

Raipur Municipal Corporation

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Expression of Interest

EOI for Engagement of Agency for support
tasks of Raipur Municipal Corporation

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EOI for Engagement of Agency for Support tasks of Raipur Municipal Corporation

1. Introduction:

Municipal Corporation invites Expression of Interest (EOI) for Selection of agency for Support Tasks for RMC's Projects. Reputed Firms/Agencies/companies are requested to submit a proposal expressing their interest for **"Engagement of Agency for Support tasks of RMC"**, as per the brief contained in this document by speed post or registered post **upto 30/11/2016 4:00PM**.

Please send/submit the EOI in two separate envelopes sealed inside the third large envelope clearly marked **"Response to EOI for Engagement of Agency for Support tasks of RMC"**. The two envelopes shall contain:

Envelope 1 – Technical Bid (Annexure 1) along with EMD & other relevant documents.

Envelope 2 – Financial Bid (Annexure 2)

Your offer comprising of technical proposal and financial proposal, in **separate sealed Envelopes (enclosed in a third envelope)**, should reach the following address no later than **Date 30/11/ 2016 4:00 PM** at Commissioner, **Municipal Corporation Raipur, New Head Quarter Building, Near Gandhi Chowk, Raipur - 492001.**

S No	Particulars	Amount
01	Cost of Expression of Interest Document	500.00
02	EMD in form of DD to be deposited (in favor of "The Commissioner, Raipur Municipal Corporation")	10,000.00
03	Last Date for Purchase of Expression of Interest Document	25/11/2016 4:00 AM
04	Last Date for Submission of Bids	30/11/2016 4:00 PM
05	Date & Time of Opening of Technical Bids	30/11/2016 4:30 PM
06	Date & Time of Opening of Financial Bids	To be informed

This document provides the eligibility criteria, scope of work, bidding terms and conditions, and suggested response formats.

2. Eligibility Scope:

(Enclose Documentary proof for each)

- The interested bidder should be registered as a Firm/Company under the Govt. Registration Act.
- Any consortium, joint venture or outsourcing, sub letting of job is not allowed for the bidders. In case found otherwise, their bid is liable to be rejected.
- The bidder should have a well set infrastructure within Chhattisgarh preferable close to Raipur with validated nodes/computers, appropriate technology, complete required hardware and software, uninterrupted net / server Connectivity, trained proactive staff (technical and non-technical), adequate security measures and due diligence.

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- The bidder should have minimum of 3 years of establishment in Chhattisgarh.
- The bidder must have an experience of serving the government's Urban Department (State/Central) with offices in multiple locations.
- The bidder should have valid TIN and Service Tax registration.
- The bidder should have a PAN Card registration.
- The bidder should have a minimum Annual turnover of Rs.10,00,000/- (Rs. 10 Lakhs) in the last three financial years
- The bidder should not be black listed by any Govt. Organization. Self attested certificate to be enclosed.

3. Scope of Work:

Raipur is the largest urban settlements in Chhattisgarh State. As per census 2011, Raipur urban agglomeration has population approx 11.22 lakh. The city is a fast developing commercial and industrial center in India. To serve it better Raipur Municipal Corporation has divided its area in 8 zones and 70 wards. About 3000 employees of 16 departments along with their sections are serving Raipur.

Raipur Municipal Corporation has various projects (Civil, Finances, PWD, Health etc) across the city and wishes to use the latest technology solutions in those projects. To fulfill its aim, Raipur Municipal Corporation seeks to have professional agency that will provide IT solutions and consultants in need basis to implement and support IT projects.

a. Responsibility of Agency:

The responsibility of agency is to deploy IT solutions as per corporation need Prepare Solution documents & Presentations and to provide consultants accordingly. The Agency will have to design and develop IT solutions while considering the use of latest Technology, Security Measure and Feasibility etc. The implementation agency shall also provide proficient resources having expertise in hands on training, project coordination, documentation, data collection and project implementation as a whole.

The design and development of IT solutions should have flexibility to incorporate the ongoing and future requirements. URL of Applications should be very simple and user friendly in such a way that layman can also use it and achieve the purpose of applications.

The Agency should have experience in Implementations and support of IT projects in Government Department. The agency should have experience consultants (IT Developers, Operators, MIS expert etc) in pool that will deploy in those IT projects. The agency will provide Project Manager as a single point of contact person who would be directly aligned with the senior management of RMC and Commissioner.

Apart from providing the desired manpower for the project, it shall be the responsibility of the provider to entirely execute the project following the complete Software Development Life Cycle. The provider shall not be confined to providing the manpower alone.

b. Details of Consultants – Qualification, Experience & Responsibility

S. No	Consultants	Qualification, Experience & Responsibility
1	Project Manager	<ul style="list-style-type: none">➤ Must have an MBA, MCA or Bachelor of Engineering Degree or Post Graduate in IT/CS Degree from one of the reputed colleges.➤ Minimum 5 Years of experience in government/semi govt/ autonomous

		<p>organizations/private company of repute</p> <ul style="list-style-type: none"> ➤ Should have exposure to software development & project management, database management, MIS etc, ➤ Must have the knowledge of complete functioning of a Municipal corporation. ➤ Shall have strong communication skills (Hindi / English). ➤ Ability to work in a team and train staff on the job to use the systems and assist in day to day issues related to IT.
2	MIS Expert cum Business Analyst	<ul style="list-style-type: none"> ➤ Must have an MCA, BCA or Bachelor of Engineering Degree or Post Graduate in IT/CS Degree from one of the reputed colleges. ➤ Minimum 3 Years of experience in government/semi govt/ autonomous organizations/private company of repute ➤ Must have an experience of at least 1 year as a MIS Expert. (Government experience preferred) ➤ Should be well versed in Ms Office ➤ Good Analytical/ Reasoning/Logical Ability ➤ Must be proficient in computer applications and shall possess skills to represent data in multiple graphical forms. ➤ Must have the knowledge of complete functioning of a Municipal corporation.
3	Senior Programmer	<ul style="list-style-type: none"> ➤ Must have an MCA, BCA or Bachelor of Engineering Degree or Graduate in IT/CS Degree from one of the reputed colleges. ➤ Minimum 3 Years of experience (of relevant technology) in government/semi govt/ autonomous organizations/private company of repute ➤ Should have exposure to software development, database management, MIS etc, ➤ Should be aware about the recent trends in UI Design, and has a good sense of colors combination.
4	Junior Programmer	<ul style="list-style-type: none"> ➤ Must have an MCA, BCA or Bachelor of Engineering Degree or Graduate in IT/CS Degree from one of the reputed colleges. ➤ 0- 3 Years of experience in Application Development or Support ➤ Should have exposure to software development, database management, MIS etc, ➤ Strong design and interactive work experience.
5	Web Designer	<ul style="list-style-type: none"> ➤ Must have an MCA, BCA or Bachelor of Engineering Degree or Graduate in IT/CS Degree from one of the reputed colleges. ➤ 0- 3 Years of experience in Application Development or Support ➤ Can make responsive designs. ➤ Should be aware about the recent trends in UI Design, and has a good sense of colors combination. ➤ Strong design and interactive work experience.
6	Senior Mobile App Developer	<ul style="list-style-type: none"> ➤ Must have an MCA, BCA or Bachelor of Engineering Degree or Graduate in IT/CS Degree from one of the reputed colleges. ➤ 3 -5 Years of experience in Mobile App Development (Android, IOS, Windows or Hybrid technologies) ➤ Should have exposure to software development, database management, ➤ Should be aware about the recent trends in UI Design, and has a good sense of colors combination. ➤ Proficient to architect, design and develop (through Team) mobile app solution for product/project & sustenance delivery. ➤ Experience in managing large scale software development team following Agile development processes
7	Junior Mobile App Developer	<ul style="list-style-type: none"> ➤ Must have an MCA, BCA or Bachelor of Engineering Degree or Graduate in IT/CS Degree from one of the reputed colleges. ➤ 0-3 Years of experience in Mobile App Development (Android, IOS, Windows or Hybrid technologies)

		<ul style="list-style-type: none"> ➤ Should be aware about the recent trends in UI Design, and has a good sense of colors combination.
8	Data Entry Operator	<ul style="list-style-type: none"> ➤ Any Undergraduate / Graduate ➤ Candidate should have good knowledge of MS- Office, Word, Excel, Internet ➤ Typing speed Should be more than 20 wpm
9	Field Coordinator	<ul style="list-style-type: none"> ➤ Any Graduate ➤ Candidate should have good knowledge of MS- Office, Word, Excel, Internet ➤ Knowledge of Business process, Software Application etc ➤ Good communication skills (Hindi / English). ➤ Open to work in Client Site
10	Test Engineer	<ul style="list-style-type: none"> ➤ Must have an MCA, BCA or Bachelor of Engineering Degree or graduate in IT/CS from one of the reputed colleges. ➤ 1-2 years of experience in Software Testing, Test Engineering, Bug Reporting, Test Cases, Test Case Execution, and good in Manual Testing concepts. ➤ Excellent in finding testing scenarios, catching corner cases of the feature that you would be testing ➤ Knowledge of Business process, Software Application etc
11	Social Media Expert / SEO Expert	<ul style="list-style-type: none"> ➤ Any graduate preferably in IT/CSC streams. ➤ 1-2 years of experience in social media management experience. ➤ Understanding of Facebook, Instagram, Twitter, etc., and why content on those platforms became popular. ➤ Familiarity with social media/web analytics platforms and monitoring ➤ Familiarity with SEO, SMM, managing blogs, discussion forums, ratings, and reviews ➤ Working knowledge of MS Office Suite ➤ Excellent verbal and written communication skills. .

The bidder shall submit the monthly charges in proposed financial offer for the above Consultants. The bidder must submit the resumes/profiles of 1 set for the above mentioned positions.

c. Web Hosting Services:

RMC has a well equipped data center having all the networking and hardware related infrastructure to host the different projects, however on certain instances, RMC might require additional services from the vendors to host their applications over web for a short duration of time. In this regards, the IT service provider needs to provide the web hosting services required to host the different websites, web portals or applications as a part of the IT project initiatives of Raipur Municipal Corporation.

The implementing agency needs to quote the price of the required hosting service in the Annexure 2 – Financial

4. Evaluation and comparison of proposals:

A two-stage procedure will be utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any finance/budget proposal being opened and compared. The finance/budget proposal of the proposals will be opened only for submissions that passed the minimum technical score of 50% of the obtainable score points in the evaluation of the technical proposals. The technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR).

a. Criteria for evaluation:

This evaluation process consists of 2 stages. Only those companies, that have passed the first technical evaluation stage, will be considered for financial evaluation. During the first stage participants' technical proposals are examined against the following evaluation criteria:

S. No	Details	Criteria	Max Marks
Company Credentials (A = 10 Marks)			
1.	Annual turnover in last 3 years (Turnover in Rs Lakhs)	> 100 Lakhs: 5 marks 50-100 Lakhs: 3 marks 10-50 Lakhs: 2 marks < 10 Lakhs: 0 marks	5
2.	Registered as per the land of Laws (PF/ESI)	5 Marks if registered	5
Similar Experiences (B = 30 Marks)			
1.	Bidder must have experience of Mobile Application Development for any government agency within last 3 years	<= 5 Apps Developed : 5 Marks > 5 Apps Developed : 10 Marks	10
2.	Bidder must have experience of online/offline Software Development services for any government/private agency within last 3 years with value of at least 5 Lakhs. (HR staffing, Hardware Maintenance only, only website development and non IT works are not eligible)	Govt. Project: 5 Marks Private Project: 2.5 Marks	5
3.	Bidder must have experience of annual maintenance services of software system for any government/private agency within last 3 years	Govt. Project: 5 Marks Private Project: 3 Marks	5
4.	Bidder must have experience of providing IT experts manpower to any government agency (experience of providing only operators etc will not be considered)	5 Marks	5
5.	Highest value of single government's Urban Department (state/central) project	>= 25 Lakhs: 5 marks < 25 Lakhs: 0 marks	5
Presentation Bid (C = 30 Marks)			
6.	Presentation including Technical Approach, Methodology, Work plan, Organization & Staffing etc.	30 Marks	30
Total Marks in Technical Evaluation, Tb (A+B+C)			70

Note:

- Score will be given on the basis of documentary proofs.
- Please attach the List of your main assignments performed by your company during last 3 years.

Please indicate:

- Subject of assignment
- Year
- Customer with contact details (fax, phone, e-mail)

b. Technical Evaluation:

Technical Bid will be out of a maximum of 70 points. Bidders with Technical score of 50% and above will qualify for the evaluation in their financial bids. These scores would be considered for the purpose of QCBS (QUALITY AND COST BASED SELECTION) based evaluation.

Detailed technical evaluation shall be carried out by Technical Evaluation Committee pursuant to conditions in the Expression of Interest document to determine the substantial responsiveness of each Expression of Interest. For this clause, the substantially responsive bid is one that conforms to all the eligibility; terms and condition of the Expression of Interest without any material deviation.

The technical evaluation committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have the rights and sole discretion to call / not to call any bidder for any discussion/presentation etc.

c. Financial Evaluation:

The Financial bid of those bidders, who qualify in the technical evaluation, will only be opened. i.e. - The Financial bids of the technically qualified bidders will only be evaluated. The financial scores would be normalized to a score of 30. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

The individual bidder's financial scores (Fb) are normalized as per the formula below:

$$\mathbf{Fn = (30 \times Fb/Fmin)}$$

Where,

Fn = Normalized financial score for the bidder under consideration

Fb = Financial bid of the bidder under consideration.

Fmin = Minimum absolute financial quote out of all bidders

d. Final Evaluation:

The Bidder with the highest Composite Score(S) would be awarded the contract.

$$\mathbf{Composite\ Score\ (S) = Tb + Fn}$$

5. Award criteria, award of Contract

The procuring entity (RMC) reserves the right to accept or reject any proposal, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Organization or any obligation to inform the affected Organization or organizations of the grounds for the organization's action. The award of the contract will be done to the qualified organization whose proposal, after being evaluated is considered to be the most responsive to the needs of the organization and activity concerned.

6. Preparation of Documents

Agencies are required to drop their tenders completely filled in properly arranged manner (With index, proper paging and with flags on important documents). Incomplete, conditional or improper arranged tenders may not be rejected.

Sealed EOI must reach by speed post or registered post at RMC, Head Office, Raipur latest **by 4.00 PM on 30.11.16**. The EOI should be submitted in the envelopes stated below:

a) Envelope No 1 - Technical Bid (Annexure-1)

This envelope should contain following documents

- ✓ Cost of EOI document and EMD
- ✓ Technical bid which includes complete documents as per the requirement, as stated in the tender document, along with the list of work orders as pre bid qualifications. The list enclosed should be supported with copies of documents duly certified by concerned authorities. This envelope should also contain the complete tender document in original duly signed by authorized signatory on each & every page of the tender document and other documents submitted.
- ✓ Copy of valid registration certificates like Firm registration, PAN, Service Tax etc.
- ✓ The original tender document, duly signed & seal on each page of the document should also be enclosed in his envelope.

b) Envelope No 2 – Financial Bid (Annexure-2)

- ✓ Financial bid should be placed in this envelope.

c) Envelope No 3

- ✓ Both the above envelopes to be placed in this envelope. The third large envelope clearly marked **“EOI for Engagement of Agency for support tasks of RMC”**

7. General Conditions for Agency

1. The financial offer quoted in this bid shall be valid for a period of 120 days from the date of bidding.
2. The technical bid of the tender will be opened at 4.30 P.M. on 30/11/2016. Tenders not submitted in the above manner shall be subject to rejection. The financial bid of the bidders, who had qualified the technical bid, shall be opened on same day or on next day as per the decision of Tender Committee.
3. The contract shall be binding upon for a term of two years. After Successful completion of two years & Satisfactory performance of agency, the contract may be extended for further term of two years with increment of 10 % monthly charges per year.
4. The agency will deploy required consultants at RMC's offices- Head and Zone Offices (In Raipur City Only) or its own Development center. In both the case, the agency will get prior approval from RMC.
5. The agency shall follow the schedules as per the Government Calendar followed by RMC.
6. In case of deployment of Consultants at its offices, RMC will provide the necessary infrastructure for work execution (i.e. Seating Space, Desktop, Printers, Electricity, Internet, Telephone, Utilities, and Stationeries etc).
7. RMC will provide Licensed Software or any 3rd party software as per need basis to agency.
8. Before assigning any replacement member of the consultant to the provision of the Services, Agency shall provide RMC with the resume of the proposed candidate and shall provide an opportunity to interview the candidate if required.
9. The agency has to provide replacement of consultants that is having same or better credential consultant on the same parameters defined in this EOI. The agency has to ensure at 30 days of overlap period of such replacements.
10. The agency has to complete the job assigned within the agreed time and if the job is not completed within the stipulated time, a penalty @0.5% of the cost of the respective consultant deployed for that job every week will be imposed on the agency. In case of absence of consultants from the duty, penalty will be levied on pro-data basis and same will be deducted from agency's bills.
11. The successful agency will treat as confidential all data and information about Client, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of Department.
12. The Agency will have to ensure that their written queries for this document should reach the RMC office no later than 5 days before the date of opening of Tender.
13. RMC may terminate the EOI process at any time and without assigning any reason. RMC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
14. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers, sealed and signed by authorized signatory.

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15. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
16. The agency shall submit along with bid document copies of Audited Balance Sheets and Profit & Loss Account along with details of the project under taken.
17. Offers through Telegraph/ Fax/Emails or open offers etc. received shall be summarily rejected.
18. Any conditions of the bidder sent along with proposal if any, shall not be binding upon RMC.
19. It is not binding on RMC to accept the lowest of the bidding. RMC shall give preference to the bid that has an overall optimum solution, both technical & financial. Owing to this condition, a QCBS format for evaluation has been used in this tender.
20. The payment to selected agency shall be made against Quarterly running bills by the RMC within 30 days upon submission of progress reports show details of work executed during claim period.
21. TDS as applicable on date will be deducted from agency's actual bill submitted for payment.
22. In case of any dispute between the parties, the arbitration shall be at Raipur.

Commissioner,
Municipal Corporation Raipur
Raipur, CG

8. Proposal Submission Form

Dear Sir / Madam,

Having examined the Solicitation Documents we, the undersigned, offer to undertake a scoping study for the sum as may be ascertained in accordance with the Technical and Finance/ Budget Plan attached herewith and made part of this proposal.

We undertake, if our proposal is accepted, to commence and complete all activities specified in the contract within the time frame stipulated.

We agree to abide by this proposal for a period of 120 days from the date fixed for opening of proposals in the Invitation for proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any proposal you may receive.

Dated this day /month Of year.....

Signature of the Company
With Name, Designation, Seal
& Date

9. Technical Bid (Annexure-1)

S. No	Description	Remarks	Page #
1.	Name, Address, email and telephone number of the agency/Company		
2.	Name. Designation, Address and telephone no. of the authorized person		
3.	Whether Company is registered, PAN (Please attach copy of TIN/ PAN/ Service Tax Registration Certificate)		
4.	Please enclose the list of Consultants proposed (enclose the resumes)		
5.	Detail of experience with development & support of similar Systems.		
6.	Detail of experience in years (please attach proof)		
7.	Detail of Mobile App Development (Please attach copy)		
8.	Certificate indicating that the bidder is not black listed by any Govt Agency.		
10.	Latest Tax Return (Please attach copy)		
11.	Annual Turnover (Audited balanced Sheet and P/L):		
12.	Copy of PF/ESI		

Declaration:

This is to certify that I/We before signing this job assignment have read and fully understood all the terms and conditions contained in the document and undertake myself/ourselves to strictly abide by them.

Signature of the Company
With Name, Designation, Seal & Date

10. Financial Bid (Annexure-2)

Please provide detail financial implication to the organization with break up.

S. No	Consultant Job Profile / Post	Qty	Rate Per Month (INR)
1	Project Manager	1	
2	MIS Expert cum Business Analyst	1	
3	Senior Programmer	1	
4	Junior Programmer	1	
5	Web Designer	1	
6	Senior Mobile App Developer	1	
7	Junior Mobile App Developer	1	
8	Data Entry Operator	1	
9	Field Coordinator	1	
10	Test Engineer	1	
11	Social Media Expert/SEO Expert	1	
12	Web Hosting Charges per month for each 50GB space	1	
	Other expenses, if any		
Total Amount per month			

Note:

1. Taxes extra and will be reimbursed as applicable.

Declaration:

This is to certify that I/We before signing this job assignment have read and fully understood all the terms and conditions contained in the document and undertake myself/ourselves to strictly abide by them.

Signature of the Company
With Name, Designation, Seal & Date