

GOVERNMENT OF MANIPUR
DEPARTMENT OF INFORMATION TECHNOLOGY
4th Floor, West Block, New Secretariat, Imphal -795001
Website: <http://ditmanipur.gov.in>; email: dit-mn@nic.in

e-TENDER NOTICE
Imphal, the 29th March, 2023

No. DI-401/3/2020-DITC-DIT: Bids are invited from Firms/Agencies/Companies for Selection of SI for Enhancement of e-services Manipur existing Application design, development on open-source platform with additional of new 35 nos of services as an eservices Manipur 2.0 and 3 (three) years maintenance with the functionalities as per details at **Annexure – I**.

2. Bids are to be submitted through e-Tender Portal i.e. <http://manipurtenders.gov.in>. Details of submission timelines are as below:

Sl.no	Particulars	Description
1.	Date of e-Tender Publication	29.03.2023
2.	Last date and Time for submission of Queries for Clarification	10.04.2023
3.	Last Date & Time for submission of Bid	18.04.2023, Time :5.00 p.m
4.	Opening of Technical Bid	20.04.2023, Time: 1.00 p.m
5.	Date & Time of Technical Presentation by Bidders	21.04.2023, Time: 11.00 a.m
6.	Date & Time of opening of Financial Bid	To be notified later
7.	Place of opening of Bids	Department of Information Technology, Government of Manipur, 4 th Floor, West Block, New Secretariat, Imphal -795001

3. Bids will be evaluated on the Basis of Quality and Cost Based Selection (QCBS) in the ratio of 70:30 for Technical and Financial Bids respectively.

4. Changes, Corrigendum, etc, if any, will be uploaded at <http://manipurtenders.gov.in> and <http://ditmanipur.gov.in>.

Yours faithfully,



(Nambam Deben)
Director (IT)

Copy to:

1. S.O to Chief Secretary (IT), Government of Manipur.
2. Special Secretary (IT), Government of Manipur.

1. OVERVIEW

Government of India had approved the National e-Governance Plan (NeGP) in pursuance of its policy of introducing e-Governance on a massive scale. The NeGP vision aims to "Make all Government Services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man".

To realize this vision, 27 Central, State and Integrated Mission Mode Project (MMPs) along with 8 support components had been identified and approved, to enable and facilitate rapid introduction of e-Governance in the country, with focus on electronic service delivery.

e- ServicesManipur is one of the MMPs identified under NeGP, which is aimed at strengthening the District administration to provide Government services, in a cohesive manner leveraging ICT, to the citizens. The project aims to target certain high-volume services and undertake 'Back end computerization' to e-enable the delivery of these services through Common Service Centres (CSCs), in a sustainable manner.

e-ServicesManipur project is an important to enhancement of the State's e-Governance implementation programme, in which majority of the G2C services are delivered by the district administration leveraging Information, Communication and Technology. Government of Manipur believes that the automation of workflow and internal processes of different departments would considerably reduce the troubles of the citizens in their interface with the government machinery in their day-to-day life.

1.1 Salient features of Manipur present e-District/ eServicesManipur Project:

Manipur e-District/ eServicesManipur project had gone live on 24th August, 2016

Currently delivering government to citizen services across 16 districts

More than 18 lakhs applications have been received and processed successfully through (<https://www.eservicesmanipur.gov.in/>) portal.

Accessible through Web, CSC and Mobile (iOS/Android)

Manipur eServicesManipur Portal is accessible to 2000+ VLEs /Citizens

Integration - The existing e-district Application follows the integrated service delivery architecture. The eServicesManipur application is integrated with various MeitY and State level e-Governance initiatives as below:

- a. Rapid Assessment System (RAS)
- b. Digi-Locker - PUSH and PULL Integration
- c. Unified Mobile Application for New-age Governance (UMANG)
- d. e-Pramaan (Meri Pehchaan)
- e. National Carrier Service (NCS)

2. SCOPE OF WORK

- i. The scope of this project is to design, developed afresh the existing 35 nos. of online G2C eServicesManipur portal (<https://www.eservicesmanipur.gov>) on open-source platform with addition of new 35 numbers of services as an eServicesManipur 2.0.
- ii. Ensuring the continuity of e-district application by complete takeover and run the existing eservice application in as-is condition along with all developments, enhancements, databases, source codes, user manual, SRS, Design Documents, integrations and all other components required to run the system effectively without any interruption and operate.

eServiceManipur is already Integrated with:

- a. CM Dashboard - DIT, Manipur.
 - b. Meri Pehchaan (Single sign in) recently launched by Hon'ble Prime Minister - National e-Authentication Service, MeitY, GOI.
 - c. National carrier service (NCS) - Ministry of Labour & Employment, GOI.
 - d. Unified Mobile Application for New-age Governance (UMANG) - MeitY, GOI.
 - e. Rapid Assessment System (RAS) - MeitY, GOI.
 - f. CSC Digital Seva Portal (MOU already signed)
- iii. Application should be developed in Web (responsive web design) and Mobile (iOS/Android).
 - iv. All the features developed as part of this Portal shall be cross-browser compatible and should be viewable in the major browsers available. (IE 11 and above, Chrome, Mozilla, etc.).
 - v. There should be a provision to upgrade DSC Signer to support all the major browser and multiple operating system like Window, Mac, Linux etc.
 - vi. Auto retrieval of existing citizen data for any new certificate with same application number (ID) or Aadhaar number of the applicant.
 - vii. Online AI enabled Chatbot to be configured.
 - viii. A customizable real time Dashboard should be designed and made available for MIS report and other related analysis of e-Transaction by various e-serviceManipur stakeholders.
 - ix. Development of common APIs for integration with various Center/State applications and systems and should be part of deliverables.
 - x. The portal designed should comply the Open APIs policy of MeitY,GOI.
 - xi. The portal should be cloud platform enabled.
 - xii. The successful Bidder should be able to deploy 1(one) nos of dedicated well qualified & experienced personnel to DIT as a project coordinate, maintenance of parallel setup for development/ test run /UAT for the new development/Change management (if any).
 - xiii. The Successful bidder should migrate data from eserviceManipur 1.0 to newly developed eservice Manipur 2.0, for the existing 35 services and should be completed before Go-Live.

- xiv. The successful bidder should get a sign off from the line Departments after testing of the successful migration in the eservice Manipur 2.0.
- xv. The successful bidder should complete Data Digitization and Project implementation of the newly added 35 services within 8 months (240 days) from the date of issue of work order.
- xvi. The successful Bidder should assist in training, capacity building and change management of different stakeholders for user adoption of the systems developed as a part of this initiative.
- xvii. eServicesManipur 2.0 Portal should be developed according to GIGW Guidelines, e-Gov Standards (egovstandards.gov.in) and all other guidelines as published by Government of India.
- xviii. The successful Bid will be inclusive of On-site Comprehensive Maintenance Cost of 3 years from the date of commissioning. Annual On-Site Comprehensive Maintenance Cost is to be indicated separately for extension after third year if necessary.

Note:

DIT reserves the right to extend the term for further period of up to (2) Years on the same terms and conditions and rate, if required.

3. BIDDER ELIGIBILITY CRITERIA:

Sl. No.	Specific Requirements	Documents Required
1	The bidder must have office in Imphal or should be ready to setup office in Imphal.	Proof of address or consent letter in the letter head.
2	The bidder should be a Company Registered firm or Registered company under Companies Act and should be in existence of at least 10 years as on opening of the bid.	Company Incorporation Certificate
3	The bidder should never have been blacklisted/barred/disqualified by regulator/statutory body or any PSU.	Self-Declaration that the bidder has not been blacklisted / barred / disqualified by regulator / statutory body or any PSU
4	The bidder must have a valid GST registration Certificate	Copy of GST registration Certificate.
5	The bidder should have an average annual turnover of 1 Crore in last 3 (three) financial years (FY 2019-20, 2020-21, 2021-22)	Audited Balance sheet for last three financial year. Turnover Certificate.
6	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.
7	Bidder should have at least implemented similar projects in India in Govt/PSU. One of the projects should be with a project value of 1 Crore or more.	Work order or project completion certificate.
8	The bidder should have a valid ISO 27001:2013 certification.	ISO 27001:2013 Certificate

Note: All supporting documents for the above listed criteria should be submitted along with the bid. In absence of the supporting documents, the bid will not be considered for evaluation.

4. **SELECTION PROCESS**

- a) The Applicants that qualify criteria shall submit the Technical Proposal & Financial Proposal online on <https://manipurtenders.gov.in>. Bidder has to submit Technical Proposal & Financial Proposal respectively.
- b) The evaluation will be based on Quality and Cost-Based System (QCBS). The weightage of; Technical and Financial Proposals will be in the ratio of (70:30) respectively.
- c) The Technical Bids will be open first. After scrutiny and satisfactory technical bidding specifications, qualified bidder will be shortlisted for opening of "Financial bid".
- d) The bid price will include all taxes and levies and shall be in Indian Rupees unless mentioned separately.
- e) Any conditional bid would be rejected.
- f) The Financial Bids of all the qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- g) 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.
- h) DIT Manipur reserves the right to accept or reject any proposal, and to annul the tendering process/Public procurement process reject all the proposal 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.
- i) On notification of award, DIT and the selected Agency will sign a Contract Agreement.

5. **INFORMATION FOR THE BIDDER:**

Following may be submitted as a part of the Technical Bid:

Sl. No	Information Sought Details to be Furnished	Details to be Furnished
1.	Name of the Company	
2.	Address (with Tel. No., fax no. & e-mail address)	
3.	Authorised representative of the company with mobile no.	
4.	Registration Number	
5.	PAN Number	

6. **TECHNICAL BID:**

Sl No.	Details	Bidders Response (enclose the proofs whichever is applicable)
1.	Average annual turnover of bidder in last 3 financial years (FY 2019-20, 2020-21, 2021- 22) - Upto 1Crore :10 Mark - More than 1Crore - <=3 Crore: 20 Marks - More than 3Crore :30 Marks	Audited balance sheet/ CA signed Certificate. (30- Marks)
2.	Experience in design & development of web-based application for providing e-Service to citizens in Central Government / State Government / PSU. - Upto 4 projects :10 Marks - More than 4 - <=6 Projects :20 Marks - More than 6 Projects :30 Marks	Work order from the Client. (30 – Marks)
3.	Prior experience of Development / operation and maintenance of e-District application.	Work order from the Client. (10-Marks)
4.	Presentation : 30 Marks i. Profile of Company. ii. Approach & Methodology for the portal. iii. Complete understanding of the setup with the Security parameters, suitable storage solution and preventive measures for data theft. iv. Project Plan for handling: a. Legacy file/document b. Tools/Software (open source) to be used. c. Completeness and responsiveness of the proposal responds exhaustively to all requirements of the tender. d. Operation and maintenance.	(30 – Marks)
	Total	(100- Mark)

***Note: All supporting documents for the above listed criteria should be submitted along with the bid. In absence of the supporting documents, the bid will not be considered for evaluation.**

7. FINANCIAL BID:

7(A)

SI No.	Project Component	*Offer Rate
1.	Open-source Application Development and deployment of eServicesManipur 2.0 (Cloud Ready) and document management system for existing 35 services and UAT with the department including data migration from old application to new application with all required licences with addition of new 35 numbers of services. i.e (35+35=70 services)	
2.	Quality Certification of e-District 2.0 from STQC (Payable to STQC)	
3.	Maintenance for 3 years after go-Live. (In case of extension of maintenance after 3 (three) years the proposed rate amount i.e quoted amount / 3 will be considered as the amount for 1 year.	
4.	Applicable Taxes	
5.	Total Project Implementation Cost (Rs.)	

Grand Total (in words) _____

7(B). For new e-forms development and Web Service integration

1.	New Form Development for 1 Service for future requirement. ✓ AS IS Study and preparation of SRS. ✓ Verification of Master Data and creation of Master Data with fishbone analysis. ✓ Development and Testing of Electronics form along with required validation (Simple/Special/Complex/Web Service validation). ✓ Workflow Creation and Mapping of Users/DSC/ Web Service integration. ✓ Certificate Designing. ✓ Training. ✓ Quality Certification. ✓ Other associated task required to make the service live in e-ServicesManipur 2.0 Note : This rate is applicable for a period of 5 (five) years from Go-Live.	
2.	Applicable Taxes	
3.	Cost (Rs.)	

Grand Total (in words) _____

Note: Project cost excluding cost quoted for new e-forms development and Web Service integration. At point no. 7(B) above.

Dated:

**Signature and
Seal of authorized signatory**

8. TERM AND CONDITIONS OF BID

- i. The bidder should furnish Tender Fee of Rs. 5000/- (Rupees Five Thousand only) (non-refundable) along with the bid. Tender fee should be submitted in the form of Bank Draft/Banker's Cheque of any Scheduled Bank drawn in favour of "Director (IT)" payable at Imphal only. (This is not applicable for MSME Units/NSIC Exempted units).
- ii. Conditional proposals shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained on or before the date of submission of Queries for Clarification.
- iii. The successful bid will be inclusive of On-site Comprehensive Maintenance Cost of 3 years from the date of commissioning. Annual On-Site Comprehensive Maintenance Cost is to be indicated separately for extension after third year if necessary.
- iv. The successful bidder will deposit Bank Guarantee of 5% of project implementation cost as performance security valid till 90 Days beyond completion of project and will be forfeited in case of failure to execute the Project. The Bank Guarantee is to be submitted within 15 days from the date of issue of Work Order. No interest shall be payable on the BG amount.
- v. Data migration from eservices Manipur 1.0 to newly developed eservice Manipur 2.0, for the existing 35 services should be completed before Go-Live.
- vi. Data Digitization and Project implementation of the newly added 35 services should be completed within 8 months (240 days) from the date of issue of work order.
- vii. The successful bidder should not seek escalation in the rates quoted during the contract period.
- viii. The Quotations will be opened in the presence of the representatives of the bidders who may wish to be present.
- ix. The bidding process is stipulated in the tender document clearly. In case of any clarifications about bidding process/eligibility criteria the bidders may seek clarification by contacting DIT, Imphal or sending an email to Lupesh.khaidem@gov.in per the tender notice.
- x. If the selected bidder performance found unsatisfactory during contract period the selected bidder has to submit all relevant documents and has to perform knowledge sharing to the next implementation agency who will continue the project implementation.
- xi. The bidder shall develop the proposed application using Open-Source platform (Operating System/Database Server/Application Server/ Web Server /Application Development Server). If any cost incurred during the design & development phase, the selected Bidder should bear the cost with no extra cost to the Government.
- xii. Selected bidder shall perform the requirement gathering, document creation and sign off, design & development and digitization of old record (if any) in co-ordination with line Department.
- xiii. Data collected during the implementation for the project by the bidder shall be the property of Government of Manipur and cannot be reused by bidder for other projects without written permission from Government of Manipur.
- xiv. DIT shall be the owner of the any source code enhance/developed etc.
- xv. Application will be hosted at Government Community Cloud / State Data Centre and the vendor should take the responsibility of deploying and managing the application.
- xvi. On completion of the project implementation, implementation agency should submit following document:
 - Completion/Closure report
 - Security audit certificate performed by Cert-in empanelled agency

- SOP and User Manual (front and back end)
- Exception handling documents
- Source code with proper code description.

xvii. Right to Accept and Reject or Terminate:

- DIT reserves the right to accept or reject any Tender/ all the tender(s) in full or in part, without assigning any reason whatsoever. DIT also reserves the right to call for additional information from the Bidder(s).
- Failure by the service provider to comply with any statutory requirements and terms of agreement during the period of contract shall result in termination of the contract and subsequent disqualification for participation in any future tender in DIT. The security deposit will also be forfeited.

xviii. All disputes will be settled in the jurisdiction of the Imphal Court.

xix. Payment Term:

Sl.no	Payment Milestone	% of payment
i.	Successful completion of UAT (35 services)	25%
ii.	Successful completion of UAT (35 services)	25%
iii.	GO-Live	20%
iv.	Operation & Maintenance	30% (10% per year for 3 years of Maintenance)

xx. A copy of these terms and conditions duly signed by the bidder in token of having understood and agreed to the same should be attached along with the bid.

9. **CLARIFICATIONS & AMENDMENTS OF SCOPE OF WORK DOCUMENT:**

- During the process of evaluation of Bids, Issuer of the bid may, at its discretion, ask Bidders for clarifications on their Bid. The Bidders are required to respond within the prescribed timeframe.
- Issuer of the bid as per instruction of the Government of Manipur may for any reason, modify this tender document from time to time.
- The amendment(s) to this tender would be clearly spelt out and the Bidders may be asked to amend their Bid due to such amendments before submission date and time.
- Clarification may be sought during the time of queries. Clarifications and corrigendum issued will form a part of the final agreement.

10. **FORCE MAJEURE:**

If the performance of any obligation of any of the parties is prevented or restricted or interfered with by reason of fire, explosion, strike, casualty, riots, sabotage, accident, lack or failure of transportation facilities, food, war, civil commotion, terror attack, lightning, acts of God, any law, order or decree of any government thereof or any other cause similar to those above enumerated, beyond the reasonable control of the party, the party so affected shall, upon the giving of prompt notice to the other parties, be excused from performance hereunder to the extent and for the duration of such prevention, restriction or interference.

11. PROJECT SCHEDULE AND DELIVERABLES

Sl. No	Deliverables	Completion Timeline
1.	Team Mobilization (should happen within 7 days of acceptance of Letter of Intent (LoI)) or Signing of Contract whichever is earlier).	T0
2.	System Study and Requirement Gathering.	T0 +2 week
3.	Functional SPEC, ER Diagram, Detailed SRS, Prototype and Design Spec, Project Plan Document.	T0+2 weeks
4.	Approval of the document by Stakeholders.	T0+4 Weeks = T1
5.	Development with Unit Level Test Report	T1+12 weeks
6.	User Acceptance Test Report	T1+16 weeks
7.	Cyber Security Audit and Certification for Go live	T1+18 weeks
8.	Training and Ready for go Live	T1 +28 Weeks
9.	Maintenance and Support	3 years Maintenance

List of New Services & Department Name

Sl.No.	Services	Name of the Dept.
1	Job Seeking Certificate	Employment Exchange
2	Employment Potential Certificate	
3	Pradhan Mantri Matsya Sampada Yojana (PMMSY)	Fisheries
4	Rashtriya Krishi Vikas Yojana (RKVY)	
5	Loktak Livelihood Mission	
6	Booking, Ticketing and reservation of ticket and related services for travelling in Manipur Helicopter Services	Transport
7	Booking, Ticketing and Reservation of ticket and related services for travelling in Manipur State Transport Buses.	
8	Proposal for ground water schemes for MID	Minor Irrigation
9	NOC for Higher Studies/Job application Certification Authentication Leave (Gazetted Officer, Grade C & D staff) Study Leave	Directorate of University & Hr. Education
10	School Registration /recognition	Education (S)
11	NOC for Schools	
12	Water Tap connection	PHED
13	Water Bill payment	
14	Link of Inhouse Portal (Billing with New One)	MSPDCL
15	New Connection Application for LT	
16	New Connection Application for HT	
17	Consumer Grievances	
18	Registration and Licence of Shop and Establishments; Collection of fees, Rents and Text including Vendor Licence	MAHUD
19	Booking and payment for De-sludging Tanks/Chess pool tank	
20	Property Tax Online Payment (Levy of property Tax)	
21	Registration and payment for door-to-door collection of Municipal Solid Waste.	
22	Booking and Payment of HOARDING AND advertisement	DMU
23	Amit-card issue: For upload (by university) and download (by students) for examinations conducted by university	
24	Mark-sheet issue: Download of mark-sheets by students	
25	Examination-assignment software: Upload of assignments (by students) to be viewed/downloaded by teachers	
26	For applying online for admissions by prospective students to different courses	
27	Lectures: For students to download lecture-notes etc. (uploaded by teachers)	REVENUE
28	Hailing Certificate	
29	Minority Certificate	
30	Occupation Certificate	
31	Family cum Dependent	
32	Study Break Certificate	
33	Dependent	
34	Public Gathering permission from Deputy Commissioner (DC): Loudspeaker, Musical Concert, Musical Dance, Miscellaneous, Road Show.	
35	Indigenous	

List of Existing Services & Department Name

Sl.No	Services	Name of the Dept.
1	Application for Marriage Certificate	Registration
2	Encumbrance Certificate	
3	Registration for Special Marriage Act	
4	Application for Birth Certificate	RD & PR
5	Application for Death Certificate	
6	Application for Domicile Certificate	Revenue
7	Application for Income Certificate	
8	Application for OBC Certificate	
9	Application for Permanent Resident Certificate	
10	Application for Land Valuation Certificate	
11	Application for SC Certificate	
12	Application for ST Certificate	
13	Land Ownership Certificate (Jamabandi)	RTI
14	Application for Submission of Right To Information (RTI)	
15	Application for Lodging of Grievance	
16	Application for Registration under NOAP	Social Welfare
17	Application for Registration under Manipur Old Age Pension Scheme	
18	Application for Registration for Unemployment Allowances assistance to person with disabilities	
19	Indira Gandhi National Widow Pension Scheme	
20	Indira Gandhi National Disability Pension Scheme	
21	National Family Benefit Scheme	Election
22	Application for Inclusion in Electoral Roll	
23	Application for correction of particulars	
24	Application for Exclusion/ Deletion of Name in Electoral Roll (Form 7)	
25	Application for Transposition of Entry in Electoral Roll (Form 8A)	
26	Application for inclusion of name in Service Electoral roll (Form 3)	Education (s)
27	Registration of Children with Special Need	
28	Application for Registration in Employment Exchange	Employment Exchange
29	Application for Renewal of Registration in Employment Exchange	
30	Application for Transfer of Registration to New Employment Exchange	
31	Application for Updating Qualification or Experience or both in Employment Exchange	
32	Submission of Application against Vacancy	
33	Incentive State Sports Award	Youth Affairs Sports
34	Registration in RCC Program	
35	Registration in School Games Federation	
