follows:-

Upcoming Seminars/Conferences
Call for Relief Fund Contributions
Disaster related emergency announcements
State Level Inaugurations
State Level Sports Events
Announcement/Launch of any Scheme
Drives/Camps to promote social causes

A7 Contact Directory to be made available on the National Portal of India

The following Directories for the State are to be maintained for which the link is to be provided along with the Meta data for the content.

1. Directory of MPs
2. Directory of MLAs
3. Web site of Chief Minister
4. Website of Governor
5. Contact Directory of State Government Departments
6. Contact Directory of Central Offices
7. Web site of State PSUs
8. Directory of Governing Executives
9. Education Directory (schools/universities/courses/institutes/ Boards etc)
10. Contact Directory of Police Officers
11. Contact Directory of Police Stations
12. Judicial Directory
13. RTI related contact directory
14. District Magistrate Directory
15. Panchayat Directory
16. Municipal Directory
17. Blood Bank Directory

The CSP should prepare and submit the Meta Data example appropriate title, keywords for the above contact directory through the CMS.