

**REQUEST FOR PROPOSAL
FOR
SUPPORT & MAINTENANCE OF ALL 399 COMMON SERVICE
CENTRES (CSC) IN MANIPUR**



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

**GOVERNMENT OF MANIPUR - UNDERTAKING
IMPHAL**

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List of Abbreviation

Abbreviation	Description
DeitY	Department of Electronics and Information Technology
GoI	Government of India
MCIT	Ministry of Communication and Information Technology
MMP	Mission Mode Project
NeGP	National e-Governance Plan
SDA	State Designated Agency
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
Nodal Agency	The Manipur State Information Technology Society (MSITS), A Government of Manipur Undertaking.
Department	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.
Bidder	The Bidder, who is Provider for the Support & Maintenance for all the 399 CSCs 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) for support & maintenance of all the Three hundred & ninety-nine (399) Common Services Centres (CSCs) under CSC Scheme of NeGP under the aegis of The Department of Electronics Information Technology (DIETY), Government of India (GOI).

The purpose of this document is:

To provide an overview of the Common Services Centres (CSC) Project as envisioned by the Government of Manipur and an introduction to the existing IT enabled projects serving the Rural Citizens and to invite bids by Manipur State Information Technology Society (MSITS) from those bidders interested in participating in the CSC project for Support & Maintenance of all the 399 CSC Centres and ensure a smooth functioning of the existing CSC which in turn would support various IT enabled Government and non-Government services in the rural & urban areas as described in this document.

2 Overview

2.1 *The National e-Governance Plan (NeGP)*

- a. The Government of India has formulated the National e-Governance Plan with the vision of providing all government services in an integrated manner at the doorstep of the citizen, at an affordable cost. The NeGP initiatives consist of twenty-seven Central, State and Integrated Mission Mode Projects (MMPs) along with eight other support components for rapid introduction of e-governance in the country. The NeGP envisions a three pillar model for delivery of “web-enabled Anytime, Anywhere access” to information and services across India. These are:
 - i Connectivity: State Wide Area Networks (SWANs)
 - ii National Data Bank/ State Data Centres (SDCs)
 - iii Common Services Centres (CSCs)
- b. The NeGP is an enormous step towards making the Government accessible to citizens, in ways that can not only save huge costs to the Government but also make it more transparent and efficient in its day-to-day interactions with the common man. To that effect, the role of

Common Services Centres, envisaged as the front-end delivery network for Government services assumes great significance.

3 Schedule of Bid Process

S. No	Information	Details
1.	RFP No. and Date	<i>16/1/2010-DIT and date of approval</i>
2.	Non Refundable Tender Cost	<i>Rs. 10,000/- (Rupees Ten Thousand) only in favour of Member Secretary, Manipur State Information Technology Society.</i>
3.	Earnest Money Deposit (EMD) cum Performance Guarantee valid for 18 months	<i>Rs. 3,00,000/- (Rupees Three lakhs) only in favour of Member Secretary, Manipur State Information Technology Society.</i>
4.	Last date & Time for submission of Pre-Bid Queries for Clarification	<i>1:00 PM on 03/12/2014</i> Email : To : partho.roy@semt.gov.in Cc : n.deben@nic.in ,
5.	Release of response to clarifications	<i>09/12/2014</i>
6.	Bid validity period	100 days from the last date (deadline) for submission of proposals.
7.	Last date, Time (deadline) and Address for submission of Technical & Financial bids	<i>1:00 PM, 12/01/2015</i> Website : https://manipurtenders.gov.in
8.	Opening of Technical Bids	<i>2.00 PM on 15/01/2015</i>
9.	Technical Presentation by the Bidders	<i>16/01/2015 from 11:00 AM</i> <i>At Secretariat, Manipur (Slots will be provided on the same day)</i>
10.	Opening of Financial Proposals	<i>2:00 PM on 19/01/2015</i>
11.	Notification to Selected SI Bidder	<i>To be intimated</i>
12.	Contact person for queries	Email : To : partho.roy@semt.gov.in Cc : n.deben@nic.in
13.	Website at which proposal in response to RFP notice is to be Uploaded:	Website: https://manipurtenders.gov.in

4 Structure of the RFP

4.1 This Request for Proposal (RFP) document for Support & Maintenance of all the 399 Common Service Centres (CSC) in Manipur under the National e-Governance Plan (NeGP) prepared and floated by MANIPUR STATE IT

SOCIETY (State Designated Agency for implementation of e-Governance in the State of Manipur).

4.2 MANIPUR STATE IT SOCIETY invites bids from eligible parties (hereafter referred as “Bidder”) for Support & Maintenance of all the 399 Common Service Centres (CSC) for the State of Manipur 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 IT SOCIETY (MSITS) in determining bidder’s suitability as the implementation partner.
3. Payment schedule.
4. Commercial bid and other formats.
5. Master Service Agreement (MSA),
6. Service Level Agreement (SLA).

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

5.1 MANIPUR STATE IT SOCIETY, Manipur invites proposals (“Tenders”) to this Request for Proposals (“RFP”) from Agencies (“Bidders”) for the provision of Support & Maintenance of all the 399 Common Service Centres (CSC).

5.2 Any contract that may result from this Government e-tendering for support & maintenance of all the 399 CSCs as briefed in this RFP will be issued for a **term of 1 year** (“the Term”), which can be extended or reduced as per decision of MSITS whichever is later.

5.3 Proposals must be uploaded on the website (<https://manipurtenders.gov.in>) not later than time & date mentioned in the RFP. Proposals that are uploaded/submitted late WILL NOT be accepted by the system.

6 Scope of Work - The Common Service Centre Scheme (CSC)

- a. Common Services Centres (CSC) are envisioned as the front-end delivery points for Government, private and social sector services to rural citizens of India. The idea is to develop a platform that can enable Government, private and social sector organizations to integrate their social and commercial goals for the benefit of rural populations in the remotest corners of the country through a combination of IT as well as non-IT services.
- b. The bidder is expected to ensure that all the 399 CSCs that are currently in the state of Manipur are functional and running at all times.
- c. The non-functional or obsolete CSCs are to be made up & running in consultation with the District e-Governance Society (DeGS), thereafter, the bidder is committed to take the responsibility and ownership of supporting & maintaining of all the 399 CSCs. *(Refer Para. 7 for the detailed list of all CSCs district wise)*
- d. The bidder has to change the location of the CSC as decided by the Government/ DeGS and to ensure the establishment and smooth running of the CSC in the new location.
- e. The bidder has to ensure that each and every one of the CSCs is always available on the OMT (Online Monitoring tool) during the said duration of the contract.
- f. The bidder has to ensure that the number of transaction across all 399 CSCs should be as below.

Region Category	Number of Transaction expected monthly	Number of Transaction in a Quarter <i>(mandatory)</i>
Hilly Region	50	150
Valley Region	150	450

NOTE: Transaction here means online transaction to be captured in any Online Transaction Monitoring Tool, such as SSDG, Apna portal, e-TAAL, etc.

6.1 Common Service Centre - Service Profile

The CSCs would offer a multitude of services ranging in the areas of e-Governance, education, health, agriculture, commercial, retail, etc. It is to be noted that delivery of

Government services would be mandatory for the CSCs. To that effect, possible service areas are listed herein:

- a. Key Government Services (expected to be provided)
 - i Land records
 - ii Registration
 - iii Issue of certificates/ Government schemes
 - iv Employment exchange
 - v Ration cards
 - vi Electoral services
 - vii Pension schemes
 - viii Road transport
 - ix Public grievance
- b. Business to Consumer (B2C) services
 - i Commercial Services
 - Digital Photos
 - Web surfing
 - Photocopy
 - DTP
 - Email/Chats
 - CD Burning
 - Typing
 - Printing
 - Games
 - Utility/Telephone Bills
 - Forms downloads/Estimates
 - Lamination and Comb Binding
 - ii e-Commerce/online services
 - Railway/Airline Tickets
 - Astrology
 - Matrimonial
 - Shopping
 - Resumes
 - iii Education Services
 - IT Education
 - English Skills Training
 - Tuitions
 - iv Entertainment
 - DTH - Community TV
 - v Telemedicine
 - Primary Healthcare
 - vi Agriculture Services

- Agri-inputs
- Agri-loans
- Agri-consulting and training
- c. Business-to-Business services (B2B)
 - i Advertising & Promotion Services
 - Space marketing of CSC
 - Promotions
 - ii Data Collection Services
 - Research Data collection
 - Data Entry
 - iii Distribution Services
 - FMCG Products
 - Loans/Deposits/Insurance
 - Referrals

6.2 Objective

The objective of this RFP is to invite suitable bidders who would take the responsibility to support & maintain all the 399 CSC's in the State of Manipur thereby ensuring smooth and hassle free environment for Implementation of this mission-oriented project.

7 CSC List (Functional & Non Functional)

SL. No	Name of Districts under the entire zone for which Bid form is to be submitted	Tentative No. of CSCs proposed	Non-Functional CSC
1	Bishnupur	008	None
2	Chandel	060	None
3	Churachandpur	091	025
4	Imphal - East	034	005
5	Imphal - West	023	None
6	Senapati	104	020
7	Tamenglong	029	None
8	Thoubal	017	None
9	Ukhrul	033	001
	Total	399	51

8 Instructions to the Bidders

8.1 General

- a. 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.
- b. 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 RFP at any time prior to a formal written contract being executed by or on behalf of the MANIPUR STATE IT SOCIETY, Manipur.

- c. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

8.2 Compliant Proposals / Completeness of Response

- a. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission/Uploading (<https://manipurtenders.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.
- b. 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.

8.3 Pre-Bid Query Submission & Clarifications

8.3.1 Pre-bid Query Submission

- a. MANIPUR STATE IT SOCIETY, Manipur requests prospective bidders to submit/Upload their pre-bid query latest by 1:00 PM on 03/12/2014 to the below mentioned email ids:
- To : partho.roy@semt.gov.in
Cc : n.deben@nic.in
- b. 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.			

- c. 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 will not be entertained by MANIPUR STATE IT SOCIETY, Manipur.

8.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a. 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 prospective bidders. The responses, if any, to the queries from all bidders will be distributed to all.
- b. 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.
- c. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the www.msits.gov.in, www.manipurtenders.gov.in, and www.manipur.gov.in and also emailed to all parties who sought clarifications to their pre-bid queries.
- d. Any such corrigendum shall be deemed to be incorporated into this RFP.
- e. 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.

8.4 Key Requirements of the Bid

8.4.1 Right to Terminate the Process

- a. 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.
- b. 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.

8.4.2 Submission of Proposals

- a. The bidders should submit their responses to 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.
- c. In case of any discrepancy observed by MANIPUR STATE IT SOCIETY, Manipur in the contents of the submitted proposal, the bidder might be disqualified.
- d. Bidder must ensure that the information furnished is true in every aspect.

8.4.3 Authentication of Bids

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

8.5 Preparation and Submission of Proposal

8.5.1 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.

8.5.2 Language

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

8.5.3 Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted online to MANIPUR STATE IT SOCIETY, Manipur at the website address <https://manipurtenders.gov.in> latest by 1:00 PM, **12/01/2015**.

8.5.4 Late Bids

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.

8.6 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 as per the uploaded document.
- c. The decision of the Government of Manipur & appropriate Tender 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 and requirements specified in this RFP.

8.6.1 Tender Opening

- a. The bids submitted up to **1:00 PM on 12/01/2015** will be opened at **2.00 PM on 15/01/2015** by the 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.
- b. 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.

8.6.2 Tender Validity

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

8.6.3 Tender Evaluation

- a. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals :
 - A. Are not submitted as specified in the RFP document.
 - B. Received without the Letter of Authorization (Power of Attorney).
 - C. Are found with suppression of details.
 - D. Received with incomplete information, subjective, conditional offers and partial offers submitted.
 - E. Have non-compliance of any of the clauses stipulated in the RFP.
 - F. Have lesser validity period.
- b. All responsive Bids will be considered for further processing as below:
 - A. 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.

9 Criteria for Evaluation

- a. The overall objective of this evaluation process is to select the capable and qualified firm in the business domain for Support & Maintenance of existing Common Service Centre (CSC) in the state of Manipur.
- b. 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.
- c. 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.

- d. Proposals of Companies would be evaluated as per Technical Evaluation Criteria (Section 9.2). Agencies / firms should clearly indicate, with respect to the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.

9.1 Pre-Qualification Criteria

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal
1.	The Firm / Company should have a minimum experience in doing similar activity for at least 50 CSCs or more for at least 1 (One) year.	Annexure 1: Form 2 Details of Responding Firm, Memorandum & Articles of Association should be attached and Work orders confirming year and Area of activity.
2.	Average Annual Sales Turnover of Rs. 50.00 lakhs or more during the last 3 (three) financial years (FY 11-12, FY 12-13 & FY13-14) as per the last published balance sheets.	Extracts from the audited Balance sheet and Profit & Loss OR Certificate from the statutory auditor.

9.2 Technical Qualification Criteria

- Technical proposal of the bidders who meet the pre-qualification criteria will be opened and evaluated.
- 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.	50
2	Support plan and proposed methodology (The bidder needs to present a power point presentation detailing the plan & approach).	30
4	Adequacy and Quality of Resources proposed for Deployment.	20
Total Points		100

1	Past Experience of the responding firm			50	Form to be submitted
	Experience in dealing with similar Projects	Projects undertaken involving CSCs at least 6 Districts with a total value of more than Rs. 50/- Lakhs	> =100 Projects - 50 points; 70 projects - 40 points 50 Project - 20 points	50	4B
2	Support plan and proposed methodology (Presentation)				30 marks
A	Domain experience in such activity	Overview of activities done	Bidders are expected to make their presentation covering: - Experience/Similar work done details = 3 marks - Action Plan (End to end Project Management of CSCs) = 4 marks - Plan for support & maintenance = 4 marks	30	

			- Plan for Capacity Building = 3 marks - Services to be rendered = 2 marks - Financial Inclusions = 3 marks - Resource proposed and their activity log = 4 marks - Monitoring plan & error addressable logic= 4 marks - Future Scope of expansion = 3 marks	
4	Adequacy and Quality of Resources proposed for Deployment.			20
A	Quality of CV for the full time Project Manager proposed.	Quality of the support personnel to be looked at. Maximum of 2 CVs, who would be working full time on project.	Qualification/ relevant certification of the people involved.	10
B	Quality of CV of the personnel deployed for the purpose of Supply, Installation and Maintenance.	Quality of the team to be looked at. Maximum of 3 illustrative CVs who would be working at District level as Technical e-District manager.	Education Qualification/ relevant certification of the people involved.	10
Total Points				100

9.3 Commercial Bid Evaluation

- a. The Financial Bids of technically qualified bidders (i.e. 70 marks and above) will be opened on the prescribed date in the presence of bidder representatives.
- b. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- c. Any conditional bid would be rejected.
- d. 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.

10 Appointment of Firm

10.1 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.

10.2 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 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

10.3 Notification of Award

- a. 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.
- b. 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.

10.4 Contract Finalization and Award

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.

10.5 Performance Guarantee

The selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value of Rs. 3,00,000/- (Rupees Three Lakhs) only as

Performance Guarantee in accordance with the Master Service Agreement. The 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. 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 shall invoke the Performance Guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or MANIPUR STATE IT SOCIETY incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

10.6 Signing of Contract

After the MANIPUR STATE IT SOCIETY 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 Master Service Agreement is provided as Annexure – III of this RFP.

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

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 IT SOCIETY, Manipur may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, MANIPUR STATE IT SOCIETY, Manipur shall invoke the PBG of the most responsive bidder.

11 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 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.

Form 4: A & B Compliance Sheet for Pre-Qualification & Technical 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 II: FINANCIAL PROPOSAL TEMPLATE

Form 1: Covering Letter

Form 2: Financial Proposal

ANNEXURE – III: MASTER SERVICE AGREEMENT

ANNEXURE – IV: IT HARDWARE SPECIFICATION AT THE CSC LEVEL

ANNEXURE – V: LIST OF NON-FUNCTIONAL CSCS

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 the proposed Support & Maintenance of all 399 Common Service Centre (CSC), 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
1	Name and address of the bidding Company.	
2	Incorporation status of the firm (public limited / private limited, etc.).	
3	Year of Establishment.	
4	Date of registration.	
5	ROC/Registration No.	
6	Details of registration.	
7	Details of registration with appropriate authorities for service tax.	
8	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 SUPPORT & MAINTENANCE OF ALL THE 399 COMMON SERVICE CENTRES (CSC) IN 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 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 Rs. 10,000/- (Rupees Ten Thousand only) for the RFP document. (b) Should have submitted an EMD cum Performance Guarantee of Rs. 3,00,000/- (Rupees Three Lakhs) only in accordance with the Master Service Agreement.	(a) DD for Rs. 10,000/- (Rupees Ten Thousand Only). (b) The original bank guarantee must be furnished in the format prescribed in Annexure I: Form 3.	Yes/No	
2.	The Firm / Company should be in the similar business for at least 3 years as of 31 st March 2014.	Annexure I: Form 2 Details of Responding Firm & Memorandum & Articles of Association should be attached and Work orders confirming year and Area of activity.	Yes/No	
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 I Form 1: Notice of Intent to Submit Proposal in Response to RFP Notice.	Yes/No	
4.	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	

Sr. No	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
5.	Average Annual Sales Turnover generated during the last 3 (three) financial years (FY 11-12, FY 12-13 & FY 13-14) as per the last published balance sheets.	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor.	Yes/No	
6.	Company experience in implementation of integrated turnkey projects in similar domain. (Specifically each project should have support & maintenance. Number of such Assignments of value which have gone live in the past 3 (three) years (FY 11-12, FY 12-13 & FY 13-14).	Completed Annexure I: 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	
7.	The responding firm must have a minimum number of IT Staff of technically qualified personnel in the similar domain, as on 31 st March, 2014 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

Sl. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1	System Functionality: 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	
2	India Specific Capabilities: 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	Industry Specific	Completion Certificates	Yes / No	

Sl. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
	Capabilities: Past experience of the bidder in executing similar assignments, size of those assignments in the past three years.	from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for on-going projects) from the client.		
5	Profile of proposed team members: Relevant assignment experience / Years of experience / Number of Certifications in specific to Solution proposed.		Yes / No	
6	Methodology, Support and Documentation.	Form 7 & additional notes/ document for support & documentation.	Yes / No	
7	Tools and Assets As per requirement specified in Technical evaluation.	Tools and Assets which could be leveraged for the assignment depending on the relevance to the Scope of work. A note and demonstration of the Tool/ Assets.	Yes / No	
8	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 Bidder>.

Dear Sir/Madam,

We, the undersigned, offer to Support and maintenance of all 399 CSC to the MANIPUR STATE IT SOCIETY, Manipur on <Name of the Bidder> with your Request for Proposal dated <insert date> and our Proposal. We are hereby uploading 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 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 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 IT support & maintenance 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) Support plan and proposed methodology

Sl. No	Proposed Solution	O&M Support (Warranty/ ATS/: as required as per RFP)	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

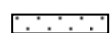
No	Name of Staff	Staff input in Months (in the form of a bar chart) ²														Total staff man-months proposed
		1	2	3	4	5	6	7	8	9	10	11	12	n	Total	
1																
2																
3																
N																
											Total					

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 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 Supplier 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 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 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 as 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 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 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 updating all Project documents and other artefacts and handover the same to Manipur State IT Society 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.
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.

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,

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

Subject: Self Declaration of not been blacklisted in response to the **REQUEST FOR PROPOSAL FOR Support & Maintenance of all the 399 Common Service Centres (CSC) IN THE STATE OF MANIPUR.**

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 Bidder>.

Dear Sir/Madam,

We, the undersigned, offer to support & maintenance of all 399 Common Service Centre CSC) for <Title of Bidder> 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 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 #	Price	Taxes (wherever applicable)	Total cost per CSC (total price + taxes)
a)	Maintenance and Support			
b)	Training and Capacity Building			
c)	Others expenses			
Total Cost				

Bidders are expected to split the Financial Quote as per the mentioned heads.

Annexure - III

Master Service Agreement

THIS AGREEMENT is made on this the <<'Day'>> day of <<'Month'>> 2015---- at Imphal, Manipur, India.

BETWEEN

Manipur State IT Society, a Society registered under the Manipur Societies Registration Act, 1989 having its office at *4th Floor, Western Block, New Secretariat, Imphal West – 795001 India* hereinafter referred to as '**MSITS**', which expression shall, unless the context otherwise requires, include its permitted successors and assigns through its Member Secretary);

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 SUPPORT & MAINTENANCE OF ALL THE 399 COMMON SERVICE CENTRE (CSC)'>>*' which expression shall, unless the context otherwise requires, include its permitted successors and assigns through its).

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

WHEREAS:

1. *Manipur State IT Society* is desirous to implement the project in Manipur.
2. The <<'Bidder'>> have entered into a Master Services Agreement dated <<'Date'>> (the "**MSA**").

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;
 - 1.4 **MSITS:** MSITS means Manipur State Information Technology Society (MSITS), A Government of undertaking Manipur;
2. **PERFORMANCE GUARANTEE:**
A Performance Bank Guarantee, for a value of Rs. 3,00,000/- (Rupees Three Lakhs) only in accordance with the Master Service Agreement valid for a period of 18

months and to be extended as per the period of extension granted by MSITS, if any has been provided. The validity date and claim period of the Performance Guarantee shall be extended as and when it is due on account of non-completion of the project and Warranty period.

3. TECHNICAL TERMS & CONDITIONS

- a. The Firm has to ensure uninterrupted service of all the CSC and maintain a minimum number of transactions quarterly as stipulated by the Government of Manipur from time to time.

Region Category	Number of Transaction expected monthly	Number of Transaction in a Quarter (<i>mandatory</i>)
Hilly Region	50	150
Valley Region	150	450

NOTE : Transaction here means online transaction to be captured in any Online Transaction Monitoring Tool, such as SSDG, Apna portal, e-TAAL, etc.

- b. Engineer should be available to identify and resolve any faults at the CSCs.
- c. In case an equipment / hardware is being taken for servicing to service centre , the Firm will provide a stand by equipment and will take prior permission of the In charge of MSITS before taking the equipment out.
- d. The VLEs/BCs managing the each CSC should be well versed with using computers for smooth functioning of the CSC.
4. Penalty Provision during the maintenance period are as under:

Severity	Description	Penalty (Rs.)
3	Up to 25 to 50 CSCs unable to do transaction/business for more than 3 days	1000/- per day.
2	50 to 200 CSCs unable to do transaction/business for more than 3 days	2000/- per day.
1	More than 200 CSCs unable to do transaction/business for more than 3 days	5,000/- per day

- 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 and downtime, security deposited by the Firm can be forfeited besides immediate cancellation of the contract.
- b. In case of intermittent failure and repeated failure the system will be considered continuously down and down time penalty clause will apply accordingly.

5. SERVICE LEVEL AGREEMENT (SLA)

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

The contractor shall give monthly reports in conformity with the provision of SLA.

The SLA Requirement is as follows.

- i) Maximum time for replacement of faulty hardware and restoration of LAN/connectivity: **24 Hrs for Valley region & 48 Hrs for Hilly regions.**

6. TERMS OF PAYMENT

- a. The Revenue Support for maintenance and support would be XXXX per CSC per month on a quarterly basis as per the financial bid.
- b. No Advance payment shall be made.
- c. The payment to the Firm shall be made on quarterly basis i.e. at the end of respective quarter.
- d. Amount towards all the kinds of penalties shall be deducted from the amount payable for the respective quarter. In case the amount of Penalties and LD's exceed the amount payable for the current quarter then balance amount of Penalties shall be deducted from the amount payable in next quarter.
- e. Payment will be released after obtaining a Certificate of Satisfactory Performance from the concerned DeGS .
- f. The Firm shall make a payment request by producing bills in triplicate after the respective quarter.
- g. VLEs shall charge a sum of Rs. 20/- per G2C services rendered' to citizen. The entire amount shall be retained by the VLEs. Service Taxes admissible under G2C services shall be paid to Competent Authority by the VLEs.

7. TERMINATION OF CONTRACT

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

- The Firm fails to perform any other obligation(s) under the Contract.
- If the Firm is in material breach of the representations and warranties contained in this Contract

8. 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. In witness where of the parties hereto have set their hands on the Date of Agreement.

9. The comprehensive maintenance services shall be provided by vendor for 1 (One) year from the Date of signing of the agreement which can be extended or reduced as per decision of MSITS whichever is later.

For and on behalf of
(Name of the Company/Bidder)

For and on behalf of Manipur State IT Society

.....
(Authorised Signatory)

.....
Member Secretary (MSITS)

In Presence of Witness

In Presence of Witness

- 1.
- 2.

- 1.
- 2.

ANNEXURE-IV: IT HARDWARE SPECIFICATIONS AT THE CSC LEVEL

Asset Type	Details	Indicative Specifications
Computer Terminals	Processor	Intel Pentium Core i5 (3.3 GHz, 6 MB L2 cache, 1333 MHz FSB).
	Mother Board	Intel Original Motherboard
	Memory	2 GB DDR/SDRAM or higher
	Hard Disk	500 GB, 7200 RPM SATA or higher
	Optical Drive	4x CD RW/DVD R combo
	Speaker	Set of speakers
	Graphics Cards	On board Intel
	Audio I Sound	On board Intel high Definition Audio system or equivalent
	LAN	On board integrated 10/100/1000 Mbps LAN
	Bus Architecture	Integrated onboard graphics, minimum PCI, One PCI Express 1/4, One PCI Express 16 slots, Integrated Audio
	Key Board	USB 104 keys keyboard (Same make as PC)
	Monitor	18.5 LCD monitor
	Operating System	The equivalent of or an OS which delivers functional performances of Microsoft Windows XP Home / Professional / Windows 7 or higher
	Warranty	3 years Onsite
Printer	Inkjet	All-in-one Inkjet Printer (Printer, Scanner, Copier)
Video input	Web Camera	- Intelligent Face Tracking - VGA Sensor for low light video capture - Built in microphone - Low distortion, wide field of view lens 3 MP Resolution or higher still photo capability - USB 2.0 high speed connectivity or higher
IT software	Office Utility Software	The equivalent of or an OS which delivers functional performances of Microsoft Windows 7 or higher
	Security	Antivirus Software

ANNEXURE-IV: List of Non-functional CSCs

Sl. No	District	BLOCK	CSC Name	CSC Location/Address
1	Senapati	Kangpokpi	CSC-Kharkhari	Kharkhari
2	Senapati	Kangpokpi	CSC-Toribari	Toribari
3	Senapati	Kangpokpi Block	CIC, Kangpokpi Block	ADC Office, Kangpokpi , SenapatiDist.
4	Senapati	Saikul	CSC-Bongbal Khullen	N/A
5	Senapati	Saikul	CSC-Heinganglok	N/A
6	Senapati	Saikul	CSC-Kamu Koireng	Kamu Koireng
7	Senapati	Saikul	CSC-Kamuching	Kamuching
8	Senapati	Saikul	CSC-Lhungjang	Lhungjang
9	Senapati	Saikul	CSC-Molvom (Heinoupokpi)	Molvom (Heinoupokpi)
10	Senapati	Saikul	CSC-Mongyang	N/A
11	Senapati	Saikul	CSC-Salam Patong	Salam Patong
12	Senapati	Saikul	CSC- Sharonphai Village	Sharonphai village
13	Senapati	Saikul T.D.Block	CSC-Thayong	N/A
14	Senapati	Tadubi Block	CIC, Saitu-Gamphazol Block	SDO Office, Saitu Gamphazol, Senapati Dist
15	Senapati	Saitu Gamphazol	CSC-Leimakhong	N/A
16	Senapati	Kangpokpi	CSC- Dalthari	Dalthari Village
17	Senapati	Saitu Gamphazol	CSC-Leikhampokpi	Leikhampokpi
18	Senapati	Saikul	CSC-H.Champhai Village	H.Champhai Village
19	Senapati	Purul	CSC-Purul Akutpa	Purul Akutpa
20	Senapati	Kangpokpi	CSC-Noonpani	Noonpani Village
21	Ukhrul	Phungyar Phaisat T.D.	CSC-Riha	Riha Village
22	Churachandpur	Samulamlan	CSC- Songdo	Songdo
23	Churachandpur	Churachandpur	CSC-Hengkot	Hengkot
24	Churachandpur	Singngat	CSC-Sumchinvum	Munpi Sumchinvum Village, Singngat
25	Churachandpur	Thanlon	CSC-Pamjal Village	Pamjal Village, BDO Thanlon)

REQUEST FOR PROPOSAL FOR SUPPORT & MAINTENANCE OF ALL 399 COMMON SERVICE CENTRE (CSC)

26	Churachandpur	Churachandpur	CIC, Saikot Block	New Saikot Village, Adjacent to BDO Office, Saikot
27	Churachandpur	Churachandpur	CIC, Churachandpur Block	S. Paukhozam Veng (HQ), Churachandpur
28	Churachandpur	Samulamlan	CSC-Moirang Mantak	Moirang Mantak
29	Churachandpur	Singngat	CSC-T.Singtam	T.Singtam Village, BDO Singnhat
30	Churachandpur	Singngat	CSC- Zalenphai	Zalenphai Village, BDO Signhat
31	Churachandpur	Singngat	CSC- Maokot / Maukot	Maukot Village, BPO Signhat
32	Churachandpur	Singngat	CSC-Suangdoh	Suangdoh
33	Churachandpur	Henglep	CSC-Phuoisanbung	Phuoisanbung
34	Churachandpur	Henglep	CSC-D. Vaison Village	Lhanjang, D. Vaison Village
35	Churachandpur	Parbung	CSC-Saikulphai	Saikulphai
36	Churachandpur	Parbung	CSC-Tuolbung	Tuolbung
37	Churachandpur	Henglep	CSC-Kolchung	Kolchung
38	Churachandpur	Thanlon	CSC-Milongmun	Milongmun Village, Thanlon
39	Churachandpur	Henglep	CSC-Songlei	T. Songlei Village
40	Churachandpur	Henglep	CSC-Najaang	Naajang Village, SDO Henglep
41	Churachandpur	Churachandpur	CIC, Tuibong Block (Siemat)	Tuibong BDO Office, Ccpur Dist.
42	Churachandpur	Churachandpur	CSC-Chienkonpang	Vumkhotang Avenue, CCPUR
43	Churachandpur	Henglep	CSC-V.Patlen	V.Patlen, Henglep
44	Churachandpur	Thanlon	CIC, Thanlon Block	Thanlon, Adjacent to BDO/SDO Office.
45	Churachandpur	Tipaimukh	CIC, Parbung	Parbung Village, Adjacent to SDO/BDO Office.
46	Churachandpur	Singngat	CSC-Chahnou	Chahnou
47	Imphal East	Jiribam C.D.Block	CSC-LATINGKHAL	LATINGKHAL
48	Imphal East	Jiribam C.D.Block	CSC-BOROBKRA	BOROBKRA
49	Imphal East	Jiribam C.D.Block	CSC-CHOTOBKRA	CHOTOBKRA
50	Imphal East	Jiribam C.D.Block	CSC-JAKURADHOR PART(I)	JAKURADHOR PART(I)
51	Imphal East	Imphal East - I CD Block	CIC, Imphal East Dist HQ	State Youth Centre, Khuman Lampak