

**REQUEST FOR PROPOSAL  
FOR  
MPSC ONLINE**



**MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS)**

**GOVERNMENT OF MANIPUR  
IMPHAL**

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**List of Abbreviation**

Abbreviation	Description
DeitY	Department of Electronics and Information Technology
MPSC	Manipur Public Service Commission
GoI	Government of India
MCIT	Ministry of Communication and Information Technology
SeMT	State e-Governance Mission Team
SLA	Service Level Agreement
SPF	State Portal Framework
EMD	Earnest Money Deposit
RFP	Request for Proposal
MSITS	Manipur State Information Technology Society (MSITS), Department of Information Technology

## Terms and Legends used in this document

Symbol/ Terms	Meaning
<b>Nodal Agency</b>	The Manipur State Information Technology Society (MSITS), A Government of Manipur Undertaking.
<b>Department</b>	The Department of Information & Technology, Government of Manipur is the ultimate “owner” of the project. The project is carried out within the domain of the department.
<b>Bidder</b>	The Bidder, who is Provider for MPSC Online for the Government of Manipur as defined in the scope of the RFP

## 1 Preface

This Request for Proposal (RFP) is being released by Manipur State Information Technology Society (MSITS) to invite online submission of applications and for building up a certified repository of documents required by applicants for linking to the e-forms for MPSC Online.

The purpose of this project is:

- i. **To provide a facility for submission of applications to MPSC in an online mode.**
- ii. **To create a certified repository of all documents required by applicants to facilitate the submission of applications to MPSC online.**
- iii. **Automated acknowledgement and response.**
- iv. **Intra and Inter departmental work-flow middle tier for document authentication.**
- v. **e-Payment for application fees.**
- vi. **It should comply with quality assurance service as Standardisation Testing and Quality Certification (STQC)**
- vii. **Online generation & issue of Admit Card**
- viii. **Online Publication of results**
- ix. **Online issue of mark sheet**

## 2 Overview

### 2.1 *Manipur Public Service Commission (MPSC)*

The Manipur Public Service Commission has been established under Article 315 of the Constitution of India. The Commission consists of a Chairman and two Members.

The terms and conditions of service of Chairman and Members of the Commission are governed by the Manipur Public Service Commission's Regulations, 1972.

The Manipur Public Service Commission is serviced by a Secretariat headed by a Secretary with One Additional Secretary, one Joint Secretary, two Deputy Secretaries, One Registrar, one Law Reference-cum-Research Officer and one Under Secretary and other supporting staffs namely three Section Officers, Private Secretaries, five Assistant Section Officers, UDAs, LDAs etc

Article 320 of the Constitution of India lays down the functions of the State Public Service Commission. The functions of the State Public Service Commission are:

- i. It is the duty of the State Public Service Commission to conduct examinations for appointment to the services of the State.
- ii. The State Public Service Commission will be consulted by the State Government on the following issues.
  - A. On all matters relating to methods of recruitment to civil services and civil posts;
  - B. On the principles to be followed while making appointments, promotions and transfers to civil services and posts;
  - C. on all disciplinary matters of a person serving the Government of a state in a civil capacity, including memorials or petitions relating to such matters;
  - D. on any claim by a person, who is serving or has served the Government in a civil capacity that any cost, incurred by him in defending legal proceedings instituted against him in respect of acts done or purporting to have been done in the execution of his duty, shall be paid out of the consolidated fund of the state;
  - E. on any claim for the award of a pension in respect of injuries sustained by a person while serving under the Government in a civil capacity and any question as to the amount of any such award.

The State Public Service Commission functions as an advisory body. It is the duty of the State Public Service Commission to advise on any matter, referred to it by the Government.

### 3 Schedule of Bid Process

S. No	Information	Details
1.	RFP No. and Date	29/3/2014-MSITS, 18 <sup>th</sup> June, 2014
2.	Tender Publication notice	18 <sup>th</sup> June, 2014
3.	Earnest Money Deposit (EMD) cum Performance Guarantee valid for 18 months	Rs. 2.0 (Two) lakhs only.
4.	Last date & Time for submission of Pre-Bid Queries for Clarification	1:00 PM, 25 <sup>th</sup> June, 2014 Email : To : <a href="mailto:partho.roy@semt.gov.in">partho.roy@semt.gov.in</a> Cc : <a href="mailto:n.deben@nic.in">n.deben@nic.in</a> ,
5.	Release of response to clarifications	3:00 PM, 27 <sup>th</sup> June, 2014
6.	Bid validity period	100 days from the last date (deadline) for submission of proposals.
7.	Last date, Time(deadline) and website for submission of Technical & Financial bids	3:00 PM, 30 <sup>th</sup> June, 2014 Website : <a href="https://manipurtenders.gov.in">https://manipurtenders.gov.in</a>
8.	Opening of Technical Bids	3:00 PM on 2 <sup>nd</sup> July, 2014
9.	Technical Presentation by the Bidders and Opening of Financial Proposals	12:00 PM on 19 <sup>th</sup> July, 2014
10.	Contact person for queries	To : <a href="mailto:partho.roy@semt.gov.in">partho.roy@semt.gov.in</a> Cc : <a href="mailto:n.deben@nic.in">n.deben@nic.in</a> ,
11.	Website at which proposal in response to RFP notice is to be Uploaded:	Website: <a href="https://manipurtenders.gov.in">https://manipurtenders.gov.in</a>

### 4 Structure of the RFP

- I. This Request for Proposal (RFP) document for “MPSC Online” is prepared and floated by MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS) (State Designated Agency for implementation of e-Governance in the State of Manipur).



- II. MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS) invites bids from eligible parties (hereafter referred as “Bidder”) for “MPSC Online” as specified in the Scope of Work Section of this RFP.

- A. 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 INFORMATION TECHNOLOGY SOCIETY (MSITS) in determining bidder’s suitability.
3. Payment schedule.
4. Commercial bid and other formats.
5. Master Service Agreement (MSA),
6. Annual Maintenance Contract (AMC).

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.

## 5 Basic Information

- I. MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), invites proposals (“Tenders”) to this Request for Proposals (“RFP”) from Agencies (“Bidders”) for “MPSC Online”
- II. Any contract that may result from this e-Government tendering for “MPSC Online” as briefed in this RFP will be issued for a **term of 2 (Two) years** or within sanctioned amount from the date of signing of the contract or Go Live whichever is later (“the Term”) on pro-rata basis.
- III. Proposals must be uploaded on the website (<https://manipurtenders.gov.in>) not later than time, date and venue mentioned in the Fact Sheet.

## 6 Scope of Work:

- i. To provide a facility for submission of applications to MPSC in an online mode.
- ii. To create a certified repository of all documents required by applicants to facilitate the submission of applications to MPSC online.
- iii. Automated acknowledgement and response.
- iv. Intra and Inter departmental work-flow middle tier for document authentication.
- v. e-Payment for application fees.
- vi. It should comply with quality assurance service as Standardisation Testing and

**Quality Certification (STQC)**

- vii. **Online generation & issue of Admit Card**
- viii. **Online Publication of results**
- ix. **Online issue of mark sheet**

## **7 Instructions to the Bidders**

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

### **7.2 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/Uploading at (<https://manipurenders.gov.in>) 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.

### 7.3 Pre-Bid Query Submission & Clarifications

#### 7.3.1 Pre-bid Query Submission

- I. MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), requests prospective bidders to submit/Upload their pre-bid query latest by **1:00 PM on 25<sup>th</sup> June, 2014** to the below mentioned email ids:  
 To : [partho.roy@semt.gov.in](mailto:partho.roy@semt.gov.in)  
 Cc : [n.deben@nic.in](mailto:n.deben@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.			

- III. MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS) shall not be responsible for ensuring that the bidders' queries have been received. Any requests for clarifications after the indicated date and time will not be entertained by MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS).

#### 7.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- I. The Nodal Officer notified by MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), will endeavour to provide timely response to all queries. However, MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), makes no representation or warranty as to the completeness or accuracy of any response; neither response nor does MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), undertake to answer all the queries that have been posed by the bidders. The responses, if any, 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 INFORMATION TECHNOLOGY SOCIETY (MSITS), 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](http://www.msits.gov.in), [www.manipurtenders.gov.in](http://www.manipurtenders.gov.in), and [www.manipur.gov.in](http://www.manipur.gov.in).

- 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 INFORMATION TECHNOLOGY SOCIETY (MSITS), may, at its discretion, extend the last date for the receipt of proposals.

## **7.4 Key Requirements of the Bid**

### **7.4.1 Right to Terminate the Process**

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

### **7.4.2 Submission of Proposals**

- a) The bidders should submit their responses at the website: <https://manipurtenders.gov.in>
- b) Please Note that prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal as asked with details.
- c) In case of any discrepancy observed by MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), in the contents of the proposal, the proposal is likely to be rejected without any explanation whatsoever.
- d) Bidder must ensure that the information furnished by bidders is true in every aspect.

### **7.4.3 Authentication of Bids**

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

## **7.5 Preparation and Submission of Proposal**

### **7.5.1 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 INFORMATION TECHNOLOGY SOCIETY (MSITS), to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

- b) MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS) will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

#### 7.5.2 Language

- a) The Proposal should be filled by the Bidder in English language only.

#### 7.5.3 Deadline for Submission of Proposals

- a) Proposals, in its complete form in all respects as specified in the RFP, must be submitted online to MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), at the website: <https://manipurtenders.gov.in> on or before **3:00 PM 30<sup>th</sup> June, 2014**.

#### 7.5.4 Late Bids

- a) MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

#### 7.6 Evaluation Process

- a) MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS) will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b) The Proposal Evaluation Committee constituted by the MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), shall evaluate the responses to the RFP as per the uploaded document.
- 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 criteria's and requirements specified in this RFP.
- g) The evaluation will be based on Quality- and Cost-Based Selection (QCBS).

##### 7.6.1 Tender Opening

- I. The bids submitted up to **3:00 PM on 30<sup>th</sup> June, 2014** will be opened at **3:00 PM on 2<sup>nd</sup> July, 2014** by any officer authorized by MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), 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.

### 7.6.2 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 100 days from the date of submission of Tender.

### 7.6.3 Tender Evaluation

- I. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals:
  - A. Are not submitted in as specified in the RFP document.
  - B. Received without the Letter of Authorization (Power of Attorney).
  - C. Are found with suppression of details.
  - D. With incomplete information, subjective, conditional offers and partial offers submitted.
  - E. Have non-compliance of any of the clauses stipulated in the RFP.
  - F. With lesser validity period.
  - G. EMD & Tender fees (If applicable) should reach before the tender opening date by post.

To:

**Member Secretary,  
Manipur State IT Society (MSITS),  
4<sup>th</sup> Floor, Western Block,  
New Secretariat,  
Imphal – 795 001. Manipur.**

- II. MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS) 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.

## 8 Criteria for Evaluation

- I. The overall objective of this evaluation process is to select the capable and qualified firm in the business domain for taking up the works of implementing the “MPSC Online”
- 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 not be considered for further rounds.
- III. The bidders who achieve at least 70 marks in the technical evaluation will only be eligible for the evaluation on the Financial/Commercial proposal.
- IV. Proposals of Companies would be evaluated as per Technical Evaluation Criteria at Para 8.2.
- V. The Bidder should have offices located in the state or should have a consortium partner based out in Manipur.

### 8.1 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"> <li>Company should be registered under Companies Act, 1956.</li> <li>Incorporated as State Registered Firm/</li> </ul>	Incorporation Certificates/Registration Certificate etc.
	<p>Co-operative Societies/or Partnership Firm or any other.</p> <ul style="list-style-type: none"> <li>Should have been operating for the last three years (FY 10-11, FY 11-12 and FY 12-13).</li> </ul>	
2.	The Firm / Company should be in the business and shall have experience in similar lines for at least 3 years as of 31 <sup>st</sup> December 2013 ( <b>preferably in the state of Manipur</b> ).	Annexure 1: Form 2 Details of Responding Firm, Memorandum & Articles of Association etc. Should be attached and Work orders confirming year and Area of activity.
3.	Average Annual Sales Turnover of Rs. 25.00 lakhs or more during the last 3 (three) financial years (FY 10-11, FY 11-12 and FY 12-13) as per the last published balance sheets.	Extracts from the audited Balance sheet and Profit & Loss  OR Certificate from the statutory auditor.
4.	Experience in executing at least one similar project of value Rs. 50. Lakhs or more.	Completed Annexure 1: Form 6: Details of Experience of responding firm/ Project Citation for 3 projects supported with Work order and Proof of Project completion certificates from client
5.	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.
6.	The responding firm shall have an office located in the state or should have a consortium partner based in Manipur.	A copy of MoU or deed to be furnished.

## 8.2 Technical Qualification Criteria

- I. Technical proposal of the bidders will be opened and evaluated who meets all the pre-qualification 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	Support plan for the Project by the responding firm.	10
3	Approach and proposed methodology as per proposal submitted and further supported by a PowerPoint Presentation	40
4	Adequacy and Quality of Resources proposed for Deployment.	20
	<b>Total Points</b>	<b>100</b>

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
<b>1</b>	<b>Past Experience of the responding firm</b>			<b>30</b>	
<b>a.</b>	Experience in similar domain of website development or enhancement	Whether the Firm has delivered in at least ONE of the	> Rs. 15 Lakhs = 10 points; >Rs. 10 Lakhs but less than Rs. 15 Lakhs= 5 points;	<b>10</b>	Form 4, supported by documentary evidence.



Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
		work orders of similar size in the last 3 years.	>Rs. 10 Lakhs but less than Rs. 5.0 Lakhs= 3 points;		
<b>b.</b>	Maintenance Services and Helpdesk in the State	Providing Maintenance Services / Helpdesk services in the field of IT services with a minimum order size of Rs. 50 Lakhs in the State.		<b>20</b>	Form 4, supported by documentary evidence.

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Form to be used
<p><b>Note :1. For all the above, the Completion Certificate of the projects completed in the last 3 years (as on 31<sup>st</sup> March, 2013) need to be provided (issued to the responding firm by the respective customers)</b></p> <p><b>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 absence of the supporting documents, the projects would not be considered for evaluation.</b></p>					
<b>2</b>	Support plan for the Project by the responding firm.			<b>10</b>	

REQUEST FOR PROPOSAL FOR MPSC ONLINE

<b>A</b>	<b>Proposed website enhancement plan</b>	Proposed Training and plan description to be looked into.	The Evaluation will be based on: – Detailed plan submitted – Milestone set with dead line – Methodology	<b>5</b>	-
<b>B</b>	<b>Formation/Location of Helpdesk &amp; other manpower support</b>	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.	<b>5</b>	
<b>3</b>	<b>Proposed Approach &amp; Methodology</b>			<b>40</b>	
<b>a.</b>	<b>Project Management</b>	The overall approach to be looked into.	The overall project Management approach adopted by the responding firm to implement the project.	<b>10</b>	-
<b>b.</b>	<b>Detailed Work Plan &amp; Milestone set</b>	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 etc.	<b>10</b>	Form 7
<b>c.</b>	<b>PowerPoint Presentation</b>	<b>on the items at Sl. a &amp; b above</b>	Evaluation will be based on the quality of project management and details of work plan and milestone to be detailed through a PowerPoint Presentation	<b>20</b>	

4	Resource Deployment			20	
a	Quality of CV for the full time Project Manager and Sr. Technical Lead, Designers & Testers proposed for the said requirement in this RFP. ( <u>A copy of the deputed / local resource who would be on a full time role should be submitted along with other CVs</u> )	Quality of the application support personnel to be looked at.  Maximum of 4 CVs, who would be working full time on project (Mandatory - CV for the full time Project Manager and Sr. Technical Lead)	Qualification/relevant certification of the people involved.  >All CV"s with relevant experience in similar domain for Project Managers = 5 Points  >All CV"s with relevant experience in similar domain for Sr. Technical Leads = 5 Points  All CV"s with relevant experience in similar domain for Designers = 5 Points  All CV"s with relevant experience in similar domain for Testers = 5 Points	20	Forms 8 & 9
	Total Points			100	

### 8.3 Commercial Bid Evaluation

- I. The Financial Bids of technically qualified bidders (i.e. bidders who score more than 70 marks in the Technical Evaluation) will be opened on the prescribed date in the presence of bidder representatives.
- II. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- III. Any conditional bid would be rejected.
- IV. 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.
- V. The selection will be purely based on QCBS evaluation method.

## **9 Appointment of Implementing Agency**

### **9.1 Award Criteria**

MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS) 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.

### **9.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)**

MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), 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

### **9.3 Notification of Award**

- I. Prior to the expiration of the validity period, MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), 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 INFORMATION TECHNOLOGY SOCIETY (MSITS), , may like to request the bidders to extend the validity period of the bid.
- II. On notification of award, MSITS and the selected Agency will sign a Contract Agreement as per Annexure - II.

### **9.4 Contract Finalization and Award**

- I. The MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the contract agreement would be finalized for award & signing.

### **9.5 Performance Guarantee**

- I. The EMD cum Performance Guarantee should be valid for a period of 18 months and to be extended as per the period of extension granted by MSITS, if any. 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. MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS) incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

## 9.6 Signing of Contract

- I. After the MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS) notifies the successful bidder that its proposal has been accepted, MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS) and the successful bidder. The Draft Master Service Agreement is provided as Annexure – II of this RFP.

## 9.7 Failure to Agree with the Terms and Conditions of the RFP

- I. Failure of the successful bidder to agree with the Draft Master Service Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), 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 INFORMATION TECHNOLOGY SOCIETY (MSITS), shall invoke the Performance Bank Guarantee of the most responsive bidder.

## 9.8 Bid Prices

The commercial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out.

All applicable taxes and duties as applicable to Government of Manipur shall be levied

## 9.9 Payment Terms

The taxes and levies will be deducted as applicable to the Government of Manipur.

Annexure IA

TECHNICAL BID TEMPLATES

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

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 cum Performance Guarantee

Form 4: A & B Compliance Sheet for Pre-Qualification & Technical Proposal.

Form 5: Letter of Proposal

Form 6: Project Citation Format.

Form 7: Proposed Solution.

Form 8: Team Composition.

Form 9: Deployment of Personnel

Form 10: Deviations.

Form 11: Undertaking on Service Level Compliance.

Form 12: Undertaking on Deliverables.

Form 13: Undertaking on Exit Management and Transition.

Form 14: Declaration that the bidder has not been blacklisted.

ANNEXURE IB:

FINANCIAL PROPOSAL TEMPLATE

Form 1: Covering Letter

Form 2: Financial Proposal

Form 2A: Details of Financial Bid

ANNEXURE - II

MASTER SERVICE AGREEMENT

**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 operation of MPSC Online for Government of Manipur, as per the requirements of the RFP.

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
<b>A</b>	Name and address of the bidding Company.	
<b>B</b>	Incorporation status of the firm (Public limited / private limited, etc.).	
<b>C</b>	Year of Establishment.	
<b>D</b>	Date of registration.	
<b>E</b>	ROC/Registration Reference No.	
<b>F</b>	Details of registration.	
<b>G</b>	Details of registration with appropriate authorities for service tax.	
<b>H</b>	Name, Address, email, Phone nos. and Mobile Number of Contact Person.	



**Form 3: Bank Guarantee for Earnest Money Deposit cum Performance Guarantee**

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 # \_\_\_\_\_ dated \_\_\_\_\_, 2014 for REQUEST FOR PROPOSAL FOR "MPSC ONLINE" (hereinafter called "the Bid") to MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS).

Know all Men by these presents that we <> having our office at <Address> (hereinafter called "the Bank") are bound unto the MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), (hereinafter called "the Bidder") 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.

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity:-
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;

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 up to<*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.	The responding firm / agency (a) Should have made a payment of <b>Rs. 10,000 (Rupees Ten Thousand only)</b> for the RFP document. (b) Should have submitted an <b>EMD of Rs. 2.0 (Two) Lakhs only.</b>	(a) DD for Rs. Ten Thousand Only. (b) The original bank guarantee must be furnished in the format prescribed in Annexure 1: Form 3.	Yes/No	
2.	Legal Entity <ul style="list-style-type: none"> <li>Company should be registered under Companies Act, 1956.</li> <li>Registered with the Service Tax Authorities.</li> <li>Should have been operating for the last three years (FY 10-11, 11-12, FY 12-13).</li> </ul>	Certificate of Incorporation.  Registration Certificate.	Yes/No	
3.	The Firm / Company should be in similar website development domain for at least 3 years as of 31 <sup>st</sup> March	Annexure 1: Form 2 Details of Responding Firm & Memorandum & Articles of Association	Yes/No	

REQUEST FOR PROPOSAL FOR MPSC ONLINE

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
	2013.	should be attached and Work orders confirming year and Area of activity.		
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. 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.	Average Annual Sales Turnover generated during the last three (3) financial years (FY 10-11, 11-12, and FY 12-13) as per the last published balance sheets.	Extracts from the audited Balance sheet and Profit & Loss; OR  Certificate from the statutory auditor.	Yes/No	
7.	Company experience in implementation of integrated turnkey projects in similar domain.  (Specifically each project should have support & maintenance).	Completed Annexure 1: Form 6: Details of Experience of responding firm/ Project Citation for 3 projects supported with Work order and Proof of Project completion certificates from client.	Yes/No	

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
	Number of such Assignments of value (as specified for tiers) which have gone live in the past 3 years (FY 10-11, 11-12, FY 12-13).			
8.	The responding firm must have a Minimum number of IT Staff of technically qualified personnel in the similar domain, as on 31 <sup>st</sup> 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	<b>System Functionality:</b> Meeting the requirements of the departments as per mentioned in RFP in terms of how close the proposal is to the functional requirements for the solution as have been proposed for the aforesaid departments.		Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
2	<b>India Specific Capabilities:</b> Number of Projects of similar nature in India and size of those projects in the past 3 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	
4	<b>Industry Specific Capabilities:</b> Past experience of the bidder in executing similar assignments, size of those assignments in the past three years.	Completion Certificates from the client; OR  Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR  Work Order + Phase Completion Certificate (for ongoing projects) from the client.	Yes / No	
5	<b>Profile of proposed team members:</b> Relevant assignment experience / Years of	Form 8 and 9	Yes / No	

S. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
	experience / Number of Certifications in specific to Solution proposed.			
6	Methodology, Support and Documentation.	Form 7 & additional notes/ document for support & documentation.	Yes / No	
7	Tools As per requirement specified in Technical evaluation.	Tools which could be leveraged for the assignment [for e.g. Effort Estimators, PMU Tool, Load testing etc.,] depending on the relevance to the Scope of work. A note and demonstration of the Tool/ Assets.	Yes / No	
8	Deviations (if any)	Form 10	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 Bidder>.

Dear Sir/Madam,

We, the undersigned, offer to render our services for MPSC Online website development to the MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS), on <Name of the Bidder> with your Request for Proposal dated \_\_\_\_\_, 2014 and our Proposal for the same as detailed in this RFP. We are hereby upload our Proposal, which includes this Technical bid and the Financial Bid.

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 detailed 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 100 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.

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 website development experience (provide no more than 3 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)	
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) Technical Approach and Methodology.
- c) Training & Support Plan.

REQUEST FOR PROPOSAL FOR MPSC ONLINE

S. N o	Proposed Solution	Version & Year of Release	OEM	Feature s & Funcio nalities	Reference in the Submitted Proposal (Please provide page number/section number/ volume)
1					
2					

**Form 8: Team Composition**

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

**Form 9: Deployment of Personnel**

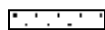
No	Name of Staff	Staff input in Months (in the form of a bar chart) <sup>2</sup>													Total staff man-months proposed
		1	2	3	4	5	6	7	8	9	10	11	12	n	Total
1															
2															
3															
N															
											Total				

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 10: 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 11: Undertaking on Service Level Compliance

No. Date:

To:

Dear Sir,

#### **Sub: Undertaking on Service Level Compliance.**

1. I/We as Bidder or do here by undertake that we shall monitor, maintain, and comply with the service levels stated in the RFP to provide quality service to MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS).
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 Information Technology Society (MSITS), then we will augment the same without any additional cost to Manipur State Information Technology Society (MSITS).

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

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

**Form 12: Undertaking on Deliverables**

No. Date:

To:

Dear Sir,

**Sub: Undertaking on Deliverables.**

1. I/We as Bidder do hereby undertake that processes, deliverables/artefacts submitted to Manipur State Information Technology Society (MSITS) 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 Information Technology Society (MSITS) and other key stakeholders( identified by Manipur State Information Technology Society (MSITS), and also take the responsibility to provide clarifications as requested by Manipur State Information Technology Society (MSITS).
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 Information Technology Society (MSITS) 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 as specific written communication to that effect is made by Manipur State Information Technology Society (MSITS).

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

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

**Form 13: Undertaking on Exit Management and Transition**

No. Date:

To:

Dear Sir,

**Sub: Undertaking on Exit Management and Transition.**

1. I/We hereby under take 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 Information Technology Society (MSITS) or to an agency identified by Manipur State Information Technology Society (MSITS) 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 updating all Project documents and other artefacts and handover the same to Manipur State Information

Technology Society (MSITS) before transition.

- b. 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.
- c. Will hand over the source code and the templates along with copyright of any design used for this project.

3. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from Manipur State Information Technology Society (MSITS).

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organisation)

Name :

Designation :

Date :

Time :

Seal :

Business Address:

**Form 14: Declaration that the bidder has not been blacklisted**

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

{Place}

{Date}

To,

REQUEST FOR PROPOSAL FOR MPSC ONLINE

Ref: RFP Notification no \_\_\_\_\_, 2014

Subject: Self Declaration of not been blacklisted in response to the **REQUEST FOR PROPOSAL FOR MPSC ONLINE for THE GOVERNMENT 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.



## 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 Bidder>.

Dear Sir/Madam,

We, the undersigned, offer to provide “MPSC Online” <Title of Bidder> in accordance with your Request for Proposal dated \_\_\_\_\_, 2014 and our Proposal (Technical and Financial Proposals). Our 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 100 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 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 >. 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:

**Form 2: Financial Proposal**

S. No.	Item	Total Price	Taxes (wherever applicable)	Total cost (total price + taxes)
a)	Details are required of all the services being offered and the break up.			
b)	.....			
c)	Others (Please do not include AMC)			
<b>Total Cost</b>				

**Form 2A: Details of Financial Bid**

S. No.	Category	Component	Components details (X)	Rate (per unit) (Y)	Total Cost ( = X*Y)
A. Related Costs with the AMC for the period of 3 years.					
1.	AMC Details ONLY (combined for 3 Years)	As per requirement			
		Others			
Total A:					

## Contract / Master Service Agreement

**THIS AGREEMENT** is made on this the <<"Day">> day of <<"Month">> 2014---- at Imphal, Manipur, India.

### **BETWEEN**

Manipur State Information Technology Society (MSITS) under the section 7(1) under Manipur Societies Registration Act 1989 (Manipur Act of 1990) having its office at 4<sup>th</sup> Floor, Western Block, New Secretariat, Imphal West – 795001 India hereinafter referred to as "**Manipur State Information Technology Society (MSITS)**", which expression shall, unless the context otherwise requires, include its permitted successors and assigns);

### **AND**

<<"Bidder Full Name">>, a Company incorporated under the *Companies Act, 1956*, having its registered office at <<"Location">> (hereinafter referred to as „**the <<'Bidder FOR MPSC WEBSITE DEVELOPMENT'>>**” which expression shall, unless the context otherwise requires, include its permitted successors and assigns).

Each of the parties mentioned above are collectively referred to as the „**Parties**” and individually as a „**Party**”.

### **WHEREAS:**

1. *Manipur State Information Technology Society (MSITS)* is desirous to implement the project in Manipur.
2. The <<'Bidder'>> have entered into a Master Services Agreement dated <<"Date">> (the “**MSA**”) for execution of MPSC website development. Now these presents witnesses and the parties hereby agree as follows:

### **GENERAL CONDITIONS OF AGREEMENT**

1. General Provisions:  
Unless the context otherwise requires, the following terms whenever used in this Agreement have the following meanings:
  - 1.1 “**Services**” means the work to be performed by the Firm pursuant to this Agreement;
  - 1.2 “**Effective Date**” means the date on which this Agreement comes into force;
  - 1.3 “**Contract**” shall mean the agreement to be entered into between MSITS,  
A Government of undertaking Manipur and the Firm/Bidder;
  - 1.4 **MSITS:** MSITS means Manipur State Information Technology Society (MSITS),  
A Government of undertaking Manipur;

## 2. TECHNICAL TERMS & CONDITIONS

- i. **To provide a facility for submission of applications to MPSC in an online mode.**
- ii. **To create a certified repository of all documents required by applicants to facilitate the submission of applications to MPSC online.**
- iii. **Automated acknowledgement and response.**
- iv. **Intra and Inter departmental work-flow middle tier for document authentication.**
- v. **e-Payment for application fees.**
- vi. **It should comply with quality assurance service as Standardisation Testing and Quality Certification (STQC)**
- vii. **Online generation & issue of Admit Card**
- viii. **Online Publication of results**
- ix. **Online issue of mark sheet**

## 3. Penalty Provision is as under:

- a. Penalty to be imposed will be subject to a maximum of 10 % of total value of the contract. In case of the gross negligence, security deposited by the Bidder can be forfeited besides immediate cancellation of the contract.

## 4. SERVICE LEVEL AGREEMENT (SLA)

The Service Levels defines the terms of Bidder's responsibility in ensuring the performance of maintenance based on the agreed performance indicators as defined in the document.

The bidder shall ensure the execution of the entire said requirement as detailed in this RFP in 4 (Four) months from the date of signing of this contract, the same stands forfeit if the milestone are not achieved in the agreed period as submitted by the bidder during the bidding process, MSITS shall impose penalty deemed fit to it.

## 5. TERMS OF PAYMENT

- a. No Advance payment shall be made.
- b. The payment to the Bidder shall be made on successful completion and submission of the completion certificate and completion of the security audit conducted by a third party and submission of its clearance certificate.
- c. Amount towards all the kinds of penalties shall be deducted from the amount payable for the respective quarter.

d. Payment will be made after getting inspection/ satisfactory performance report from MSITS.

6. TERMINATION OF CONTRACT

MSITS may, without prejudice, to any other remedy for breach of Contract, by prior written notice of default sent to the bidder, terminate the Contract in whole without assigning any reason if

- fails to perform any other obligation(s) under the contract.
- If the Bidder is in breach of the milestone stated during the bidding process

7. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided by MSITS and the decision of MSITS authority shall be final.

8. The comprehensive maintenance services shall be provided by Bidder for 3 year from the Date of signing of the agreement or a date mutually decided as 'Start Date' of the maintenance services.

9. The designing of the web portal (as per the scope of work) has to be completed in 90 (Ninety day) days from the date of signing of the contract and the Support and Maintenance will start from the date of commissioning post that.

For and on behalf of the Bidder in  
witness whereof the parties herein  
have executed these presents on the  
day, month and year first  
written herein above.

For and on behalf of MSITS

**(Name of the Bidder)**

**Member Secretary (MSITS)**

In Presence of Witness

In Presence of Witness

1.

1.

2.

2.