

INTELLIGENT COMMUNICATION SYSTEMS INDIA LIMITED
ADMINISTRATIVE BUILDING, ABOVE POST OFFICE,
OKHLA INDUSTRIAL ESTATE, PHASE – III, NEW DELHI -110 020

ICSIL/03/EOI/M Gov/2015-16/Vol I

Dated: 27-10-2015

Subject: Notice Inviting Expression of Interest for Empanelment of Applications Service Providers for Providing M-Governance Solutions to ICSIL Customers as Technology Channel Partners on cloud as well as in-premise Solutions.

M/s **Intelligent Communication Systems India Limited (ICSIL)**, a joint venture of Telecommunications Consultants India Ltd. (TCIL), A Govt. of India Enterprise under Ministry of Communications & IT and Delhi State Industrial & Infrastructure Development Corporation Ltd. (DSIIDC), an undertaking of Govt. of NCT Delhi. ICSIL as an ISO 9001:2008 compliant company also hold the status of Public Sector Undertaking (PSU). Govt. of NCT of Delhi nominated ICSIL as a Nodal Agency for the procurement of Computer Hardware, Software, Computer accessories, Wi-fi equipment etc. and Empanelled by the Department of Information Technology, Govt. of NCT of Delhi, for providing Hardware & Software solutions and technical Manpower to the Departments of Govt. of NCT of Delhi, Autonomous Bodies/Local Bodies/Corporations under Govt. Of NCT of Delhi. **Similarly, ICSIL undertakes projects for various departments, autonomous bodies, PSU under Central Govt., other State Govt. and abroad.**

Being IT Professional Company working in vast areas of IT & Communication, ICSIL is recognized as a leading ICT, Engineering & Contracting Company globally and has also been awarded numerous prestigious assignments by various Ministries/Govt. Departments in India on nomination basis. ICSIL has expertise available, who had worked in a prestigious project called Pan-African e- Network for Tele- Education & Telemedicine of Govt. of India with an experience of 8 years in this field.

In this context, ICSIL invites Application Service Providers (ASP) who has M-Governance solutions for Govt Departments/PSUs/Enterprise customers etc & is willing to work with ICSIL.

The ASP should have proven experience of providing mobile based end-to-end solutions/services to Govt Departments/ PSUs/ Enterprises etc. References of at least two M-Governance works executed may be attached along with request. The ASP should have sound domain knowledge of the target customers, so that it can conceptualize, develop, implement and support cutting edge M-Governance Solutions, utilizing the Mobile based Services of ICSIL. The ASP should have experience of integration of the software application with SDP platform/ OTA/SMSC etc.

The responsibility of discussing the opportunity, bringing / designing the solution, hardware, software and managing the same will be that of ICSIL's partner i.e. that of ASP. For such solution, in some cases State Govt. may pay CAPEX / OPEX upfront while in some other cases may not pay upfront costs and may pay by way of transaction charges. Transaction charge means that whenever a SMS/GPRS request is received from ANY TELCO and is processed through the solution it will be treated as one transaction. It will be the responsibility of the ICSIL's technology partner to negotiate with such entities, whether they want to pay through CAPEX/OPEX model or through Transaction charge model. The short codes of other TELCOs if needed for implementing the solution will be arranged by ASP.

Qualification/Eligibility: The bidder is required to meet the following criteria and submit documentary proof as under seriatim along with their offer:

1. The bidder should be a corporate entity duly incorporated in India under the relevant law and engaged in the business of providing M-Governance solutions (A copy of the MOU/Article of Association, Installed Capacity and any other relevant document along with a copy of Certificate of incorporation shall be submitted).
2. Bidders profile along with turnover in the last three financial years i.e. 2012-13, 2013-2014, 2014-15 shall be submitted. The bidder must have a minimum turnover of Rs. 1.0 Crores (Rs. One Crore) in each year. (Attach documentary evidence).
3. The bidder should also have a positive net worth in consecutive last three years (Copy of same certified by CA shall be submitted).
4. The bidder should have a valid CST/State VAT/TIN registration certificate. (Relevant tax certificates shall be submitted)
5. The bidder must have a Pan India presence.
6. Joint venture/Consortium for qualifying as authorized service provider shall not be acceptable.
7. The bidder or any of the promoters/directors should not have been defaulted / blacklisted regarding bad performance/delayed delivery or for any other reason by any State Government, Private Organization, Autonomous Body or Central Government/Department from participating in Projects/either individually or as a member of a consortium as on the date of submission of EOI.
8. The bidder must comply with all regulatory and legal guidelines issued by GOI/DOT/TRAI regarding M-Governance Solutions. (Attach an undertaking/confirmation)
9. The bidder should have qualified/trained technical manpower to execute M-Governance solutions and services of various capacities at varied locations nationally and overseas locations and provide Operation and Maintenance. (Provide names of key personnel including qualification and relevant experience).

10. The bidder should have prior experience of supply, installation and commissioning M-Governance solution with a minimum of 5 corporate customers including Govt. (The list of projects, along with a copy work order/contract/agreement/from the client/owner shall be submitted)
11. Bidder should submit **an empanelment fee of Rs. 25000.00 (non-refundable) in the form of Demand Draft in favor of “Intelligent Communication Systems India Ltd.” payable at Delhi along with their offer.** Empanelment fee of bidders not selected for signing of MOU shall be returned back without any interest.
12. The bidder should also submit a declaration stating that in case ICSIL jointly participate in the tender with the bidder then the bidder should be ready to submit the Performance Security (PBG)/EMD etc. on back to back basis as per the value/amount required by tendering authority.
13. The bidder should submit a declaration that they are ready to undertake a pilot project at his own risk and cost, if so desired by ICSIL.
14. The selected bidder shall have to sign the Integrity Pact with ICSIL.

This EOI should not be treated as a commercial tender document and bidders are advised not to offer any price or include any financial aspect with their response.

This EOI does not constitute and will not be deemed to constitute any commitment or confirmation on part of ICSIL for any purchase/work order to the bidder'(s).

Bidders shortlisted in the aforesaid EOI shall be required to sign an MOU with ICSIL on mutually accepted terms and conditions. The validity of such MOU shall be 2 years which may be extended or curtailed at the sole discretion of ICSIL and the performance of individual organization.

The bidder shall bear all costs associated with the preparation and submission of its response to this EOI, including cost of Demo/Presentation for the purpose of clarification of the offer, if so desired by ICSIL. ICSIL will in no case be responsible for these costs, regardless of the conduct or outcome of the EOI process.

The EOI document duly completed, numbered and signed by the authorized signatory should be submitted in a sealed cover super scribing “Expression of Interest for Empanelment of channel partners for M-Governance services”.

Due diligence should be exercised while providing information against the EOI. Un-necessary or irrelevant information will not give any advantage to the bidder. Only relevant and precise information should be provided. If, any information provided by the bidder is found to be incorrect at any stage, it would render his or her bid liable for rejection and the Empanelment fees shall be forfeited.

At any time prior to the last date for receipt of offers, ICSIL may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI document and all formats including annexure by issuing clarification(s) and/or amendment(s). In order to provide prospective bidders reasonable time to take the amendment into account in preparing their offers, ICSIL may, at its sole discretion, extend the last date for receipt of offers and/or make other changes in the requirements set out in the invitation for EOI.

While this EOI has been prepared in good faith, neither ICSIL nor its employees make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this EOI, even if any loss or damage is caused by any act or omission on their part.

M-GOVERNANCE- BROAD SCOPE OF WORK:

- a) The ASP should be capable of conceptualizing, developing and marketing on its own, innovative cutting edge Mobile Enterprise Applications.
- b) To ensure the availability of the M-Governance services offered by ICSIL across all the subscribers of all the mobile service providers in the State. To accept the MO/MT from customers, ASP has to provision another short code which will have connectivity with the SMSCs of other operators.
- c) ASPs system should be capable of integrating with GSM network elements like SMSCs, SDP, OTA, LBS, LBA etc for extending various solutions for masses helping ICSIL to generate additional revenues from these services.
- d) ASP should also be capable of providing the application hosting infrastructure with bandwidth for SaS (Software as Service) model at its Data Center for hosting the applications.
- e) Integration of the application servers with the SMSC/SDP/OTA etc over SMPP/Parlay/XML/CORBA or any other protocol specified by the customer shall be the ASP's responsibility.
- f) A real time MIS shall be made available for ICSIL officials regarding statistics of the SMS traffic MO and MT for short codes based on key words so that appropriate billing can take place.

- g) Providing a set of reporting tools to enable all relevant parties to retrieve statistical information regarding all system activities such as no. of transactions for each department, delivery reports, transactions effected by each mobile service provider network etc. The tools shall be capable of generating standard reports and shall be able to provide customized reports. The reporting system shall offer a web interface with a login. Summary reports should also be possible to be delivered / retrieved from mobile phones by the designated officials.
- h) ASP's solutions in general should be able to enhance and scale the software application to meet the changing needs of the customer, the changing technologies and changing regulatory environment as well.
- i) These features are indicative and not exhaustive. Any other details of the software/services to be offered may also be provided with the specific proposals to the concerned State Government Departments after the approval by ICSIL.
- j) After completely understanding the requirement of the State Government Department/ Enterprise, ASP will be responsible to prepare the techno-commercial proposal and submit the same to ICSIL. ICSIL will examine the same and offer the same to the customer after adding cost of ICSIL services/other administrative costs.

Bidders who are willing to work with ICSIL on non-exclusive basis and strictly on back to back terms and conditions may kindly send their EOI in line with the aforesaid requirements latest by **16th November, 2015 upto 15:00 Hrs.** at **Reception Ground Floor, Intelligent Communication Systems India Ltd. Administrative Building, Above Post Office, Okhla Industrial Estate, Phase –III, New Delhi-110020.**

Offers received after the prescribed timeline shall be rejected and shall be returned unopened to the bidder.

Offers received by due date and time shall be opened on **16th November, 2015** at 15:30 Hrs at ICSIL office.