

MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY

**GOVERNMENT OF MANIPUR
IMPHAL**



**REQUEST FOR PROPOSAL
FOR
SELECTION OF SYSTEM INTEGRATOR
FOR
IMPLEMENTATION OF e-DISTRICT MMP
VOLUME I**

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List of Abbreviation

Abbreviation	Description
CDAC	Centre for Development of Advanced Computing
CMS	Content Management System
CSP	Content Service Provider
DeitY	Department of Electronics and Information Technology
EC	Empowered Committee
GoI	Government of India
SI	System Integrator
MCIT	Ministry of Communication and Information Technology
MMP	Mission Mode Project
NeGP	National e-Governance Plan
NIC	National Informatics Centre
NPI	National Portal of India
SDA	State Designated Agency
SeMT	State e-Governance Mission Team
SLA	Service Level Agreement
SPF	State Portal Framework
SSDG	State Services Delivery Gateway
UT	Union Territory
EMD	Earnest Money Deposit
RFP	Request for Proposal

Terms and Legends used in this document

Symbol / Terms	Meaning
SDA	SDA: Manipur State Information Technology Society(MSITS), Government of Manipur.
<>>	Text to be filled in by the bidder in response to this document. This is not to be filled in by the user.
Nodal Agency	The Manipur State Information Technology Society (MSITS), Government of Manipur.
Department	The Department of Information Technology, Government of Manipur is the ultimate “owner” of the project. The e-Governance is carried out within the domain of the department.
Bidder	The System Integrator, who is the Service Provider for system study, design, Software application development, as defined in the scope of the RFP

a)

1 Introduction

- I. Under the e-District MMP in Manipur, System Integrators will be responsible for providing a comprehensive solution towards Supply, Installation, Development, Integration, Commissioning, Management & Maintenance of Application and Computing Infrastructure pertaining to e-District in Manipur.
- II. MANIPUR STATE IT SOCIETY, Government of Manipur invites the eligible parties (hereafter referred as "Bidder") for appointment as System Integrator for the State of Manipur and provides the comprehensive solution as specified in the Scope of Work Section (Refer Section 4.2 in Volume2) of this RFP.
- III. Bidders are advised to study this RFP document 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 this document 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.

2 Schedule of Bid Process

1.	RFP No. and Date	36/2/2012-DIT & 18/04/2013
2.	Non Refundable Tender Cost	Rs10,000(Ten Thousand INR Only)
3.	Earnest Money Deposit (EMD/ Bid Security)	Rs10,00,000(Ten Lakh INR Only)
4.	Last date & Time for submission of Pre-Bid Queries for Clarification	1:00 PM on 25th April, 2013 Email : msits-mn@nic.in , n.deben@nic.in , satyabati.l@nic.in
5.	Release of response to clarifications	8th May, 2013
6.	Bid validity period	365 days from the last date (deadline) for submission of proposals.
7.	Last date, Time and Place (deadline)	10:30 AM on 18th May, 2013

	for submission of Technical bids	<i>ShriNambam Deben</i> <i>Member Secretary, MSITS</i> <i>Manipur State IT Society, 4th Floor,</i> <i>Western Block, New Secretariat,</i> <i>Imphal West - 795001</i>
8.	Technical Presentation by the Bidders	<i>18th May, 2013 from 10:30 AM</i> <i>At Secretariat, Manipur (Slots will be provided on the same day)</i> <i>10:30 AM on 18th May, 2013</i>
9.	Place, Time and Date of submission of Financial proposals received in response to the RFP notice	<i>ShriNambam Deben</i> <i>Member Secretary, MSITS</i> <i>Manipur State IT Society, 4th Floor,</i> <i>Western Block, New Secretariat,</i> <i>Imphal West - 795001</i>
10.	Opening of Financial Proposals	<i>3:00 PM on 3rd June, 2013</i>
11.	Notification to Selected SI	<i>10th June, 2013 (tentative)</i>
12.	Contact person for queries	<i>ShriNambam Deben</i> <i>Member Secretary, MSITS</i> <i>Manipur State IT Society, 4th Floor,</i> <i>Western Block, New Secretariat,</i> <i>Imphal West - 795001</i> <u>msits-mn@nic.in</u> , <u>n.deben@nic.in</u>
13.	Addressee and address at which proposal in response to RFP notice is to be submitted:	<i>ShriNambam Deben</i> <i>Member Secretary, MSITS</i> <i>Manipur State IT Society, 4th Floor,</i> <i>Western Block, New Secretariat,</i> <i>Imphal West - 795001</i> <i>Fax: 0385-2444118</i> <i>Phone: 0385 - 2446877</i> <u>msits-mn@nic.in</u> , <u>n.deben@nic.in</u>

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) for MANIPUR STATE IT SOCIETY, Government of Manipur comprise of the following.
 - II. MANIPUR STATE IT SOCIETY, Government of Manipur invites bids from eligible parties (hereafter referred as "Bidder") for appointment as System Integrator for the State of Manipur and provide the comprehensive solution as specified in the Scope of Work Section (Refer Section 4 in Volume II)of this RFP.
 - 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 MANIPUR STATE IT SOCIETY, Government of Manipur in determining bidder's suitability as the implementation partner.
 3. Payment schedule.
 4. 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 Implementation Partner.
 3. Functional and Technical requirements.
 4. Project Schedule.
 5. Service levels for the implementation partner.
 - 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. MANIPUR STATE IT SOCIETY, Manipur invites proposals ("Tenders") to this Request for Proposals ("RFP") from Systems Integrator Agencies ("Bidders") for the provision of IMPLEMENTATION OF e-DISTRICT MMP.
- II. Any contract that may result from this Government procurement competition will be issued for a term of 3 years ("the Term").
- III. The MANIPUR STATE IT SOCIETY, Manipur reserves the right to extend the Term for a period or periods of up to 6 months to a maximum of 12 months such extension or extensions on the same terms and conditions, subject to the MANIPUR STATE IT SOCIETY, Manipur's 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 procurement 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 volume II.

4.3 State Information

Name of District	District Type	No. of Blocks	CSC Status	
			Total No	Rolled out
Imphal East	Valley (4 Districts)	3	34	23
Imphal West		2	23	23
Thoubal		2	17	15
Bishnupur		2	8	8
Churachandpur	Hill (5 Districts)	10	91	20
Senapati		6	104	73
Ukhrul		6	33	33
Chandel		4	60	57
Tamenlong		5	29	29
9 Districts		40	399	281

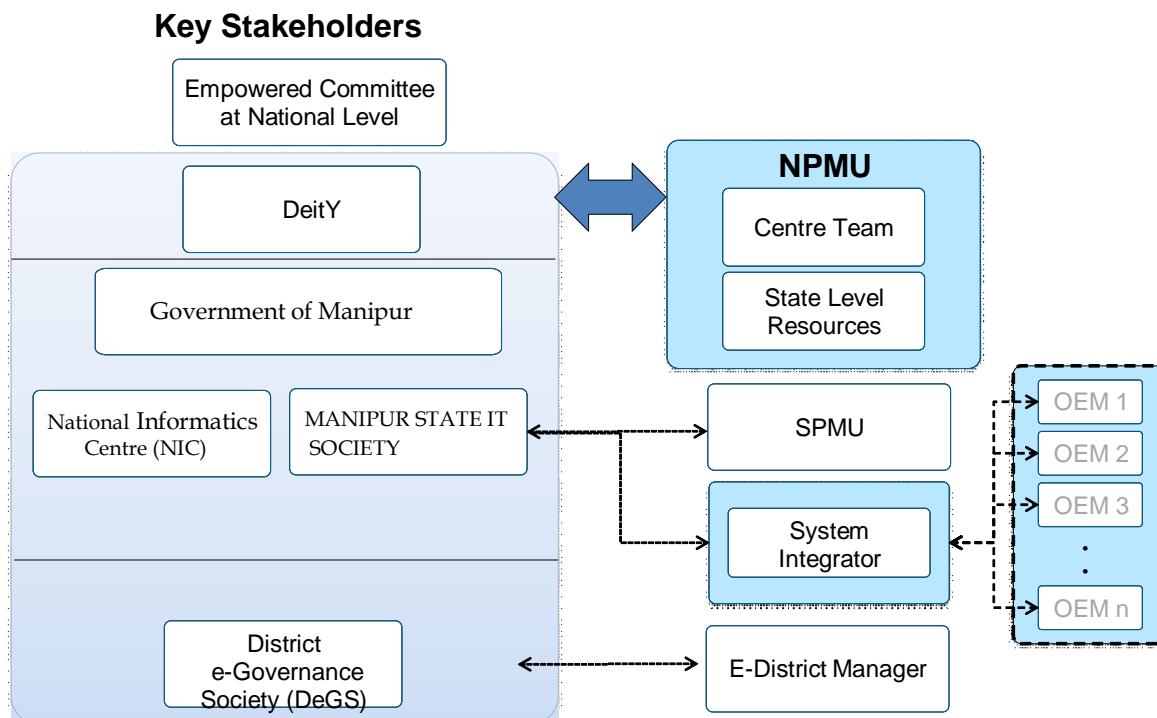
4.4 Key Information

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 Block 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 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:



4.5 About the Department/SDA

Manipur State Information Technology Society (MSITS) was established in June 28th, 2008 under Section 7(1) of the Manipur Societies Registration Act 1989 (Manipur Act I of 1990). It is under the administrative control of Department of Information Technology (DIT), Government of Manipur and is the State Designated Agency/Implementing Agency for all National e-Governance Plan (NeGP) projects in the State of Manipur.

The National e-Governance Plan (NeGP), approved by the Government of India, is a major countrywide initiative aimed at spreading the benefits of e-Governance to all citizens. Under the National e-Governance Plan (NeGP), Government of Manipur strategically decided to take effective steps for the development of information system and utilization of information resources and decided to introduce computer based decision support system in various Government Departments. This in turn will facilitate planning and program implementation for effective governance and better delivery of services to citizens.

MSITS envisages to take up activities promoting investments and growth in Information Technology Industry and encourage private sector initiative in Information Technology related infrastructure and services so as to increase the contribution of Information Technology in the economic growth and social development of the State.

MSITS has undertaken the various schemes as a part of National e-Governance Plan implementation in Manipur:

- I. State Data Centre (SDC)
- II. State Wide Area Network (SWAN)
- III. Common Service Centres (CSC)
- IV. State Portal, State Service Delivery Gateway and e-forms (SP, SSDG & e-forms)
- V. Capacity Building (CB)
- VI. e-District

MSITS has been taking up the schemes for providing adequate infrastructure in the State that the Information Technology sector can flourish in state of Manipur.

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 MANIPUR STATE IT SOCIETY, Manipur 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 MANIPUR STATE IT SOCIETY, Manipur. Any notification of preferred bidder status by the MANIPUR STATE IT SOCIETY, Manipur shall not give rise to any enforceable rights by the Bidder. The MANIPUR STATE IT SOCIETY, Manipur may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the MANIPUR STATE IT SOCIETY, Manipur.
- III. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

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 format 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 Query Submission & Clarifications

5.3.1 Pre-bid Query Submission

- I. MANIPUR STATE IT SOCIETY, Manipur requests prospective bidders to submit their pre-bid query latest by 1:00 PM on 25th April, 2013 to the below mentioned email ids:

- a) msits-mn@nic.in,
- b) n.deben@nic.in,
- c) satyabati.l@nic.in

II. 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.			

III. MANIPUR STATE IT SOCIETY, Manipur 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 MANIPUR STATE IT SOCIETY, Manipur.

5.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- I. The Nodal Officer notified by MANIPUR STATE IT SOCIETY, Manipur will endeavour to provide timely response to all queries. However, MANIPUR STATE IT SOCIETY, Manipur makes no representation or warranty as to the completeness or accuracy of any response; neither response nor does MANIPUR STATE IT SOCIETY, Manipur 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, MANIPUR STATE IT SOCIETY, Manipur 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 www.msits.gov.in, www.manipurportal.mn.gov.in, and www.manipur.gov.in and also emailed to all parties who sought clarifications to their pre-bid queries.

- 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, MANIPUR STATE IT SOCIETY, Manipur 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. MANIPUR STATE IT SOCIETY, Manipur may terminate the RFP process at any time and without assigning any reason. MANIPUR STATE IT SOCIETY, Manipur 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 MANIPUR STATE IT SOCIETY, Manipur. The bidder's participation in this process may result MANIPUR STATE IT SOCIETY, Manipur selecting the bidder to engage towards execution of the contract.

5.4.2 Submission of Proposals

- a) The bidders should submit their responses as per the format given in this RFP in the following manner:
 - A. Pre-Qualification Proposal - (1 Original + 2 Copies + 1 CD) in first envelope.
 - B. Technical Proposal - (1 Original + 2 Copies + 1 CD) in second envelope.
 - C. Commercial Proposal - (1 Original) in third envelope.
- b) The response to Pre-Qualification Proposal, Technical Proposal and Commercial Proposals should be covered in separate sealed envelopes super-scribing "Pre-Qualification Proposal", "Technical Proposal" and "Commercial Proposal". Respectively. Each copy of each bid should also be marked as "Original" OR "Copy" as the case may be.
- c) Please Note that prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.
- d) The envelopes thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- e) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

- f) The original proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.
- g) All pages of the bid including the duplicate copies, shall be initialled and stamped by the person or persons who is authorised to sign the bid.
- h) In case of any discrepancy observed by MANIPUR STATE IT SOCIETY, Manipur in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.
- i) Bidder must ensure that the information furnished by bidders in respective CDs is identical to that submitted in the original paper bid document. In case of any discrepancy observed by MANIPUR STATE IT SOCIETY, Manipur in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.

5.4.3 Authentication of Bids

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

5.5 Preparation and Submission of Proposal

5.5.1 Proposal Preparation Costs

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

5.5.2 Language

- a) 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.

5.5.3 Venue & Deadline for Submission of Proposals

- a) Proposals, in its complete form in all respects as specified in the RFP, must be submitted to MANIPUR STATE IT SOCIETY, Manipur at the address specified in Section 2 above.

5.5.4 Late Bids

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b) The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c) MANIPUR STATE IT SOCIETY, Manipur shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- d) MANIPUR STATE IT SOCIETY, Manipur reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

5.6 Evaluation Process

- a) MANIPUR STATE IT SOCIETY, Manipur will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b) The Proposal Evaluation Committee constituted by the MANIPUR STATE IT SOCIETY, Manipur shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- c) The decision of the Proposal 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.
- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

5.6.1 Tender Opening

- I. The Commercial Proposals submitted up to 10.30 PM on 18th May, 2013 will be opened at 3.00 PM on 3rd May, 2013 by ShriNambam Deben, Member Secretary, MSITS or any

other officer authorized by MANIPUR STATE IT SOCIETY, Manipur, 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.

5.6.2 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 365 days from the date of submission of Tender.

5.6.3 Tender Evaluation

I. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals :

- Are not submitted in as specified in the RFP document.
- Received without the Letter of Authorization (Power of Attorney).
- Are found with suppression of details.
- With incomplete information, subjective, conditional offers and partial offers submitted.
- Submitted without the documents requested in the checklist.
- Have non-compliance of any of the clauses stipulated in the RFP.
- With lesser validity period.

II. All responsive Bids will be considered for further processing as below:

- MANIPUR STATE IT SOCIETY, Manipur 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 defined 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 a Portal, e-District Application, related 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, Development, Deployment, Operation & Management of e-District Application and hardware provisioning in the state of Manipur.

- 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 will only be eligible for the evaluation on the Financial/Commercial Component.
- IV. Proposals of Companies would be evaluated as per Technical Evaluation Criteria (Section 6.2). Agencies / firms 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>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>Certificate of Incorporation Registration Certificate</p>
2.	The Firm / Company should be in the business as System Integrator for at least 4 years as of 31st March 2013.	Annexure 1: Form 2 Details of Responding Firm, Memorandum & Articles of Association should be attached, and Work orders confirming year and Area of activity.
3.	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	A self-certified letter by the designated official of the responding firm or Annexure 1 Form 1: Notice of Intent to Submit Proposal in Response to RFP Notice.
4.	The Net Worth of the responding firm must be positive as per the last audited Balance	Company Authorized Auditor/Chartered Accountant

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal
	Sheet.	Certificate for Net worth.
5.	The responding firm should be ISO 9000:2008 certified.	Copy of certification which is valid on date of submission.
6.	The responding firm should be minimum CMMi Level 3.	Relevant certificate needs to be attached which is valid on date of submission.

Specific Requirement

S. No.	Requirement	Specific Requirements	Documents Required
1	Average Annual Sales Turnover 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.	Rs. 50 Crores or more.	Extracts from the audited Balance sheet and Profit & Loss OR Certificate from the statutory auditor.
2	Company experience in implementation of integrated turnkey projects around application development as a System Integrator in India. (Specifically each project should have components of Hardware, Networking, Helpdesk and Application related training necessarily for this project). Refer to the Important Note below for more details. Number of such Assignments of value (as specified for tiers) which have gone live in the past 5 years (FY 12-13, 11-12, FY 10-11, FY 09-10 and FY 08-09)	One 20 Crores Project OR Two 10 Crores Projects OR Three 8 Crores Project.	Completed Annexure 1: Form 6: Details of Experience of responding firm/ Project Citation for 3 projects supported with Work order and Proof of Go-live/ Project completion certificates from client.
3	The responding firm must have a minimum number of IT Staff of technically qualified personnel in the domain of systems integration, as on 31st March, 2013 on its roll.	100	Certificate from HR Department for number of technically qualified professionals employed by the company.

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:

S. No	Criteria	Max Criteria/ Sub Criteria Marks
1	Past Experience of the responding firm.	30
2	Solution proposed for the e-DistrictProject by the responding firm.	40
3	Work Plan approach and proposed methodology.	10
4	Adequacy and Quality of Resources proposed for Deployment.	20
	Total Points	100

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
1	Past Experience of the responding firm		30		
a.	System Integration projects	At least THREE client references for implementation of an integrated turnkey project around .	Weighted average to be used for the 3 case studies. For each project the marks would be based on the following :	10	Form 4, supported by documentary evidence

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		a) network solution and b) software development c) Hardware commissioning and d) O&M phase for maintaining all of the above.	>INR 15crores = 10points; >INR 12crores but less than INR 15crores=8 points; >INR 9crores but less than INR 12crores=6 points; >INR 6crores but less than INR 9crores=4 points; >INR 3crores but less than INR 6crores =2 point; else 0		
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)	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: > INR 4crores = 5 points; >INR 3crores but less than INR 4crores=4 points; > INR 2crores but less than INR 3crores=3 points; >INR 1crores but less than INR 2 crores=2 points; >INR 1 crores but less than INR 0.5 crore=1 point;	5	Form 4, supported by documentary evidence.

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			else 0.		
c.	Software Solutions	<p>At least TWO completed / ongoing software development projects each having a minimum value of INR 1.50 crore – for software development component only). The project should have some or all of the following components :</p> <ul style="list-style-type: none"> – Portal – Web based Application Server – Electronic Forms 	<p>> 4 Projects – 5 points;</p> <p>4 Projects - 4 points;</p> <p>3 Projects - 3 points;</p> <p>2 Projects - 2 points;</p> <p>else 0</p>	5	Form 4, supported by documentary evidence.

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
d	Maintenance Services and Helpdesk in the State	Providing Maintenance Services / Helpdesk services in the field of IT services with a minimum order size of INR 1 Crore in the State.	In case of any one project done for the following locations : a) covers >7 Districts - 5 points b) covers > 5 Districts - 3 points c) covers > 3 Districts - 1 points else- 0.	5	Form 4, supported by documentary evidence.
e	Projects in India	SI Projects undertaken in India involving at least 6 locations with a value of more than INR 2 crores per project	> =6 Projects - 5 points; 4 projects - 3 point 2 Project - 1 points; else 0 However if any one of the projects undertaken has a value more than INR 20 crores - 5 points	5	Form 4, supported by documentary evidence.
Note :					
<ol style="list-style-type: none"> 1. For all the above, the Completion Certificate of the projects completed in the last 5 years (as on 31st March, 2013) need to be provided (issued to the responding firm by the respective customers) 2. The value of the projects considered in the above criterion would be based on the Purchase Order or the LOI issued to the responding firm. In 					

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
absence of the supporting documents, the projects would not be considered for evaluation.					
2	Solution proposed			40	
a.	Proposed solution	Requirements addressed as mentioned in different parts of the RFP and the quality of the solution.	<p>Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFQ are addressed well and award points accordingly, the important parameters being:-</p> <ul style="list-style-type: none"> – Solution architecture conceptualized for this project. – 2 points – Security architecture.- 1 point – Detailed plan for using SWAN as connectivity .- 1 point – Application deployment and testing Strategy. -2 points – Quality Control Procedures suggested by responding firm. - 2 	10	-

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			<p>points</p> <ul style="list-style-type: none"> – Comprehensiveness of Bill of material of all the components (e.g. software, hardware, etc.) along with their quantities. – 2 points 		
b.	Proposed Approach and methodology	<p>Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement.</p> <p>The important parameters being:-</p> <ul style="list-style-type: none"> - Plan for meeting the SLA norms. - Redundancy and failover options. - Spare equipment availability 	<p>In this section, the responding firm should:</p> <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. - 3 points – Highlight the associated risks / problems and plans 	10	-

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		plans.	<p>for mitigation and explain the technical approach it would adopt to address them. - 3 points</p> <p>– Explain the methodologies the responding firm proposes to adopt and highlight the compatibility of those methodologies with the proposed approach. - 2 points</p> <p>– Planning and Building Infrastructure (assessment, design, integration / migration of existing Portal infrastructure). – 2 points</p>		
c	Training	Proposed Training and Change Management plan description to be looked into.	<p>The Evaluation will be based on:</p> <p>– Proposed Training Schedule. - 2 point</p> <p>– Plan to develop Training Manuals. - 2 point</p> <p>– Areas/domains</p>	10	-

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
			covered. – 2 point – Number & Quality of personnel to be deployed for training at the site of Implementation of the Project.- 4 points		
d	Formation/Location of Helpdesk & other manpower support	Proposed methodology of formation of the manpower support team. Operating and Maintaining Infrastructure	The Evaluation will be based on – Proposed Staff details. – Areas/domains covered.	10	
3	Proposed Approach & Methodology			10	
a.	Project Management	The overall approach to be looked into.	The overall project management approach adopted by the responding firm to implement the project to meet the timelines.	5	-
b.	Detailed Work Plan	The description and quality of the work plan to be looked into.	Evaluation will be based on the detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones	5	Form 7

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		etc.			
4	Resource Deployment			20	
a	Quality of CV for the full time Project Manager proposed for the project management	Quality of the application support personnel to be looked at. Maximum of 5 CVs, who would be working full time on project.	Qualification/relevant certification of the people involved.	10	Forms 10
b	Quality of District level as Technical e-District managers	Quality of the application development team to be looked at. Maximum of 8 illustrative CVs who would be working at District level as Technical e-District manager.	Education Qualification/relevant certification of the people involved.	10	Forms 10
	Total Points			100	

6.3 Commercial Bid Evaluation

- I. The Financial Bids of technically qualified bidders (i.e. above 70 marks) will be opened on the prescribed date in the presence of bidder representatives.
- II. The bidders should quote for the whole set of services (25 services + 10 Services) indicating total price for all the deliverables and services specified in Annexure II Form 2. Bidder shall also provide cost break-up as per Annexure II Form 2.a format.
- III. For any additional Services apart from the identified (35) services shall be priced as per the unit rate quoted.
- IV. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- V. Any conditional bid would 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

MANIPUR STATE IT SOCIETY, Manipur will award the Contract to the successful bidder whose financial proposal is the lowest and would consider it as substantially responsive as per the process outlined above.

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

MANIPUR STATE IT SOCIETY, Manipur 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 MANIPUR STATE IT SOCIETY, Manipur action.

7.3 Notification of Award

- I. Prior to the expiration of the validity period, MANIPUR STATE IT SOCIETY, Manipur 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, MANIPUR STATE IT SOCIETY, Manipur, may like to request the bidders to extend the validity period of the bid.
- II. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, MANIPUR STATE IT SOCIETY, Manipur will notify each unsuccessful bidder and return their EMD.

7.4 Contract Finalization and Award

- I. The MANIPUR STATE IT SOCIETY, Manipur 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. MANIPUR STATE IT SOCIETY 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. The MANIPUR STATE IT SOCIETY, Manipur will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership. The Performance Guarantee should be valid for a period of 3 years or total duration of engagement of the Selected Bidder, whichever is later. The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, MANIPUR STATE IT SOCIETY, Manipur at its discretion may cancel the order placed on the selected bidder without giving any notice. MANIPUR STATE IT SOCIETY, Manipur shall invoke the performance guarantee in

case the selected Vendor fails to discharge their contractual obligations during the period or MANIPUR STATE IT SOCIETY, Manipur incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

7.6 Signing of Contract

- I. After the MANIPUR STATE IT SOCIETY, Manipur notifies the successful bidder that its proposal has been accepted, MANIPUR STATE IT SOCIETY, Manipur shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between MANIPUR STATE IT SOCIETY, Manipur and the successful bidder. The Draft Legal Agreement is provided as a separate document as a template.

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 MANIPUR STATE IT SOCIETY, Manipur may award the contract to the next best value bidder or call for new proposals from the interested bidders.
- II. In such a case, MANIPUR STATE IT SOCIETY, Manipur shall invoke the PBG of the most responsive bidder.

8 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 4: Compliance Sheet for Pre-Qualification & Technical Proposal.

Form 5: Letter of Proposal.

Form 6: Project Citation Format.

Form 7: Proposed Solution.

Form 8: Proposed Work Plan.

Form 9: Team Composition.

Form 10: Curriculum Vitae (CV) of Key Personnel.

Form 11: Deployment of Personnel.

Form 12: Deviations.

Form 13: Manufacturers Authorisation Form.

Form 14: Declaration on Source Code and Intellectual Property Rights.

Form 15: Undertaking on Patent Rights.

Form 16: Undertaking on Compliance and Sizing of Infrastructure.

Form 17: Undertaking on Service Level Compliance.

Form 18: Undertaking on Deliverables.

Form 19: Undertaking on Support to Third Party Solution acceptance and certification.

Form 20: Declaration of Activities sub-contracted.

Form 21: Undertaking on Exit Management and Transition.

Form 1: Undertaking on Total Responsibility

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 e-District Project.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name : _____

Designation : _____

Date : _____

Time : _____

Seal : _____

Business Address:

Form 2: Particulars of the Bidder

SI No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company.	
B	Incorporation status of the firm (public limited / private limited, etc.).	
C	Year of Establishment.	
D	Date of registration.	
E	ROC Reference No.	
F	Details of company registration.	
G	Details of registration with appropriate authorities for service tax.	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person.	

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 RFP #<RFP Number> dated<Date> for REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM INTEGRATOR FOR ROLL-OUT OF e -DISTRICT MMP IN STATE OF MANIPUR(hereinafter called "the Bid") to MANIPUR STATE IT SOCIETY, Manipur.

Know all Men by these presents that we <> having our office at <Address>(hereinafter called "the Bank") are bound unto the MANIPUR STATE IT SOCIETY, Manipur(hereinafter called "the Purchaser") in the sum of Rs. <Amount in figures>(Rupees<Amount in words> only) 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;

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 3 months including extra time over and above mandated in the RFP from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed Rs. <Amount in figures> (Rupees <Amount in words> only).
- II. This Bank Guarantee shall be valid upto <insert date>).
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <insert date>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Form 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. 10,000 (Rupees Ten Thousand only) for the RFP document.</p> <p>(b) Should have submitted a EMD of Rs. 10,00,000 (Rupees Ten Lakh only).</p>	<p>(a) DD for INR Ten Thousand Only, in favour of Manipur State Information Technology Society (MSITS), payable at Imphal</p> <p>(b) The original bank guarantee must be furnished in the format prescribed in Annexure 7: 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 four years (FY 12-13, 11-12, FY 10-11 and FY 09-10). 	<p>Certificate of Incorporation.</p> <p>Registration Certificate.</p>	Yes/No	

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
3.	The Firm / Company should be in the business as System Integrator for at least 4 years as of 31 st March 2013.	Annexure 7: Form 2 Details of Responding Firm & Memorandum & Articles of Association should be attached, and Work orders confirming year and Area of activity.	Yes/No	
4.	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	A self-certified letter by the designated official of the responding firm or Annexure 7 Form 1: Notice of Intent to Submit Proposal in Response to RFP Notice.	Yes/No	
5.	The Net Worth of the responding firm must be positive as per the last audited Balance Sheet.	Chartered Accountant Certificate for Net worth.	Yes/No	
6.	The responding firm should be ISO 9000:2008 certified.	Copy of certification which is valid on date of submission.	Yes/No	
7.	The responding firm should be minimum CMMi Level 3.	Relevant certificate needs to be attached which is valid on date of submission.	Yes/No	
8.	Average Annual Sales Turnover generated from services related to System Integration (SI) during the last three (3) financial years (FY 12-13, 11-12, and FY 10-11) as per the last published balance sheets.	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor.	Yes/No	

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
9.	<p>Company experience in implementation of integrated turnkey projects around application development as a System Integrator in India.</p> <p>(Specifically each project should have components of Hardware, Networking, Helpdesk and Application related training necessarily for this project). Refer to the Important Note below for more details.</p> <p>Number of such Assignments of value (as specified for tiers) which have gone live in the past 5 years (FY 12-13, 11-12, FY 10-11, FY 09-10, and FY 08-09).</p>	Completed Annexure 7: Form 6: Details of Experience of responding firm/ Project Citation for 3 projects supported with Work order and Proof of Go-live/ Project completion certificates from client.	Yes/No	
10.	The responding firm must have a minimum number of IT Staff of technically qualified personnel in the domain of systems integration, as on 31 st March, 2013 on its roll.	Certificate from HR Department for number of technically qualified professionals employed by the company.	Yes/No	

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

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1	Covering Letter for Technical Proposal.	As per Form 5	Yes / No	
2	System Functionality: Meeting the requirements of the departments as per mentioned in Vol-2 in terms of how close the proposal is to the functional requirements for the solution as have been proposed for the aforesaid departments. (In case it is COTS, it should be measured by degree of customization required)	A note containing the Mapping as per information provided.	Yes / No	
3	Technology: Demonstrated robustness of the technology deployed across other installations around the world, including – Scalability – Security – Ease of implementation	A note containing details on a) Solution architecture b) Security c) System Performance d) Supported Platform Operating System e) Client Hardware Operating System f) Database g) System Management	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
		h) Web Server Support i) Application Server Support j) Single Sign-on k) Presentation l) Session Management m) Integration capabilities n) Auditing / Reporting features o) Disaster recovery & back-up And Form 7		
4	India Specific Capabilities: Number of Projects of similar nature in India and size of those projects in the past 5 years.	Notarized Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client. Project citation (Form 6)	Yes / No	
5	Industry Specific Capabilities: Past experience of the bidder	Completion Certificates from the client; OR	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
	<p>in executing similar assignments, size of those assignments in the past five years.</p> <p>[The definition of “similar” should be such that it focuses on the areas which are “innovative” or where the technical feasibility is a challenge in the context of the project]</p>	<p>Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR</p> <p>Work Order + Phase Completion Certificate (for ongoing projects) from the client.</p>		
6	<p>Training: Trainings proposed by the vendor and the amount of emphasis laid on Training the employees schedule details, locations, sessions and their description.</p>	<p>A note on training containing</p> <ul style="list-style-type: none"> a) Training methodology b) Approach c) Deliverables 	Yes / No	
7	<p>Certifications and Credentials: Quality of processes (SEI-CMMi, ISO, Six Sigma), Security etc.</p>	A copy of certificates	Yes / No	
8	<p>Profile of proposed team members: Relevant assignment experience / Years of experience / Number of Certifications in Technology specific to Solution proposed.</p>	Form 9,10 and 11	Yes / No	
9	Project Methodology, Support and Documentation.	Form 8 & additional notes/document for	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
		support & documentation.		
10	Inclusion of MSMEs in Project Delivery.	Letter of evidence and commitment that MSME will be contracted the required value of work.	Yes / No	
11	Tools and Assets As per requirement specified in Technical evaluation.	Tools and Assets which could be leveraged for the assignment [for e.g. Test Case Builders, 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	
12	Deviations (if any)	Form 12	Yes / No	

Form 5: Letter of Proposal

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Technical bid for <Name of the Systems Implementation assignment>.

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the MANIPUR STATE IT SOCIETY, Manipur on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in a separate envelope.

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

We undertake, if our Proposal is accepted, to initiate the 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 365 days 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.

REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM INTEGRATOR FOR ROLL-OUT OF e -DISTRICT MMP IN THE STATE OF MANIPUR

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____

Form 6: Project Citation Format

Relevant IT project experience (provide no more than 8 projects in the last 5 years)	
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	

Form 7: Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

- a) Solution Proposed.
- b) Understanding of the project (how the solution proposed is relevant to the understanding).
- c) Technical Approach and Methodology.

S. N o	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Version & Year of Release	OEM	Feature s & Functionali ties	O&M Support (Warranty/ ATs/: as required as per RFP)	Reference in the Submitted Proposal (Please provide page number/section number/ volume)

Form 8: Proposed Work Plan

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

Form 9: Team Composition

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

Form 10: Curriculum Vitae (CV) of Key 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) 	

<ul style="list-style-type: none">○ 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 <p>Please provide only relevant projects.</p>	
Proficient in languages (Against each language listed indicate if speak/read/write)	

Form 11: 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	
1															
2															
3															
N															
													Total		

1. For Professional Staff, inputs should be indicated individually; for Support Staff it should be indicated by category.

2. Months are counted from the start of the assignment.



Full time input



Part time input

Form 12: Deviations

[This section should contain any assumption on areas which have not been provided in the RFP OR any changes to the existing provisions of the RFP]

A - On the Terms of Reference

[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

Form 13: Manufacturers'/Producers' Authorization Form

(This form has to be provided by the OEMs of the products proposed)

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 SDA(MSITS) 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 of the pending termination, in sufficient time to permit the SDA(MSITS) to procure needed requirements; and

ii. Following such termination, furnishing at no cost to the SDA(MSITS), the blueprints, design documents, operations manuals, standards, source codes 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.

Form 14: Declaration on Source Code and Intellectual Property Rights

No. Date:

To:

Dear Sir,

Sub: Self-certificate regarding the source code and Intellectual property rights under this Project

I, authorized representative of _____, hereby solemnly affirm to the IPR and Source Code rights as defined in Clause 19 of Part III of this RFP document.

In the event of any deviation from the factual information/ declaration, MANIPUR STATE IT SOCIETY reserves the right to terminate the Contract without any compensation to the System Integrator.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organisation)

Name : _____

Designation : _____

Date : _____

Time : _____

Seal : _____

Business Address:

Form 15: 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 MANIPUR STATE IT SOCIETY 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 MANIPUR STATE IT SOCIETY and persons authorized by MANIPUR STATE IT SOCIETY, 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 MANIPUR STATE IT SOCIETY of any legal action.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :
Designation :
Date :
Time :
Seal :

Business Address:

Form 16: Undertaking on Compliance and Sizing of Infrastructure

No. Date:

To:

Dear Sir,

Sub: Undertaking on Compliance and Sizing of Infrastructure.

1. I/We as System Integrator do hereby undertake that we have proposed and sized the hardware and all software (including perennial and enterprise wide licenses, unless stated otherwise) based on information provided by MANIPUR STATE IT SOCIETY in its RFP document and in accordance with the service level requirements and minimum specifications provided and assure MANIPUR STATE IT SOCIETY that the sizing is for all the functionality envisaged in the RFP document.
2. Any augmentation of the proposed solution or sizing of any of the proposed solutions (including software and hardware) in order to meet the minimum RFP requirements and/or the requisite service level requirements given by MANIPUR STATE IT SOCIETY will be carried out at no additional cost to MANIPUR STATE IT SOCIETY during the entire period of Contract.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name : _____

Designation : _____

Date : _____

Time : _____

Seal : _____

Business Address:

Form 17: Undertaking on Service Level Compliance

No. Date:

To:

Dear Sir,

Sub: Undertaking on Service Level Compliance.

1.

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 MANIPUR STATE IT SOCIETY.

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 Manipur State IT Society, then we will augment the same without any additional cost to Manipur State IT Society.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name : _____

Designation : _____

Date : _____

Time : _____

Seal : _____

Business Address:

Form 18: Undertaking on Deliverables

No. Date:

To:

Dear Sir,

Sub: Undertaking on Deliverables.

1. I/We as System Integrator do hereby undertake that processes, deliverables/ artefact submitted to Manipur State IT Society 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 Manipur State IT Society and other key stakeholders (identified by Manipur State IT Society), and also take the responsibility to provide clarifications as requested by Manipur State IT Society.
3. We agree to abide by the procedures laid down for acceptance and review of deliverables / artefacts by the Department of Information technology 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 Manipur State IT Society will be done on the advice of Department of Information technology and any other agency appointed by the Department of Information technology 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 Manipur State IT Society.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name : _____

Designation : _____

Date : _____

Time : _____

Seal :

Business Address:

Form 19: 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 the application and the associated IT systems) may be assessed and certified by a 3rd party agency (to be identified by Manipur State IT Society) before the system is commissioned.
2. I/We understand that while the certification expenses will be borne by Manipur State IT Society, 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:

Form 20: 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 would be sub-contracted.

<u>S. No.</u>	<u>Activity</u>
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:

Form 21: 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 Department, 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 Manipur State IT Society or to an agency identified by Manipur State IT Society to the satisfaction of the Department. 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 Manipur State IT Society before transition.
 - b. We undertake to design standard operating procedures to manage system (including application and IT systems), document the same and train Manipur State IT Society personnel on the same.
 - c. If Department 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.
3. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from Manipur State IT Society.

REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM INTEGRATOR FOR ROLL-OUT OF e -DISTRICT MMP IN THE STATE OF MANIPUR

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name : _____

Designation : _____

Date : _____

Time : _____

Seal : _____

Business Address: _____

Form 22: Declaration that the bidder has not been blacklisted

(To be submitted on the Letterhead of the responding agency)

{Place}

{Date}

To,

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Self Declaration of not been blacklisted in response to the **REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM INTEGRATOR FOR ROLL-OUT OF e -DISTRICT MMP IN THE STATE OF MANIPUR** 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 on 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.

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 <days> calendar days 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 BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank 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:

REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM INTEGRATOR FOR ROLL-OUT OF e -DISTRICT MMP IN THE STATE OF MANIPUR

Form 2: Financial Proposal

S. No.	Item	Total Price	Taxes (wherever applicable)	Total cost (total price + taxes)
a)	Hardware related costs with the AMC for the period of 3 years from the Go-Live of the project (A)			
b)	Networking related costs (B)			
c)	Application Customization / Development and database creation cost (C)			
d)	Operations and Maintenance Costs (Quarterly Expenses for 3 years of contract after "Go-Live") (D)			
e)	Manpower (E)			
f)	Data Digitization cost (F)			
g)	Training cost (G)			
h)	Deployment of requisite infrastructure for Data center& IT Disaster Recovery(H)			
i)	O&M cost for Data center services (I)			
j)	Others (please provide details) (J)			
Total Cost				
Total cost in figures:				

Form 2A: Details of Financial Bid

S. No.	Category	Component	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)		
A. Hardware Related Costs with the AMC for the period of 3 years from the Go-Live of the project.							
1.	Infrastructure / Hardware (This has to be of the same rates as per OEM empanelment RFP).	PCs					
		Printers					
		...					
		Others					
2.	Infrastructure Installation and Testing / Miscellaneous Charges.						
		Others					
Total A:							
B. Networking Related Costs							
1.	Network Infrastructure.	Related	Routers				
			Switch				
			Switch				
						
			LAN				
			Cabling				
2.	Horizontal connectivity costs.						
		<Office 1>	1				
		<Office 2>	1				
		<Office ...>	1				
		<Office N>	1				
3.	Network Testing / Bandwidth/ Miscellaneous Charges.						
			Others				
Total B:							
C. Application Development & Database Creation.							
i.	e-District Application and Portal Development.						

S. No.	Category	Component	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
a	Development of 10 categories of services as defined in the e-District Scheme.				
b	Development of generic workflow engine.				
c	Asset Management Module.				
d	CSCwise Transaction reports & calculation of fee for each SCA.				
e	Development of connectors for SSDG.				
f	Integration with MSDG.				
ii.	Integration with AADHAAR.				
iii.	Integration with Payment Gateway.				
iv.	Localisation of e-District Application.				
v.	Data Migration for application.				
vi.	<Add more as relevant>				
vii.	<Add more as relevant>				
viii.	<Add more as relevant>				
Total C:					
D : Operations and Maintenance Costs (Quarterly Expenses for 3 years of contract after "Go-Live") (D).					
1.	Connectivity Charges (internet connectivity provided etc.)				
2.	Application Maintenance & Operational Expense including upgradation, deployment of patches, fixes etc.				
3.	Infrastructure Maintenance				

S. No.	Category	Component	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
	Expense (Helpdesk, deployed hardware & network infrastructure etc.)				
4.					
5.					
Total D:					
E: Support Manpower					
1.		Nos.	Rate/Month	Total	
2.	e-District Technical Manager @ 1 per district.	<no. of districts>			
3.	Programmer				
4.	District Technical Managers				
5.	System Analyst				
6.	Database Administrator				
7.	Project Manager				
				
Total E:					
F. Data Digitization					
		Per record cost	Total no. of records	Total	
1	For details of effort, please refer Volume II.	<	<RFP to provide this data>		
	File 1, <Location>, <Location of data entry>				
	File 2, <Location>, <Location of data entry>				
	File 3, <Location>, <Location of data entry>				
	...				
2.	Cost of data entry of the Master data 1. Districts, Tehsils, Blocks. 2. Official details and their mapping				

S. No.	Category	Component	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
	to roles. 3. Other relevant data.				
Total F:					
G. Training					
	Training Cost Per Person for				
1.	Basic Computer Skills Training	Nos. resources to be trained			
2.	e-District Orientation Trainings	Nos. resources to be trained			
3.	New Business Process Trainings	Nos. resources to be trained			
4.	Specialized Computer Trainings	Nos. resources to be trained			
5.	e-District Application Trainings	Nos. resources to be trained			
6.	Change Management Trainings	Nos. resources to be trained			
Total G:					
H. Deployment of requisite infrastructure for Data Center& IT Disaster Recovery					
1.	Deployment of requisite infrastructure for Data Center.	Servers ¹			
2.		Networking equipments			
3.		Storage equipments (SAN etc.)			
4.		Back up equipments			

¹Any hardware proposed should include the AMC for a period of 3 years from the Successful Go-Live.

S. No.	Category	Component	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
5.		Server OS license			
6.		Database license			
7.		Anti-virus			
8.		<....>			
9.		Installation & testing charges			
10.		Others			
11.	Networking equipments for connectivity to Head office.	Router			
12.		Switch			
13.		<....>			
14.		Others			
Total H:					
I: O&M cost for Data Center services.					
1.	Bandwidth connectivity to Head office.				
2.	All the O&M cost for managing the Data Center services.	Site preparation			
3.		Manpower			
4.		Electricity charges			
5.		Maintenance of the H/w & system software			
6.		Maintenance &updation of Anti-virus			
7.		Physical Security			

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S. No.	Category	Component	No of Components / Units of Service (X)	Rate (per unit) (Y)	Total Cost (= X*Y)
8.			<.....>		
9.			Others		
Total I :					

ANNEXURE III: TEMPLATE FOR PBG & CCN

Form 1: Performance Bank 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 Manipur State IT Society (hereinafter called "the beneficiary").

And whereas it has been stipulated by in 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.<Insert Value>(Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of **Rs.<Insert Value>(Rupees<Insert Value in Words> only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder 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.<Insert Value>(Rupees <Insert Value in Words> only).**
- II. This bank guarantee shall be valid up to *<Insert Expiry Date>*).
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before *<Insert Expiry Date>*) failing which our liability under the guarantee will automatically cease.

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:	