

e-Tender Request for Proposal
for
Selection of System Integrator
for
System Study, Design, Development, Testing, Integration, Hosting
and Maintenance of Website & Web Portal, Recruitment
Management System and Education & Training Institute
Management System for
Intelligent Communication Systems India Limited



NIT No.:- ICSIL/RFP/01/2018, Version 1.0 dated 31st July 2018

Intelligent Communication Systems India Limited

Administrative Building, 1st Floor, Above Post Office,

Okhla Industrial Estate Phase-III, New Delhi 110020

Tel: +91-11-26830347, e-mail: quotations@icsil.in , Website: www.icsil.in,

<https://govtprocurement.delhi.gov.in>

Table of Contents

1	SECTION 1 : NOTICE INVITING TENDER (NIT)	4
1.1	IMPORTANT DATES	4
1.2	ELIGIBILITY CRITERIA	4
1.3	EMD.....	6
1.4	TENDER FEE	6
1.5	CONTACT INFORMATION:.....	7
2	SECTION 2 : INSTRUCTIONS TO BIDDERS	8
2.1	INTRODUCTION (DEFINITIONS)	8
2.2	BIDDER TO BEAR COST OF PURCHASE OF TENDER.....	8
2.3	BID DOCUMENTS	8
2.4	AMENDMENT TO BID DOCUMENTS	9
2.5	EXTENSION OF TIME.....	9
2.6	BID PRICE.....	9
2.7	BIDDERS ELIGIBILITY AND QUALIFICATIONS	9
2.8	BID SECURITY	9
2.9	VALIDITY PERIOD OF BID	10
2.10	DELETED.....	10
2.11	DELETED.....	10
2.12	DELETED.....	10
2.13	DELETED.....	10
2.14	DELETED.....	10
2.15	CLARIFICATION OF BIDS	10
2.16	EVALUATION OF TENDERS	10
2.17	PURCHASER’S RIGHT TO VARY QUANTITIES	11
2.18	PURCHASER’S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS	11
2.19	NOTIFICATION OF SUCCESSFUL BIDDER.....	12
2.20	ISSUE OF LETTER OF INTENT	12
2.21	CANCELLATION OF LETTER OF INTENT	12
2.22	POST BID CLARIFICATIONS.....	12
2.23	DELIVERY.....	12
2.24	SUBMISSION OF BID	12
2.25	OPENING OF PRICE OFFER	13
2.26	INSTRUCTIONS REGARDING ONLINE BID SUBMISSION.....	13
3	SECTION 3 : GENERAL (COMMERCIAL) CONDITIONS OF THE CONTRACT	14
3.1	PRICE APPLICABILITY	14
3.2	STANDARDS.....	14
3.3	PATENT RIGHTS	14
3.4	PERFORMANCE SECURITY	15
3.5	INSPECTION AND TESTS	15
3.6	TRAINING (WHERE REQUIRED).....	15
3.7	WARRANTY.....	16
3.8	CHANGE ORDERS	16
3.9	SUB-LETTING.....	17



3.10	LIQUIDATED DAMAGES	17
3.11	ARBITRATION.....	17
3.12	RISK PURCHASE	18
3.13	APPLICABLE LAWS	19
3.14	GENERAL LIEN	19
3.15	PACKING	19
3.16	REPLACEMENT OF DEFECTIVE EQUIPMENT.....	19
3.17	FORCE MAJEURE.....	20
3.18	TERMINATION FOR DEFAULT.....	20
3.19	TERMINATION FOR INSOLVENCY	21
3.20	ADD ON/REPEAT ORDER	21
3.21	SET OFF	21
4	SECTION 4 : SPECIAL CONDITIONS	22
4.1	PRICE BASIS	22
4.2	MODE OF SHIPMENT	22
4.3	PAYMENT TERMS.....	22
4.4	DELIVERY SCHEDULE	23
4.5	IMPLEMENTATION SCHEDULE	23
4.6	PERFORMANCE BANK GUARANTEE (PBG)	23
4.7	VALIDITY	23
5	SECTION 5 : BILL OF QUANTITY & PRICE BID SCHEDULE	24
5.1	PRICE SCHEDULE:	24
6	SECTION 6 : SCOPE OF WORK & EVALUATION PROCESS.....	25
6.1	PROFILE OF ICSIL.....	25
6.2	OVERVIEW OF SCOPE OF WORK.....	25
6.3	WEBSITE & WEB PORTAL	26
6.4	ON-LINE RECRUITMENT MANAGEMENT SYSTEM (WEB ENABLED).....	36
6.5	EDUCATION & TRAINING INSTITUTE MANAGEMENT SYSTEM (WEB ENABLED)	38
6.6	INTEGRATION AND SYSTEM TESTING.....	39
6.7	COMMISSIONING	40
6.8	TRAINING (CHANGE MANAGEMENT AND CAPACITY BUILDING)	40
6.9	POST-COMMISSIONING	40
6.10	EXIT MANAGEMENT	40
6.11	IMPLEMENTATION SCHEDULE	41
6.12	PROJECT DELIVERABLES.....	41
6.13	BID EVALUATION.....	42
6.14	TECHNICAL EVALUATION CRITERIA	44
7	SECTION 7 : FORMAT OF BID BOND (EMD)	55
8	SECTION 8 : FORMAT OF PERFORMANCE GUARANTEE (PBG).....	56
9	SECTION 9 : BID SUBMISSION FORM.....	57

1 Section 1 : Notice Inviting Tender (NIT)

Electronic tenders are invited from eligible/Experienced Bidders for **e-tender for** selection of SI (Contractor) for system study, design, development, testing, hosting and maintenance of Website & Web Portal, Recruitment Management System and Education & Training Institute Management System

Submission of Online Bids is mandatory for this Tender. Detailed instructions are given in Section-2 of this Tender Document.

Complete tender documents are also available on ICSIL's website [http:// www.icsil.in](http://www.icsil.in) and Delhi Govt. procurement portal <https://govtprocurement.delhi.gov.in>

1.1 Important Dates

1.	Date of Posting of NIT on ICSIL's Website and Delhi Govt's e-procurement Portal	01-08-2018
2.	Start Date & Time of Procurement of tender documents:	01-08-2018, 17: 00 hrs.
3.	Last date & time for seeking clarification, if any:	10-08-2018, 18:00 hrs
4.	Pre-bid Conference date, time & venue	14-08-2018, 11:00 hrs ICSIL, Administrative Building, 1 st Floor, above Post Office, Okhla Industrial Estate Phase- III, New Delhi 110020
5.	Response to queries from bidders	20-08-2108
6.	Last date & time for procurement/downloading of tender documents	30-08-2018, 17:00hrs
7.	Last date & time for on-line submission of bids	31-08-2018, 13:00hrs
8.	On-line opening of Technical Bid	31-08-2018, 15: 00hrs
9.	On-line Opening of Financial bid	To be notified later

1.2 Eligibility Criteria

1.2.1 General

1. Bidders declared by ICSIL to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
2. Bidders declared blacklisted by the Central or any State Government or Union Territory of India at any time during last five years will be ineligible to participate in this bidding process.

3. Debarment from bidding (GFR 151)
 - i. A bidder is debarred if he has been convicted of an offence
 - a) under the Prevention of Corruption Act, 1988; or
 - b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
4. **No sub-contracting and no consortium is permitted.**

1.2.2 Bidder must also satisfy all qualification criteria mentioned in the following table:

S. No.	Qualification Criteria	Required Documents
1.	Bidder must be a Company registered in India under the Companies Act 1956 / 2013 or a partnership registered under the Indian Partnership Act 1932 with their registered office in India for the last three Years as on 31st March 2018.	Copy of Certificate of Incorporation/relevant documents.
2.	Bidder should have Articles of Association (in case of registered firms), by laws and certificate of registration (in case of registered cooperative societies), Partnership deed (in case of partnership firm).	Copies of relevant documents must be submitted.
3.	Bidder must be a profitable organisation (post tax deductions) for the last three financial years (i.e. 2015-16, 2016-17, and 2017-18).	Relevant CA certificate and audited statement of accounts
4.	Bidder must have annual financial turnover of value not less than Rs. 12 lakh (Rupees Twelve lakh) during the last 3 financial years (i.e. FY 2015-16, FY 2016-17& FY 2017-18)	CA certificate along with copy of audited balance sheets.
5.	Bidder must submit a Power of Attorney in the name of the Authorized Signatory for this tender.	Power of Attorney
6.	Bidder must provide a copy of the following in the name of the bidding company: a) PAN card b) GST Certificate	PAN and GST Certificate

7.	<p>1. Bidder must have successfully completed similar work(s) involving system study, design, development, testing, hosting and maintenance of Websites & Web Portals on NIC Cloud for Govt departments /Public Sector Units, during the past seven financial years with</p> <ul style="list-style-type: none"> • One order of value - Rs. 19 lakh or more or; • Two orders, each of value - Rs. 12 lakh or more or; • Three orders, each of value - Rs. 9 lakh or more <p>2. Bidder must have successfully completed at least three Recruitment Management System and Education & Training Institute Management System providing end to end solution to any Govt. /Public/Private organization during the last seven financial years.</p> <p>Bidder must have experience of obtaining certifications from STQC at least for one project and maintaining it.</p>	Satisfactory project completion Certificate(s) from client(s).
9.	The bidder must have been assessed and certified CMMi Level 3 or above organisation. The certificate should be valid on the date of submission of the bid.	Copy of CMMi level 3 or above certificate
10.	The bidder must have valid Information Security Management System Certification of ISO 27001:2013 and ISO 9001:2015 certification.	Copies of the certifications
11.	Bidder shall submit an undertaking of Non-Blacklisting (during the last five years) by any agency / department / etc. under the Central / State Govt. /PSUs as on the bid submission date.	Non Blacklisting Undertaking
12.	Bidder must have at least 10 qualified professionals (continuously working on associated areas as per Scope of Work of this RFP).	Duly Certified list of Professionals Qualification, Experience)
13.	Details of at least 3 projects (each) for a) Open Standards, b) Proprietary Solution; and c) On-line Recruitment Management System d) Education & Training Institute Management System completed during last three financial years and submit copy of LOI/Work Orders/Contract indicating work order value.	Bidder needs to provide completion certificate from client and copies of the work orders.
14.	The bidder must have a minimum strength of at least 02 (Two) translators (Hindi/English) on their rolls.	Duly Certified list of Translators on rolls.

1.3 EMD

Rs. 25,000.00 (Rupees Twenty five thousand only) in the form of Demand Draft / Bankers' Cheque in favor of "Intelligent Communication Systems India Ltd," New Delhi or Bank Guarantee (Format of Bid Bond/EMD given at Section 7) **(failing which the bid will be rejected)**

Micro and Small Enterprises registered with the NSIC/MSME are exempted from submission of EMD/Bid Security Deposit on production of requisite proof in the form of valid certification from NSIC/MSME for the tendered item/services.

1.4 Tender Fee

Nil



Please note that official procurement/downloading of Tender document from e-procurement portal of Govt of Delhi is mandatory and that the bidder will in no case be able to participate in the tender without having procured/downloaded the official copy of the tender from e-procurement portal of Delhi before the due date and time for the same.

1.5 Contact Information:

- | | | |
|---------------------------|---|---|
| ICSILContact-1 | - | Shri Sujan Singh, Manager (IT)
Tel: 011-26830347 / 9868132516
E-mail ID:sujan.singh@icsil.in |
| ICSIL Contact-2 | - | Ms. Nafeesa Bano, Engineer(MM)
Telephone: 011-26830347 / 9560729470
E-mail ID: er.nafisa@gmail.com |
| E-Tendering | - | As per details given under “Contact Us” Link given on the |
| Helpdesk Emergency | | Govt.of NCT of Delhi e-procurement System web-site
https://govtprocurement.delhi.gov.in |

The Price Offers of only those parties who qualify in the first stage shall be opened at time and date to be notified separately.

(Sujan Singh)
Manager (IT)

2 Section 2 : Instructions to Bidders

2.1 INTRODUCTION (DEFINITIONS)

- 2.1.1 **“Purchaser”** means Intelligent Communication Systems India Limited (ICSIL), its Head Quarter at New Delhi or any other project/branch offices within or outside India.
- 2.1.2 **“Bidder/System Integrator/Contractor”** means the individual or firm or corporate body or consortium or association of persons who participates in the tender and submits its bid.
- 2.1.3 **“Goods/Products”** means all the hardware equipments, instruments, tools, machinery etc., and/or other materials like components/parts/spares including consumables, software and services which the supplier is required to supply to the Purchaser under the Purchase Order.
- 2.1.4 **“Letter of Intent (LOI)”** means the communication of the intention of the Purchaser to the Bidder to place the Purchaser Order for the former’s offered goods/services.
- 2.1.5 **“Purchase/Work Order (PO)”** means the order placed by the Purchaser on the Supplier duly signed by the Purchaser’s authorized representative to purchase certain goods & services from the vendor/contractor.
- 2.1.6 **“Contract Price”** means considerations payable to the supplier/contractor as stipulated in the Purchase or Work Order for performance of specified contractual obligations.

2.2 BIDDER TO BEAR COST OF PURCHASE OF TENDER

The Bidder shall bear all costs associated with the preparation and submission of the bid. The Purchaser in any case will not be responsible or liable for these costs regardless or the conduct of the bidding process.

2.3 BID DOCUMENTS

2.3.1 Bid Documents includes:-

Section 1	:	Notice Inviting Tender
Section 2	:	Instructions to Bidders
Section 3	:	General (Commercial) Conditions of the Contract
Section 4	:	Special Conditions
Section 5	:	Bill of Quantity & Price Bid Schedule
Section 6	:	Technical Specifications
Section 7	:	Format of Bid Bond/EMD
Section 8	:	Format of Performance Bank Guarantee
Section 9	:	Bid Submission Form

- 2.3.2 Any clarification or communications obtained from the Purchaser

2.4 AMENDMENT TO BID DOCUMENTS

- 2.4.1 At any time, prior to the date of submission of bids, the Purchaser may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments.
- 2.4.2 The amendments/corrigendum, if any, issued to this tender will be notified on ICSIL Website and Delhi Govt's website (e-Procurement portal) and these will be binding on them. Bidders are advised to check the ICSIL website regularly for amendments, if any.

2.5 EXTENSION OF TIME

In order to give prospective bidders required time in which to take the amendments into action in preparing their bid, the Purchaser may at its discretion extend the deadline for submission of bid suitably.

2.6 BID PRICE

Unit prices/rates shall be quoted as given in Special Conditions of the tender in Section 4.

2.7 BIDDERS ELIGIBILITY AND QUALIFICATIONS

Bidder shall furnish as a part of bid documents establishing the bidder's eligibility to supply the material. The bidder shall also submit documentary evidence in the form of literature, drawing, data on the goods offered.

2.8 BID SECURITY

- 2.8.1 The Bidder shall submit, as part of bid security as mentioned in the NIT. The bid security shall be in one of the following forms:-
- (a) A Bank Guarantee as per enclosed format issued by a scheduled bank in favour of Purchaser valid for a period of 180 days from the date of tender opening.
 - (b) Demand Draft or Pay Order from a Scheduled Bank in favour of M/s Intelligent Communication Systems India Limited, payable at Delhi.
- 2.8.2 The bid not secured in accordance with the above shall be rejected by the Purchaser as non-responsive.
- 2.8.3 The bid security of the unsuccessful bidder will be discharged/ returned as promptly as possible but not later than 30 days after expiry of the bid validity period prescribed by the Purchaser.
- 2.8.4 The successful bidder's bid security will be discharged upon the bidder's submission of the Performance Guarantee.
- 2.8.5 The bid security may be forfeited under the following circumstances:-
- a) If a bidder withdraws his bid during the period of bid validity specified by the bidder on the bid form.
 - b) In case of a successful bidder, if he fails to submit the Performance Guarantee within the time prescribed or
 - c) If he fails to supply the material in terms of the project.

2.8.6 No interest is payable on EMD.

2.8.7 In case of inadequacy or non-submission of prescribed EMD, the tender shall be deemed to be disqualified and shall be summarily rejected in the technical evaluation.

2.9 VALIDITY PERIOD OF BID

Bid shall remain valid for 180 days after the date of bid opening. The bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.

In exceptional circumstances, the purchaser may request the consent of the bidder for an extension to the period of bid validity. The bid security provided under clause 2.8.1 (a) shall also be suitably extended. A bidder accepting the request and granting extension will not be permitted to modify his bid.

2.10 Deleted

2.11 Deleted

2.12 Deleted

2.13 Deleted

2.14 Deleted

2.15 CLARIFICATION OF BIDS

2.15.1 To assist evaluation and comparison of the bids, the Purchaser may at its discretion may ask the bidder for clarification of the bid. The clarification and response from bidder shall be in writing. The clarification will be asked online through the e-procurement portal of Delhi Govt. The clarification and response from bidder shall also be online through the portal.

2.15.2 The Purchaser does not bind himself to accept the lowest or any tender and reserves to himself the right to accept the whole or any part of the tender and altering the quantities offered and tenderer shall supply the same at the rate quoted.

2.16 EVALUATION OF TENDERS

The technical evaluation will be done on the basis of eligibility criteria. The bidder is required to quote for all the items of the BOQ. Partial bid is liable to be rejected. The technical evaluation will be done on the basis of Technical specifications and other requirements defined in the tender. ICSIL reserves the right to waive any deviation in technical specifications which do not have material impact on the overall performance requirements. For financial evaluation, L1 basis will be considered.

- 2.16.1 The Purchaser shall evaluate the bids in respect to the substantive responsiveness of the bid or otherwise. The Purchaser shall carry out detailed evaluation of the substantially responsive bids. The Purchaser shall check the bid to determine whether they are complete, whether any computational errors have been made or required sureties have been furnished.
- 2.16.2 Arithmetical error shall be rectified on the following basis:-
- a) If there is a discrepancy between the unit price and total price that is obtained multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the Purchaser.
 - b) In case of discrepancy between words and figures, the amount in words shall prevail.
- 2.16.3 A bid determined as substantially non-responsive shall be rejected by the Purchaser.
- 2.16.4 The Purchaser may waive any minor infirmity or non-conformity or irregularity in the bid which does not constitute a material deviation.
- 2.16.5 The Purchaser shall evaluate in detail and compare the bids which are substantially responsive.
- 2.16.6 The evaluation of the ranking shall be carried out on the landed price of goods offered inclusive of all taxes.
- 2.16.7 The distribution of tendered quantity amongst the technically and commercially complied bidders shall be based on merits of each case.
- 2.16.8 ICSIL shall have the sole discretion in deciding the number of parties on whom the orders shall be finally placed.

2.17 PURCHASER'S RIGHT TO VARY QUANTITIES

- 2.17.1 ICSIL reserves the right to place repeat order up to 100% of original P.O/Tender quantity at the same rate, terms and conditions of P.O within a period of one year from the date of issue of the P.O.
- 2.17.2 The Purchaser reserves the right at the time of award of the contract to increase the quantity of the goods and services specified in the schedule of requirements without any change in unit price of the ordered quantity.
- 2.17.3 In case of division of order among number of parties, the distribution of quantity will be accordingly done by the Purchaser on an individual tender.

2.18 PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

The Purchaser does not bind himself to accept lowest or any other tender/bid and has the right to cancel the bidding process and reject all bids at any time prior to award of the contract without assigning any reasons whatsoever and without thereby incurring any liability to the affected bidder on the grounds for the Purchaser's action.

2.19 NOTIFICATION OF SUCCESSFUL BIDDER

- 2.19.1 Prior to the expiration of the bid period, the Purchaser will notify the successful bidder in writing by registered letter or fax, to be confirmed in writing by registered letter that its bid has been accepted.
- 2.19.2 Upon successful bidder furnishing of Performance Guarantee, the Purchaser will notify each successful bidder and will discharge its bid bond.

2.20 ISSUE OF LETTER OF INTENT

- 2.20.1 The issue of Letter of Intent shall constitute the intention of the Purchaser to place the Purchase Order with the successful bidder.
- 2.20.2 The bidder shall within 10 days of issue of Letter of Intent give its acceptance alongwith Performance Guarantee in conformity with the bid documents.

2.21 CANCELLATION OF LETTER OF INTENT

Failure of the successful bidder to comply with the requirement of submission of Performance Guarantee in time shall constitute sufficient ground for the cancellation of the acceptance of bid and forfeiture of the bid bond, in which case Purchaser may make the offer to any other bidder at the discretion of the Purchaser or call for new bids.

2.22 POST BID CLARIFICATIONS

No post bid clarification at the initiative of the bidders shall be entertained and any effort by the bidders to influence the Purchaser in the Purchaser's bid evaluation, bid comparison or award of the contract shall result in rejection of the bid.

2.23 DELIVERY

Delivery of the goods shall be made by the supplier in accordance with the terms specified by the Purchaser in the Special condition of the contract and goods shall remain at the risk of the supplier until delivery have been completed in full. The Schedule of delivery shall be the essence of the contract.

2.24 SUBMISSION OF BID

Participating in this tender shall be through online submission only. The following instructions are to be read carefully.

Bidders may further note that on-line bid submission can be quite time-consuming. They are advised to start their uploading of bid sufficiently in advance to ensure complete uploading of bid within stipulated time.

The names/designations of concerned officer who can be contacted is mentioned below:

Mr.Sujan Singh,
Manager (IT),
Intelligent Communication Systems India Limited,
Administrative Building, 1st Floor, Above Post Office,
Okhla Industrial Estate Phase-III, New Delhi 110020; e-mail: sujan.singh@icsil.in

2.25 OPENING OF PRICE OFFER

Price offer of only those bidders will be opened whose Techno-Commercial offers are found to be qualified and acceptable to ICSIL

The qualified parties shall be notified with the date, time & venue of the opening of the Price Offer.

2.26 INSTRUCTIONS REGARDING ONLINE BID SUBMISSION

2.26.1 Bidding Methodology

The bid shall be submitted online under two cover bid submission on Govt. of NCT of Delhi web-site <https://govtprocurement.delhi.gov.in>

Broad outline of activities from Bidders perspective:

The bidder shall follow the guideline given on the above web-site for submission of e-tender.

2.26.2 Digital Certificates

The bidder shall obtain Digital Signature Certificate as specified in the above web-site.

2.26.3 Registration

The bidder shall get himself registered for participating in e-tendering as per procedure laid down in the above web-site.

2.26.4 On-Line Submission

The entire bid-submission would be online on Govt. of NCT of Delhi e-procurement System - <https://govtprocurement.delhi.gov.in>

The procedure as prescribed there in has to be followed for participation. The details may be accessed under the Link “Bidders Manual Kit” on this web-site.

2.26.5 Offline Submissions:

The bidder is requested to submit the following documents offline (i.e. physically) either in the Tender Box kept in the o/o Manager (IT), ICSIL Administrative Building, 1st Floor, Above Post Office, Okhla Industrial Estate Phase-III, New Delhi 110020, or by post so as to reach o/o Manager (IT), ICSIL before the due date & time of submission in a Sealed Envelope, the envelope shall bear, the Tender No. & Description and the words ‘DO NOT OPEN BEFORE’ (due date & time):

- i. EMD/Bid Security (Original) for Rs.25,000/- (Rs. Twenty Five Thousand only) in the form of Bank Guarantee in the prescribed format from a scheduled bank from its branch at Delhi/New Delhi.
- ii. TENDER FEE: Nil

In case of any conflict in any of the terms mentioned at Section-4, the same shall prevail over the terms mentioned in other sections.

3 Section 3 : General (Commercial) Conditions of the Contract

3.1 PRICE APPLICABILITY

Prices in the Purchase Order shall remain valid for the period of delivery schedule or extended delivery schedule. In case of delayed supplies, after delivery period, the advantage of reduction of taxes/duties shall be passed onto the Purchaser and no benefit of increase will be permitted to the Supplier.

3.2 STANDARDS

The goods supplied under the contract shall conform to the standards mentioned in the Technical Specifications.

3.3 PATENT RIGHTS

The Supplier shall indemnify the Purchaser against all third party actions/claims of infringement of patent, trademark or industrial design rights arising from the use of goods or any part thereof.

3.4 PERFORMANCE SECURITY

- 3.4.1 Within 10 days of the Supplier's receipt of Letter of Intent (LOI)/P.O., the Supplier shall furnish a Performance Security for the amount of 10% of the contract/P.O value.
- 3.4.2 The proceeds of the Performance Security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the contract.
- 3.4.3 The Performance Bond shall be in the form of Bank Guarantee issued by a Scheduled Bank situated in India and in the form provided by ICSIL.
- 3.4.4 The Performance Bond will be discharged by the Purchaser after completion of the Supplier's obligations including any warranty obligations under the contract.
- 3.4.5 As regards validity of PBG, please refer to Special Conditions of the contract (Section 4).

3.5 INSPECTION AND TESTS

- 3.5.1 The Purchaser or its representatives or ultimate client shall have the right to inspect and test the goods for their conformity to the specifications. The Purchaser may also appoint an agency for this purpose. The technical specifications shall specify what inspection and tests the Purchaser requires and where they are to be conducted. Where the Purchaser decides to conduct such tests on the premises of the Supplier, all reasonable facilities and assistance like testing instruments and other test gadgets including access to the drawings and production data shall be furnished to the Inspector free of costs. In case the tested goods fail to conform to the specifications, the Inspector may reject them and the Supplier shall either replace the rejected goods or make alteration necessary to meet the specifications requirements free of cost to the Purchaser.
- 3.5.2 Notwithstanding the pre-supply tests and inspections, the material on receipt in the Purchaser's premises shall also be tested and if any material or part thereof is found defective, the same shall be replaced free of cost to the Purchaser.

If any material before it is taken over is found defective or fails to fulfil the requirements of the contract, the Inspector shall give the Supplier notice setting forth details of such defects or failures and the Supplier shall make the material good or alter the same to make it comply with the requirements of the contract and in any case within a period not exceeding 2 months of the initial report. These replacements shall be made by the Supplier, free of the all charges, at the site(s).

- 3.5.3 As regards Inspecting Authority and other details please refer to Special Condition of the Contract (Section-4).

3.6 TRAINING (WHERE REQUIRED)

- 3.6.1 The Bidder shall provide training for installation and maintenance to the staff of the Purchaser free of cost, where required.

- 3.6.2 The Bidder shall specify in his bid the number of trainees, quantum of proposed training, pre-training qualifications required of the trainees and the duration of the proposed training required.
- 3.6.3 The Bidder shall provide all training materials and documents and aids.
- 3.6.4 Conduct of training of the Purchaser's personnel shall be at the suppliers' plant and/ or on-site in assembly start-up operation, maintenance and/or repair of the supplied goods.

3.7 WARRANTY

- 3.7.1 The Supplier shall give warranty that goods to be supplied shall be new and free from all defects and faults in material, workmanship, and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications and drawings. The Supplier shall be responsible for any defects that may develop under the conditions provided by the supplier and under proper use, arising from faulty materials, design or workmanship such as corrosion of the equipment, inadequate contact protection, deficiencies in circuit design and or otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect goods are faulty. This warranty shall survive inspection or payment for, and acceptance of goods, after the goods have been taken over.

However the warranty period specified, if any, in the Special Condition of Contract (Section – 4) the same shall rule.

- 3.7.2 If it becomes necessary for the supplier to replace or renew any defective portion/portions of the equipment under this clause, the provisions of the clause shall apply to the portion/portions of equipment's replaced or renewed or until the end of the above-mentioned period of sixty months, whichever may be later. If any defect is not remedied within a reasonable time, the Purchaser may proceed to get the work done at the Supplier's risk and expenses, but without prejudice to any other rights which the Purchaser may have against the Supplier in respect of such defects.
- 3.7.3 Replacement under warranty clause shall be made by the Supplier free of all charges at site including freight, insurance and other incidental charges.

3.8 CHANGE ORDERS

- 3.8.1 The Purchaser may at any time by written order given to the Supplier make changes within the general scope of the contract in any one or more of the following:-
- a) Drawings, designs or specifications where goods to be furnished under the contract are to be specifically manufactured for the Purchaser.
 - b) Method of transportation or packing.
 - c) Place of delivery.

d) Services to be provided by the supplier.

- 3.8.2 If any such change causes an increase or decrease in the cost or the time required for the execution of the contractor, an equitable adjustment shall be made in the contract price or delivery schedule or both and the contract shall accordingly be amended.

3.9 SUB-LETTING

The Bidder cannot assign or transfer and sub-contract its interest/ obligations under the contract without prior written permission of the Purchaser.

3.10 LIQUIDATED DAMAGES

- 3.10.1 The date of the delivery of the goods/Services stipulated in the acceptance of tender should be deemed to be the essence of the contract and the delivery must be completed not later than the dates specified therein. Extension in delivery period will not be given except in exceptional circumstances. Should, however, deliveries be made after expiry of the contract delivery period and accepted by the consignee, such deliveries will not deprive the Purchaser of the right to recover Liquidated Damages.

In case the Supplier fails to supply the material/service against the order, the material shall be procured from other suppliers at the cost and risk of the Supplier and the excess money will be recovered from any dues of the party.

- 3.10.2 For late supplies/service, as liquidated damages, a sum equal to 2% of the price of any goods/service not delivered or total order value in case where part delivery is of no use to a Purchaser, for a week or part of a week subject to maximum limit of 10% of the total order will be recovered from the Supplier. The Purchaser also reserves the right to cancel the order in such cases and forfeit the EMD/Performance Bank Guarantee and may also debar the Supplier for future purchases.
- 3.10.3 LD can be recovered from any dues of the Supplier.

3.11 ARBITRATION

- 3.11.1 In the event of any dispute arising between ICSIL and the Supplier in any matter covered by this contract or arising directly or indirectly there from or connected or concerned with the said contract in any manner of the implementation of any terms and conditions of the said contract, the matter shall be referred to the Managing Director, ICSIL who may himself act as sole arbitrator or may name as sole arbitrator an officer of ICSIL notwithstanding the fact that such officer has been directly or indirectly associated with this contract and the provisions of the Indian Arbitration Conciliation Act, 1996 shall apply to such arbitration. The supplier expressly agrees that the arbitration proceedings shall be held at New Delhi.
- 3.11.2 The proceedings of arbitration shall be in English language:

3.11.3 In case any supplier wants to take the dispute to a court of law after arbitration award as aforesaid, it is clearly understood that only courts in Delhi shall have the Jurisdiction.

3.12 RISK PURCHASE

3.12.1 In the event of Supplier's failure to execute the contract to the satisfaction of the Purchaser, the Purchaser reserves the right:

- (a) to reject any part of the Contract executed and withhold payment for such portion of the Contract till such time the defects are rectified to the satisfaction of the Purchaser.
- (b) to terminate the Contract by giving 2 weeks notice in writing without assigning any reason and to get the Contract executed by other agency at the risk and cost of the Supplier.

3.13 APPLICABLE LAWS

This contract shall be interpreted, construed and governed by the laws of the Republic of India and the parties hereby submit to the exclusive jurisdiction of the Court and to all Courts having jurisdiction in appeal there from.

Any dispute in relation to the contract shall be submitted to the appropriate Court of the Republic of India for determination. The parties to the contract shall continue to fulfill their respective obligations under the contract during the currency of the contract pending the final decision of the Court.

3.14 GENERAL LIEN

Whenever under this contract any sum of money is recoverable from and payable by the Supplier, the Company shall be entitled to recover such sum by appropriating in part or in whole the security deposit of the Supplier, if a security is taken from the Supplier. In the event of the Security being insufficient or if no security has been taken from the Supplier, the balance or the total sum recoverable, as may be, shall be deducted from any sum due to the Supplier or which at any time thereafter may become due to the Supplier under this or any other contract with the Company. Should this sum be not sufficient to cover the full amount recoverable, the Supplier shall pay to the Company on demand the remaining balance due.

3.15 PACKING

The supplier shall ensure that the Goods/Equipment is securely and adequately packed to ensure safe arrival at the destination fully withstanding all hazards such as rough handling etc. during transit.

3.16 REPLACEMENT OF DEFECTIVE EQUIPMENT

3.16.1 If any equipment or any part thereof, is found defective or fails to meet the requirements of the contract before it is accepted ICSIL shall give the Supplier a notice setting forth details of such defects or failures and the Supplier shall forthwith arrange to set right the defective equipment or replace the same by the good one to make it comply with the requirements of the contract. This in any case shall be completed within a period not exceeding one month from the date of the initial report pointing out the defects. The replacement or rectification shall be made at site by the Supplier free of cost. Should the Supplier fail to do the needful within this stipulated time frame, the purchaser reserves the right to reject the equipment in full or in part and get it replaced at the cost of the Supplier. The cost of any such replacement made by the Purchaser shall be deducted from the amount payable to the Supplier against this purchase order.

3.16.2 If any equipment or part thereof is lost or rendered defective during transit, pending settlement of the insurance claim, fresh order shall be placed on the Supplier for such loss or defective equipment and the Supplier shall arrange to supply the same within three months of such order at the same prices and on the same general terms and conditions as mentioned in this purchase order.

3.17 FORCE MAJEURE

If any time, during the continuance of this contract, the performance in whole or in part by either party under obligation as per this contract is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restrictions, strike, lockout or acts of God (hereinafter referred to “eventuality”), provided notice of happening of any such eventuality is given by either party to the other within 21 days of date of occurrence thereof, neither party shall be reason of such an “eventuality” be entitled to terminate this contract nor shall either party have any claim or damages against the other in respect of such non-performance or delay in performance and deliveries under the contract entitled to terminate this contract nor shall either party have any claim or damages against the other in respect of such non-performance or delay in performance and deliveries under the contract

The contract shall be resumed as soon as practicable after such “eventuality” has come to an end or ceased to exist. In case of any dispute, the decision of MD, ICSIL, shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such eventuality for a period exceeding 60 days, either party may at its option, terminate the contract. Provided also that if the contract is terminated under this clause the Purchaser shall be at liberty to take over from the Supplier at a price to be fixed by the Purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and other stores in the course of manufacture which may be in the possession of the Supplier at the time of such termination, or such portion thereof as the Purchaser may deem fit except such material, as the Supplier may, with the concurrence of the Purchaser, elect to retain.

3.18 TERMINATION FOR DEFAULT

3.18.1 The Purchaser, may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Supplier, terminate this contract in whole or in part.

- a) if the supplier fails to deliver any or all the goods within the time period (s) specified in the contract, or any extension thereof granted by the Purchaser .
- b) if the Supplier fails to perform any other obligation(s) under the contract; and
- c) if the Supplier, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.
- d) On a notice period of 30 days.

3.18.2 In the event the Purchaser terminates the contract in whole or in part pursuant to above para the Purchaser may procure, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered and the Supplier shall be liable to the Purchaser for any excess cost for such similar goods. However, the Supplier shall continue the performance of the contract to the extent not terminated.

3.19 TERMINATION FOR INSOLVENCY

The Purchaser may at any time terminate the Contract by giving written notice to the Supplier, without compensation to the supplier if the supplier becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or effect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

3.20 ADD ON/REPEAT ORDER

ICSIL reserves the right to place Add on/Repeat order for additional quantity upto 100% of the original quantity at the same rate and terms & conditions of the purchase order within six months from the date of issue of purchase order.

3.21 SET OFF

Any sum of money (including refundable security deposit) due and payable to the Bidder/ Contractor, under this contract or any other contract entered between the parties herein whether continuing or completed may be appropriated by ICSIL and set off against any claim of ICSIL of any nature whatsoever, arising under this contract or any other contract entered into between the parties, herein whether continuing or completed.

4 Section 4 : Special Conditions

4.1 Price Basis

F.O.R , ICSIL Office, NEW DELHI-110020 on fixed and firm basis.

4.2 Mode of Shipment

Vendor's arrangement

4.3 Payment Terms

The contractor shall raise invoice including GST on M/s Intelligent Communication Systems India Limited, New Delhi – 110020. Payment terms shall be as follows:

S. No.	Milestone	Payment
1.	On successful commissioning of Website & Web Portal, Recruitment Management System and Education & Training Institute Management System and Satisfactorily trail run of the systems for three continuous months	5% of contract value
2.	Successful maintenance as per the scope of work of all the three systems mentioned at S. No. 1 (*)	5% per quarter of the contract value after the first payment for 19 quarters.

(*) Any deficiency in the maintenance service by the contractor, penalty as Service Level Agreement shall be imposed on the contractor and shall be deducted from the payment due to the contractor.

4.3.1 Service level Agreement

For any delay in the maintenance service, a penalty of 2% of value of the quarterly payment payable to the contractor per week shall be charged subject to maximum penalty being equal to the quarterly payment payable to the contractor.

4.3.2 Nodal Officer

Manager (IT)

ICSIL, New Delhi 110020

4.3.3 Paying Authority

Senior Manager (F&A)

ICSIL, New Delhi 110020

4.4 DELIVERY SCHEDULE

All deliverables including system study, design, development, testing, integration, hosting and maintenance of Website & Web Portal, Recruitment Management System and Education & Training Institute Management System **are to be completed within 5 months from the date of works /Purchase order.**

4.5 Implementation Schedule

As per Clause 6.12 under Section 6.

4.6 Performance Bank Guarantee (PBG)

10% of the value of P.O. valid upto 3 months from the date of completion of work as per scope of work (Section 6) issued by a scheduled bank in India valid for three months beyond the successful completion of the ordered works.

4.7 Validity

The bid shall be valid for 180 days from the date of submission of bid.

4.7 Liquidated Damages(LD)

For late supplies/service, as liquidated damages, a sum equal to 2% of the price of any goods/service not delivered or total order value in case where part delivery is of no use to a Purchaser, for a week or part of a week subject to maximum limit of 10% of the total order will be recovered from the Supplier. The Purchaser also reserves the right to cancel the order in such cases and forfeit the EMD/Performance Bank Guarantee and may also debar the Supplier for future purchases.



5 Section 5 : Bill of Quantity & Price Bid Schedule

5.1 Price Schedule:

S. No.	Description of work	Cost in Indian Rupee	Tax Rate	Tax Amount in Indian Rupee	Total Cost in in Indian Rupee
1.	System study, design, development, testing, integration, hosting/commissioning and maintenance of Website & Web Portal, Recruitment Management System and Education & Training Institute Management System. (Include Two years Warranty plus three years comprehensive maintenance)				
2.	Bid Value				

Bid Value (in words): Rupees _____

6 Section 6 : Scope of Work & Evaluation Process

6.1 Profile of ICSIL

Intelligent Communication Systems India Ltd. (ICSIL) is a joint venture of Telecommunications Consultants India Ltd. (TCIL), a Govt. of India Enterprise, under Ministry of Communications and Delhi State Industrial and Infrastructure Development Corporation (DSIIDC), an undertaking of Delhi Government. From 1987, the year of its inception, it has been providing services in the IT sector, specializing in providing complete solutions in computerization, networking and telecommunication. In addition ICSIL is providing resources to various departments of Delhi Govt. and Public Sector Units at state and national level. ICSIL is also providing training to people in the field of ICT across the country through ICSIL-IT training programmes.

Presently, ICSIL has a website (www.ICSIL.IN) which is not as per the Guidelines for Indian Govt. Websites (GIGW) and not compliant to W3C standards. The website is also not certified by STQC and CERT-IN, agencies of Govt. of India. ICSIL now intends to have a Website and Web Portal that should comply with GIGW&W3C standards. In addition, On-line (Web-enabled) Recruitment Management System and on-line (Web-enabled) Education and Training Institute Management System would also be required.

6.2 Overview of Scope of Work

All solutions to be provided by interested parties must be by using **Open Standards and Open Software** as an alternative to one of the challenges the government departments face, i.e. licensing costs associated with the acquisition and deployment of ICT. Role-based access will be provided to users of various applications as predefined by the system administrator or application owner.

Through ICSIL Web Portal, users should be able to get access to On-line (Web-enabled) Recruitment Management System and on-line (Web-enabled) Education and Training Institute Management System.

Bidder is required to perform system study, design, development, testing, hosting and maintenance of Website & Web Portal, Recruitment Management System and Education and Training Institute Management System on Government Cloud or on the data centre of ICSIL or third party data centre. Bidder shall also be responsible for getting the ICSIL Web-site certified by STQC and CERT-IN empanelled agency on behalf of ICSIL.

Bidder shall provide post implementation support in the form of any modification in the Website and/or Web Portal and recruitment Management System and Education and Training Institute Management System for a period of five years including two years warranty support.

Bidder shall propose technology stack along with open source licensing policy for implementation of the work in his technical bid.

6.3 Website & Web Portal

It is planned to have website developed for ICSIL at NIC cloud as per the Guidelines for Indian Govt. Websites (GIGW). Website is required to be certified by STQC and CERT-IN empanelled agency. Web Portal will also be developed by the selected party enabling user(s) to have access to various applications of ICSIL.

ICSIL has all primary and supportive activities in its value chain.

6.3.1 Key Requirements

The Website should be such that it should be more informative and responsive to citizens, applicants seeking jobs and for vendors to respond for providing goods and services for ICSIL and its customers in a transparent manner. Moreover its own employees should also be benefitted by receiving regular updates about the various activities of organisation. Scope of Work comprises of the following but not limited to following:

- i) Design & Development of Bi-lingual Website as per GIGW (Guidelines for Indian Government Websites) guidelines.
- ii) Development of a Content Management System for managing/ uploading contents on website/Web portal.
- iii) Implementation and integration with SMS Gateway, Payment Gateway with website and Job Portal.
- iv) Bidder shall ensure confidentiality, integrity and availability of all the systems and data at all levels of usage.

Bidder shall be required to build Website that will be hosted on the NIC cloud. SI shall assist ICSIL in arranging all required services from the cloud Service provider (CSP). ICSIL will sign an agreement with the CSP. SI shall be responsible for delivery of fully compliant system as per the prescribed GIGW guidelines. SI shall use open source software and Open Standards for development, testing, integration, commissioning and even post implementation.

6.3.2 Requirement Analysis

The Contractor (System Integrator) shall study website requirements mentioned in the RFP document with designated team of officials of ICSIL and prepare a final report on the **Website Requirement Analysis** and give presentation to the management of ICSIL before its approval for the next stage and ensure following points are covered in the report

1. The contractor shall cover up all those points in the report that would be required at this stage to build-up a website in order it to be compliant to GIGW standards, etc. The contractor shall include a section on the compliance to GIGW standards in the report.
2. The contractor shall also start the process of interacting with NIC cloud hosting team or any Govt. approved CSP, as decided by ICSIL, alongwith ICSIL team to assess their requirements (technical & commercial) for hosting the website of ICSIL. He shall be responsible for obtaining clearance/permission and hosting of the Website on the cloud of any selected CSP. ICSIL shall pay for the services to be sought from the CSP as per the agreement signed with the CSP.

3. Also the contractor will commence the process of cyber security clearance/ certification from CERT-IN empanelled agency.
4. The contractor shall also outline the process of content management in the report.
5. Liaison for payment gateway with the service provider on behalf of ICSIL shall also begin at this stage by the bidder.
6. The contractor shall finalise requirements relating to online and e-Recruitment Management System (e-RMS)
7. The contractor shall provision interfaces for all future applications to be made available through the website during warranty period and post warranty period of stipulated period.
8. SI shall also mention all requirements relating to servers and storage for website testing and its final deployment on cloud service provider and no. of VMs(Virtual Machines) and for ICSIL staff for website admin control. The contractor shall also include requirement of e-tender and RMS.

6.3.3 Website & Portal design

SI shall ensure that Web Design and Applications involve standards and guidelines of GIGW for building and Rendering Web pages, including HTML, CSS, SVG, Ajax, and other technologies for Web Applications (“Web Apps”).

SI shall design Web pages that should be accessible to people with disabilities (WCAG), internationalize them, and make them work on any mobile device. While designing the Website, the contractor shall make use of points not limited to following:

1. SI should use appropriate resources for Web page design as well as helpful tools.
2. SI shall design Web pages and seek approval of all the Web pages.
3. SI shall prepare SRS document. The SRS document should cover points :
 - i. Purpose
 - ii. Scope
 - iii. System Overview
 - iv. References
 - v. Definitions
 - vi. Use cases
 - vii. Functional Requirements
 - viii. Non-functional requirements
4. SI shall also consider other requirements mentioned below in this document while designing the Website.
5. SI shall design Website along with assessment of all application servers, database servers, and storage requirements for testing and hosting of Website in production on the site of CSP. ICSIL shall have a separate contract with CSP for payment of rental services from CSP. However, SI shall be responsible for interaction and assist ICSIL in signing the Service Contract with the CSP.
6. The contractor shall submit Website design and all system requirements to test and run the Website in production environment.
7. The bidder shall assess training needs and submit the complete schedule and details of training requirements at the time of bidding. The contractor shall mention prerequisite of training. This will also be a part of Website design document under special section “Training”

6.3.4 Development of Website

1. The SI shall use latest versions of HTML and CSS technologies for building web pages, (HTML for structure, CSS for style and layout, including WebFonts).
2. The source code of the Website shall be the property of ICSIL and the contractor shall not have any intellectual property rights. The contractor shall hand over the source code at the stage of testing and in production with proper version control.
3. The SI shall not use the source code in part or full without the written consent of ICSIL.
4. The SI shall develop initially at his infrastructure covering all the features and functionality and response time and other parameters mentioned in this document. The SI shall submit all reports and give presentation to ICSIL. Once agreed by ICSIL, the SI shall host the entire website on staging servers of the CSP.
5. The SI shall confirm his server and storage requirement with ICSIL/CSP for testing on the staging servers of the CSP.

6.3.5 Other requirements

The SI shall also consider all requirements mentioned in the following tables and take appropriate and necessary actions for obtaining certifications from concerned agencies viz. STQC, Cert-IN and/or any other agency as may be required/ suggested by CSP or Govt.

6.3.6 Company Identifiers

S. No.	Requirement
1.	Bidder shall use Logo of company, prominently displayed on the homepage of the website.
2.	Bidder shall display Ownership information on the homepage and on all important entry pages of the website.
3.	Bidder shall provide Complete and self explanatory title of the homepage (appearing on the top bar of the browser).
4.	Bidder shall get the company Website registered under "gov.in" or "nic.in" domain. He shall be responsible to get the present domain " icsil.in" changed/deregistered in order to obtain the new one, as appropriate.
5.	In case permitted, bidder shall make Website to provide a prominent link to the "National Portal" from the Home Page and Pages belonging to National Portal load in new browser window.

6.3.7 Building Confidence

6.	Bidder shall with help of ICSIL ensure that Website has a Copyright Policy and prominently displayed on the homepage.
7.	Bidder shall ensure that due permissions have been obtained for publishing any content protected by copyright.
8.	Bidder shall ensure that source of all documents, whether reproduced in part or full, is mentioned.
9.	Bidder shall prepare in association with ICSIL and ensure that Website has a comprehensive Hyper Linking Policy.

10.	Bidder shall ensure that clear indications are given when a link leads out to a non government website.
11.	Bidder shall ensure in consultation with ICSIL that the mechanism is in place to check the accuracy of Hyperlinked Content.
12.	Bidder shall ensure that mechanism is in place to ensure that there are no "broken links" (internal as well as external) or "Page not found" errors.
13.	Bidder shall prepare in consultation with ICSIL and ensure that Website has a comprehensive Terms & Conditions statement, linked from all important pages.
14.	Bidder shall in consultation with ICSIL, prepare Terms & Conditions statement disclaims responsibility of the content sourced/ linked from a non Government website and clearly indicates whether information available on the site can be used for legal purposes or not.
15.	Bidder shall prepare in consultation with ICSIL and ensure that Website has a Privacy Policy linked from all the relevant pages.
16.	Bidder shall provide payment gateway link(s) to relevant service provider (s) through the website under this contract and ensure all electronic commerce transactions are handled through secure means.

6.3.8 Scope of Content

Primary Content

About Us	
17.	Bidder shall prepare in consultation with ICSIL and ensure that all information about the department, useful for the citizen and other stakeholders, is present in the "About Us" section and mechanism is in place to keep the information up to date.
Schemes/Projects	
18.	Bidder shall prepare in consultation with ICSIL and ensure that the complete title of the Scheme is reflected on the Website
19.	Bidder shall prepare in consultation with ICSIL and ensure that Website provides a complete description of the scheme along with the procedure for obtaining the associated benefits.
20.	Bidder shall mention in consultation with ICSIL, the validity of the schemes.
21.	Bidder shall ensure in consultation with ICSIL that the Website provides a complete description of the service along with the procedure to apply for/avail the same.
Forms	
22.	Bidder shall ensure that the website provides the complete title of the form along with the purpose it is used for.
23.	Language of the Form (other than English) is mentioned clearly.
ACTs	
24.	Bidder shall, in the event of any ACT being used by ICSIL, ensure that the complete title of the ACT (as written in the official notification) is mentioned.

Documents	
25.	Bidder shall ensure that the complete title of the Document is mentioned on the Website.
26.	Bidder shall mention the language of the document (other than English) clearly.
27.	Bidder shall mention validity of the document.
Circular/ Notification	
28.	Bidder shall in consultation with ICSIL ensure that the official title of the Circular/ Notifications is mentioned.
29.	Bidder shall in consultation with ICSIL also ensure that validity of the Circular/ Notification is mentioned.
e-Tenders/e-Recruitment	
30.	Bidder shall ensure that Mechanism is in place to ensure that all Tender/ Recruitment Notices issued by ICSIL are published on the Website and on-line systems are in place as per the specifications. Specifications for on-line Recruitment Management System will be finalised at the time of SRS. Functional requirements are given in this section.
31.	Bidder shall ensure that Website provides a complete description of the Tender/ Recruitment notice along with the procedure to apply for the same.
32.	Bidder shall ensure that Mechanism is in place to ensure that information on old/irrelevant Tender/ Recruitment notices is removed or moved into the archive section.
News and Press Releases	
33.	Bidder in consultation with ICSIL shall ensure that News / Press releases are displayed along with the date and these are organized as per the archival policy of the website.
Contact Us	
34.	Bidder shall ensure that Website has a "Contact Us" page, linked from the Home Page and all relevant places in the website.
35.	Bidder shall ensure in consultation that The complete contact details of important functionaries in ICSIL are given in the "Contact Us" section.
Presence on DSIIDC/ICSIL/Delhi Govt/National Portal	
36.	Bidder shall ensure that Mechanism is in place to ensure that all the Citizen Services, Forms, Documents and Schemes are registered with the respective repositories of the Delhi/ ICSIL/ National Portals as may be the case.

Secondary Content	
37.	Bidder shall ensure Mechanism is in place to ensure that all outdated announcements are removed from the website or moved to archive.
38.	Bidder, as when required, shall ensure that All Discussion Forums on the website are

	moderated.
39.	Bidder shall provide that for every related link, the complete URL of the Home Page/concerned Webpage is provided.
Tertiary Content	
40.	Bidder shall ensure that Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.
41.	Bidder shall ensure that The website has a readily available Help section.
42.	Bidder shall ensure that Complete information including title, size (playing time for audio/video), format, usage instructions and plugin to view the file is provided for downloadable material including documents.
43.	Bidder shall provide anti-virus software from any one among the top five industry vendors and ensure Mechanism is in place to ensure that all downloadable material is free from virus.
44.	Bidder shall ensure that Minimum content as prescribed in the guidelines is present on the Homepage.
45.	Bidder shall ensure that subsequent pages of the Website have the minimum content as prescribed in the guidelines.
46.	Bidder shall ensure that Website is free from offensive/discriminatory language.

6.3.9 Quality of Content

47.	Bidder shall with consultation of ICSIL that content is compiled and packaged with citizen orientation.
48.	Bidder shall ensure that ICSIL has a Content Contribution, Moderation and Approval Policy (CMAP) for the website.
49.	Bidder shall ensure that Homepage and every important entry page of Website displays the last updated /reviewed date.
50.	Bidder shall ensure that Company has a Content Review Policy (CRP) for the Website.
51.	Bidder shall ensure that all Documents/Reports have a time stamp at least on the main page.
52.	Bidder shall ensure that The Company has a clearly laid out Content Archival Policy (CAP) for the Website.
53.	Bidder shall ensure that Clear and simple language has been used throughout the Website.
54.	Bidder shall ensure that the language is free from spelling and grammatical errors.
55.	Bidder shall ensure that whenever there is a change in the language of a Web page it has been clearly indicated.

56.	Bidder shall ensure that consistency in nomenclature is maintained across the Website.
57.	Bidder shall ensure that all information, which is of direct importance to the citizen, is accessible from the Homepage.
58.	Bidder shall ensure that information structure and relationship is preserved in all presentation styles.
59.	Bidder shall ensure that the meaningful reading sequence is preserved in all presentation styles.
60.	Bidder shall ensure that documents / pages in multiple languages are updated simultaneously.

6.3.10 Design

61.	Bidder shall ensure that Visual/textual identity elements highlighting the company /Government's ownership of the website are prominently placed on the page.
62.	Bidder shall ensure that a consistent page layout has been maintained throughout the website.
63.	Bidder shall ensure that National identity symbols like Flag, National Emblem etc., are in a proper ratio and colour.
64.	Bidder shall ensure that Hindi/regional language fonts have been tested on popular browsers for any inconsistency (loss of layout).
65.	Bidder shall ensure that Web pages allow resizing of text without the use of assistive technology.
66.	Bidder shall ensure that text is readable both in electronic and print format and the page prints correctly on an A4 size paper.
67.	Bidder shall ensure that there is adequate contrast between text and background colour.
68.	Bidder shall ensure that all information conveyed with colour is also available without colour.
69.	Bidder shall ensure that alternate text is provided for non text elements (e.g. images).
70.	Bidder shall ensure that Websites provide textual description of audio/video clips & multimedia presentation.
71.	Bidder shall ensure that captions have been provided for all important audio content.
72.	Bidder shall ensure that Web pages do not contain any content that flashes for more than three times in a second.
73.	Bidder shall ensure that there is a mechanism to control scrolling, blinking content.

74.	Bidder shall ensure that there is a mechanism to control (stop, pause...) audio that starts automatically.
75.	Bidder shall ensure that all pages on the website have a link to the Home page.
76.	Bidder shall ensure that the positioning and terminology used for navigation items and navigation scheme is consistent across the website.
78.	Bidder shall ensure that there are no links to "under construction" pages.
79.	Bidder shall ensure that each page is a standalone entity in terms of ownership, navigation and context of content.
80.	Bidder shall ensure that Web pages allow the user to bypass repeated blocks of content.
81.	Bidder shall ensure that Website has a "search" box to find specific topic or information on the Website.
82.	Bidder shall ensure that Website has an up to date Site Map that is linked to the Homepage as well as to all important entry pages of the Website.
83.	Bidder shall ensure that If the site uses frames, each frame is properly titled.

6.3.11 Development

84.	Bidder shall ensure that Website uses Cascading Style Sheets to control layouts/styles.
85.	Bidder shall ensure that Website is readable even when style sheets are switched off or not loaded.
86.	Bidder shall ensure that Webpages are usable even when scripts, applets etc are turned off.
87.	Bidder shall ensure that documents are provided either in HTML or other accessible formats. Instructions / Download details for viewing these formats are provided.
88.	In content implemented using markup languages the elements have been used according to specification.
89.	Labels have been provided when content requires input from the users.
90.	Bidder shall ensure that time limit for time dependent web functions can be adjusted by the user (also refer exceptions).
91.	Instructions for operating/understanding content do not rely solely on characteristics like shape size location etc.
92.	Bidder shall ensure that all input errors are flashed in text.
93.	Bidder shall ensure that functionality of content is operable through keyboard.
94.	Bidder shall ensure that focus is not trapped in any component while navigating through keyboard only.
95.	Bidder shall ensure that purpose of each link is clear to the user.
96.	When any component receives focus it does not initiate change in context.
97.	Bidder shall ensure that changing the setting of a component does not change the context unless the user has been informed of the same.
98.	Bidder shall ensure that metadata for page like title, keywords, description and language is appropriately included.

99.	Bidder shall ensure that data tables have been provided with necessary tags/ markup.
100.	Bidder shall ensure that all components receive focus in an order that preserves the Meaning / operation.
101.	Bidder shall ensure that role of all interface components can be programmatically determined.
102.	Bidder shall ensure that the Website has been tested on multiple browsers.
103.	Bidder shall ensure that Website has cleared Security Audit by certified agency and has a Security Policy.

6.3.12 Web Hosting

104.	Bidder shall ensure that Websites are accessible to the intended audience in an efficient and secure manner on 24x7 basis.
105.	Bidder shall check with The Hosting Service Provider/CSP that he possesses state-of-the art multitier security infrastructure as well as devices such as firewall and intrusion prevention systems.
106.	Bidder shall check with The Hosting Service Provider/CSP that he has redundant server infrastructure for high availability.
107.	Bidder shall check and confirm that The Hosting Service Provider performs regular backup of the Website.
108.	Bidder shall check and confirm that the Hosting Service Provider/CSP has a Disaster Recovery (DR) Centre in a geographically distant location and a well crafted DR plan for the website.
109.	Bidder shall ensure that Web Hosting Service Provider/CSP provides Helpdesk & technical support on 24x7x365 basis.
110.	Bidder shall ensure that all possible security measures have been taken to prevent defacement/hacking of the website and the department has contingency plan in place for situations like these and demonstrate it.

6.3.13 Website Promotion

111.	Bidder shall ensure that Website ranks in the first five results on major search engines when searched with relevant keyword
112.	Bidder shall confirm with the help of company that It has been ensured that all stationery of the department as well as advertisements/public messages issued by the concerned Department prominently display the URL of the web site.

6.3.14 Website Management

113.	ICSIL has nominated a Web Information Manager.
114.	The Website has a website monitoring policy.
115.	All policies and plans are approved by Head of ICSIL or designated.



6.3.15 Standards -Web Design and Applications

116.	HTML and CSS including web font
117.	Javascript Web APIs
118.	Graphics
119.	Audio & Video
120.	Accessibility
121.	Internationalization
121.	Web Mobile
122.	Privacy

6.4 On-line Recruitment Management System (Web enabled)

6.4.1 Introduction

ICSIL has been in the process of recruiting manpower for various agencies of Delhi Govt and other state agencies also on a regular basis. Presently the process is mainly manual. Applications are received in person at the office of ICSIL or through mail. Large numbers of applications are being received by ICSIL. It is a cumbersome and time consuming process for scrutiny of applications and delaying ICSIL to provide human resources where required to be deployed.

End-to-end solution is required for recruitment of human resources for its own organisation and for departments of Delhi Govt and other agencies on need basis.

At present, there are around 50 resources working at the head office of ICSIL (at Okhla Industrial Estate Phase-III, New Delhi) and more than 6,000 resources are deployed in various departments of State Govt.

Every year ICSIL advertise numerous vacancies through career column of ICSIL Website and newspapers. It is expected the system should allow applicant to apply online and screening of applications should be carried on the basis of eligibility criteria defined by ICSIL and shortlisted candidates may be called for written test or for interview through e-mail, automatic referral system (speed post or registered letter) or posting the list of shortlisted or not listed giving appropriate reason(s). System may also notify candidates for any deficiency in their applications.

In the recent past, against an advertisement for 700 vacancies, around 12,000 applications have been received. Each application on an average had 10 sheets enclosed with it. Each year around 12-15 advertisements are expected for about total of 1500-2000 vacancies. This number may also increase as an exception.

Applicant should get a response time of less than three second after submission of his or application into the system. In the EOI, interested party shall explain and demonstrate live system how is he going to achieve this objective of response time as well as other screening, notification to candidates, inputting of written/interview score of each candidate, generation of appointment letters, and reporting system, etc. The system should have inbuilt role based and work flow features alongwith admin and access control features.

It is expected that the interested party has already working solution using open standards with him that he can demonstrate to ICSIL.

Bidder is required to assess the requirement of ICSIL, study the as-Is, to-be system along with application servers, data base and other system requirement.

6.4.2 Main Functional Requirements

1. System should be user friendly.
2. System should be able to advertise through ICSIL website and generate press release copy for advt. of posts as per the policy of ICSIL in the newspapers.
3. System should be such that it should permit the applicant to submit application on-line on the basis of eligibility criteria only.

4. System should generate unique ID for each application
5. System should be such that it should allow ICSIL to change eligible criteria on the basis of requirements against particular vacancy.
6. System should be able to upload all relevant documents (Date of Birth, Academic qualifications, experience certificates, photographs, KYC information, etc.) along with the application.
7. System should not accept non eligible candidates.
8. System should allow the applicant to make on-line payment.
9. System should be able to access digilocker of Govt. of India for on-line verification documentation kept by the candidates, if required.
10. System should be able to shortlist the applicants on the basis of predefined eligibility criteria
11. System should be able to create and maintain a panel of experts who can be called for interview of shortlisted candidates as an expert.
12. System should have SMS & e-mail interface for intimation of status of the application-ID
13. System should be able to create call letter for written test and interview.
14. System should be able to prepare interview/written schedule depending upon the number of candidates.
15. System should be able to accept results/marks of written tests and/or interviews by all the members of the selection committee.
16. System should be a role based or workflow based in order to have recommendation and approval on-line from the concerned authorities.
17. System should be able to generate dash board for all advertisements, no. of applicants applied against each advt. How many are rejected, selected with reasons? The status of applicant should also be available through mobile App.
18. System should have the provision to create a panel of specific posts so that any requirement in future can be served from this panel for an early delivery of resources to customers of ICSIL.
19. System should be agile enough to change the selection criteria at ease by ICSIL.
20. System should be such that ICSIL can easily manage the Panel of candidates as per the predefined criteria.
21. System should generate offer letter for the candidates.
22. System be able to generate various reports such as list of applicants applied, rejection list, shorted list applicants, applicants called for test/interview, list of applicants recommended to the client for final acceptance, list of applicant not accepted by the client, not accepted candidates added to the panel for second chance and offer letters to finally accepted candidates by the client.
23. System should be based upon open source only.
24. Bidder shall give presentation of the system to ICSIL during evaluation of bids.
25. System should be accessible through ICSIL portal.
26. System should be such that data of applicants can be archived on backup server and should be able to restore the data on need basis.
27. System should be able to work in off-line mode also.
28. System should support both Hindi and English language.
29. System should work in a secured environment with full confidentiality, integrity and availability.
30. System should be designed as per IT ACT 2000 & as amended.

31. System should work on any device (mobile or static) without any restriction under any browser.
32. Bidder shall size the system requirements on the basis of the requirement study and to-be system.

6.4.3 Application performance

Bidder is required to design such a system that it should be user friendly, efficient and scalable with following parameters

1. Average access time by any user – less than 3 seconds
2. Average time for uploading/submission application by any user – less than 3 seconds
3. Number of concurrent internal users (of ICSIL/Delhi Govt/clients of ICSIL) – not more than 20 users
4. Expected number of interested applicants accessing the RMS – unknown

6.4.4 System requirement (Open standard & Open Software)

S. No.	Indicative items*	Product
1.	Application Server	Bidder to mention
2.	DBMS	Bidder to mention
3.	Operating System	Bidder to mention
3.	Any other	Bidder to specify

*Bidder is to offer a proven solution to ICSIL which can be customized as per the requirements of ICSIL

6.5 Education & Training Institute Management System (Web Enabled)

ICSIL has been involved in organising various training programmes through ICSIL-IT centres spread all over the country. There are around 150 centres and about 180 training programmes are being offered to candidates/students.

- 6.5.1 Solution proposed based on open standards and open source must be able to provide on-line end-to-end student and institute/centre management. The system should be a workflow and role based:-

1. Student Life Cycle - Module

S. No.	Sub-Module
1	Pre Admission
2	Admission (Training Programmes including time table, Students admitted)
3	Student attendance
4	Self Service Portal for Student
5	Fee Management (on-line)
6	Examination Management and Result Processing including issuance of certificates to students
7	Student feedback and Grievances
8	Data analytics

2. Administration and Financial Management - Module

S. No.	Sub-module
1	Agreement/ MOU between ICSIL and Institute Centre Management
2	Training Programme Management including content of the programmes for students
3	Attendance Monitoring
4	Financial Management Centre-wise
5	Legal Section Management
6	Centre Audit Management
7	Data Analytics

6.5.2 Application performance

Bidder is required to design such a system that it should be user friendly, efficient and scalable with following parameters

1. Average access time by any user – less than 3 seconds
2. Average time for uploading/submission application by any user – less than 3 seconds
3. Number of concurrent internal users (of ICSIL/Training Centre) – not more than 10 users per centre
4. Expected number of students accessing the Education & Training Institute System – (30-40) students at each centre

6.5.3 System requirement (Open Standard & Open Software)

S. No.	Indicative items*	Product
1.	Application Server	Bidder to mention
2.	DBMS	Bidder to mention
3.	Operating system	Bidder to mention
3.	Any other	Bidder to specify

*Bidder is to offer a proven solution to ICSIL which can be customized as per the requirements of ICSIL

6.6 Integration and System Testing

The contractor shall upload Website system tested at his local system on the servers of the CSP and conduct integration and system test of the Website/Web Portals, Applications (Web based & Mobile) that should meet all requirements and submit the system testing report to ICSIL once all issues are resolved by him.

The contractor shall provide training of staff of ICSIL on the following

1. User training & User manual - conducting training programs as per requirement for successful execution of project along with preparation of User Manual.
2. Admin training (user access management to handle change in the system)
3. System training covering complete workflow from change request to its implementation (local host, staging and production environment).

6.7 Commissioning

The contractor shall complete all contractual requirements including Website certification from STQC and CERT-IN before commissioning of the Website & Web-Portal, Recruitment Management System and Education & Training Institute Management System into production. Once all requirements completed, the contractor shall migrate the entire Website system into production environment of the CSP.

ICSIL has also option to ask the bidder to commission all these system on its data centre (premise) or third party data centre for which Bidder is to mention all requirements related to hardware, system software, and middleware, security and storage, backup & restore facility etc. that would be required to make them fully operational as per the requirements.

6.8 Training (Change Management and Capacity Building)

SI shall prepare a change management plan for about 50 persons of ICSIL and key officials of its clients in order to properly learn and use the proposed system efficiently and effectively and execute the plan.

SI shall provide satisfactory training to at least 5 (five) persons of ICSIL each in the area of operation, administration/management and change control & its implementation of the systems implemented by him. Bidder is to provide training content and its schedule in its bid.

In case of any deficiency in the training, contractor shall organise the training again until ICSIL team is able to learn and execute the work as desired.

6.9 Post-Commissioning

- Maintenance of websites, web-portals, Recruitment Management System and Education & Training Institute Management System.
- The contractor shall be responsible for all necessary amendments or modification of any kind on the request of ICSIL, in the website and other applications implemented under this RFP. The contractor shall provide its comprehensive services for a period of five years including two year of warranty support which will include any change request made by ICSIL in the applications/ systems implemented under this RFP and any new interface to Web portal, shall be undertaken by the SI without any additional charge to ICSIL.
- At the end of five year period, both parties (ICSIL & the Contractor) may mutually agree to extend the contract period at the same terms and conditions.

6.10 Exit Management

At the end of the contract, SI, at least three months in advance, shall prepare necessary documentation along with source code, design documents, test reports and data base structure and relevant data files etc. within a month from the date of notification to exit.

SI shall also handover Websites, Web portals, Applications (Web based) to ICSIL along with technology transfer.

SI shall demonstrate the system to ICSIL or any party designated by ICSIL and handover the system in a running condition as it may be required by ICSIL. Even after handing over, SI shall provide necessary information/support that may be required to operate the system without any

problem for at least six months. SI shall provide an undertaking that no information of ICSIL or source code shall be used in future for any third party without the written consent of ICSIL.

Bidder is required to bid for all works mentioned in the following table. Evaluation of eligibility /qualification/ financial shall be on the basis of a total of all schedules put together.

6.11 Implementation Schedule

S. No.	Requirement	Delivery Schedule (upto commissioning from date of award of work or signing of contract)	Maintenance Support including warranty obligations of two years
1.	System Study, Design, Development, Testing, Commissioning and Maintenance of ICSIL Web Site and Web portal	4 months	5 years
2.	System Study, Design, Development, Integration, Testing, Commissioning and Maintenance of on-line Recruitment Management System with ICSIL Web site/Web Portal	5 months	5 years
3.	System Study, Design, Development, Integration, Testing, Commissioning and Maintenance of on-line Education & Training Management System with ICSIL Web site/Web Portal	5 months	5 years

6.12 Project Deliverables

- FRS, SRS, design documents, test cases, test results, system test report, UAT report, Commissioning & Trial Run Report (two copies each)
- User Manual in Hard Copy and in CD
- Source Code, Database details and all other dependencies of Website/Web Applications and all other systems mentioned in the RFP.
- Implementation reports of change requests submitted by ICSIL to SI during warranty period and post warranty period of as mentioned above. This will have all test reports and acceptance reports by ICSIL before release to the production environment.
- Exit Management Plan

6.13 Bid Evaluation

6.13.1 Overall Evaluation Process

- a) This will be done off-line in the same manner as in the normal tendering process, based upon system generated reports and comparative statements.
- b) A tiered evaluation procedure will be adopted for evaluation of bids, with the pre-qualification evaluation and the technical evaluation being completed before the financial bids are opened and compared.
- c) ICSIL will review the eligibility criteria documents of the bidders to determine whether they are meeting the prequalification or eligibility criteria mentioned in this document. Bids that are not meeting the pre-qualification criteria are liable to be disqualified or rejected.
- d) ICSIL will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified or rejected.
- e) ICSIL shall assign technical score to the bidders based on the technical evaluation criteria. The bidders with a technical score above the threshold as specified in the technical evaluation criteria shall technically qualify for the financial evaluation stage.
- f) The financial bids for the technically qualified bidders will then be opened subsequently and reviewed to determine whether the financial bids are substantially responsive.

6.13.2 Evaluation of Technical-Commercial Proposals

The evaluation of the Technical bids will be carried out in the following manner:

- a) The bidders' technical solution proposed in the bid document is evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in this RFP. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for technical evaluation.
- b) Proposal Presentations: Tender Evaluation Committee constituted by the ICSIL may invite each bidder to make a presentation to the committee at a date, time and venue decided by ICSIL. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and orchestrate the key points in their proposals.
- c) The committee may seek written clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral/written clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to state its proposal more clearly. The committee may seek inputs

from their professional and technical experts in the evaluation process.

- d) Following will be the technical evaluation methodology:
- i. Each Technical Bid will be assigned a technical score out of a maximum of 100 points.
 - ii. **Only the bidders, who score above the minimum cut-off score in all of the sections and score a total Technical score of 70 (seventy) or more**, will qualify for the evaluation of their commercial/financial bids. In addition, the bidders are also required to score the minimum cut-off mark defined for each section, as explained below in this document.
 - iii. The financial bids of bidders who do not qualify technically shall be not opened.
 - iv. The committee shall indicate to all the bidders the results of the technical evaluation through a written communication. The technical scores of the bidders will be announced prior to the opening of the financial bids.
 - v. The technically short listed bidders will be informed of the date of the opening of the financial bids through a written communication or through procurement portal.

6.14 Technical Evaluation Criteria

S. No.	Evaluation Criteria	Max score	Cut off score
1	Previous Project Experience of Bidder	25	17.5
A	<p>Previous Web Services (design, development and commissioning of website/Web Portal) project experience for any state/centre/PSU/UT Govt. Department(s) in India in the similar contracts covering design, development, testing, commissioning and content management.</p> <p>Bidder must have successfully completed following contracts during the last five years.</p> <p>Minimum value for the web services in each contract = Rs. 20 Lakh</p> <p>i. No of contracts = 1: 0.5 marks ii. No of contracts = 2: 1.0 marks iii. No of contracts = 3: 2.5 marks iv. No of contracts > 3: 3.0 marks</p> <p>v. Total turnover from these contracts is > Rs. 0.50 crore – 1.0 marks else 0)</p>	4	

S. No.	Evaluation Criteria	Max score	Cut off score
B	<p>Previous project experience related to certification of Website by STQC</p> <p>Bidder must have successfully completed following contracts, as mentioned above, during the last five years</p> <p>i. No. of Websites certified 1 Website – 1.0 mark 2 Websites – 2.0 marks >=3 Websites – 3.5 marks</p> <p>ii. Total turnover from these contracts is > Rs. 0.5 crore – 0.5 marks else 0</p>	4	
C	<p>Previous project experience related to implementation of on-line Recruitment Management System using open software components for State/Central/UT Govt. departments or Private Organisations</p> <p>Bidder must have successfully completed following contracts, as mentioned above, during the last five years</p> <p>i. 1 contract -1 marks 2 contracts- 2 marks >=3 contracts- 3.5 marks</p> <p>ii. Total turnover from these contracts is > Rs. 10 Lakh – 0.5 marks else 0</p>	4	

S. No.	Evaluation Criteria	Max score	Cut off score
D	<p>Previous project experience related to sizing of Infrastructure (Server, Storage, Security, EMS, Backup, etc.) for a Data Centre and Disaster Recovery Centre</p> <p>Bidder must have successfully completed following contracts, as mentioned above, during the last five years</p> <p>i. No. of contracts of value \geq Rs. 1 crore each (If 1 contract – 0.5; 2 contracts - 1, \geq3 contracts- 1.5);</p> <p>ii. Total turnover from these contracts is $>$ Rs. 1 crore – 0.5 marks else 0.</p>	2	
E	<p>Experience of providing software as service in cloud environment for Recruitment Management System and Education and /or Training Institute Management system (i.e. System study, design, development, testing, and commissioning of application(s)) for any state/UT Department and/or Public Sector Unit in India</p> <p>The bidder must have successfully completed following contracts, as mentioned above, during the last five years</p> <p>i. No. of contracts of value \geq Rs. 5 Lakh each (If 1 contract = 2.0, 2 contracts - 4.0, \geq3 contracts – 6.5 marks);</p> <p>ii. Total turnover from these contracts is $>$ Rs. crore – 0.5 marks else 0.</p>	7	

S. No.	Evaluation Criteria	Max score	Cut off score
F	<p>Previous project experience in multiple languages (minimum two languages out of which one English and other Indian language (Hindi) for development of Website).</p> <p>Bidder must have successfully completed following contracts, as mentioned above, during the last five years</p> <p>1 No. of contract related to multiple languages = 1.0, => ;</p> <p>2 Nos. of contracts related to multiple languages = 2.0 marks</p>	2	
G	<p>Previous project experience in integration with SMS Gateway</p> <p>Bidder must have successfully completed following contracts, as mentioned above, during the last five years</p> <p>1 No. of contract related to SMS Gateway = 0.5, => 2 Nos. of contracts related to SMS Gateway = 1.0marks</p>	1	

S. No.	Evaluation Criteria	Max score	Cut off score
H	<p>Previous project experience in integration with Payment Gateway</p> <p>Bidder must have successfully completed following contracts, as mentioned above, during the last five years</p> <p>1 No. of contract related to Payment Gateway = 0.5, => 2 Nos. of contracts related to Payment Gateway= 1.0marks</p>	1	
2	Detailed Methodology	5	3.5
A	<p>Methodology for Change Management and Capacity Building</p> <ul style="list-style-type: none"> i. Requirement Analysis – 1.0; ii. Implementation plan - 1.0; iii. Evaluation of Effectiveness – 1.0 	3.0	
B	<p>Methodology for Exit Management</p> <p>The following parameters will be examined for evaluation:</p> <ul style="list-style-type: none"> i. Comprehensiveness and Completeness of the Plan – 1.5; ii. Suitability of the plan to the project requirements – 0.5; 	2.0	



3.	Proposed Solution	30	21
	<ul style="list-style-type: none"> i. Overall solution meets the requirements specified in the RFP – 1 (Under Cloud Environment and Open Software & Open standards); ii. Process for system study, functional requirement, system requirement specification, design and implementation of Website and its integration with Systems (Recruitment Management System & Education & Training Institute Management System) and its deployment into production environment is well defined – 5; System study – 1; Functional requirements – 1; SRS – 1; Design & Implementation - 1; Integration – 1. iii. Solution is designed with high availability of services – 0.5; iv. Infrastructural sizing for cloud environment as mentioned in the RFP is given in the proposed solution -0.5; v. Solution provides enough information about performance parameters and scalability – 1; vi. Solution proposed meets open and industry standards as defined in the RFP – 1; vii. Project documentation is well defined with proper configuration management system viz. requirements, design, source code, installation, training, administration manuals, version control etc. – 2; viii. Solution provides data quality assessment process before moving the data into production environment - 1; ix. Solution provides enough information about how certification will be obtained - 2 		

3.	Proposed Solution	30	21
	<ul style="list-style-type: none"> ix. Security features relating to network, servers, application and user authentication and data encryption, data access privileges, retention periods and archival mechanisms are covered in the proposed solution – 3; x. Data Centre and DR site data replication and data backup/ restoration solution – 2 xi. Clear methodology for rollout plan covering parallel working of existing & modified systems, switching over from exiting to modified system - 3 xii. Post implementation support in Administration, change request, configuration management, fault identification, helpdesk, Performance reports etc. - 3; 		

4	Proposed Team and Governance Structure	20	14
A.	<p>Project Manager (PM) – One</p> <ul style="list-style-type: none"> i. Academic Qualifications - B Tech/ B.E with MBA & PMP certification = 1.5 ; without PMP certification = 0.5 else = 0; ii. Relevant Experience – > 20 Years = 2; >= 15 Years and < 15 = 1.5 >= 10Years and < 10 = 1.0 	3.5	

<p>B.</p>	<p>Proposed team and profiles for study, design, development, testing and rollout of Website, integration with other applications viz. Recruitment Management System and Education & Training Institute Management System</p> <p>i. Academic Qualifications - B Tech/ B.E/MCA with relevant Product certification = 1, Without product certification = 0.5, else =0;</p> <p>ii. Relevant Experience of atleast 10 team members – > 2 Years = 1 else=0;</p> <p>iii. Team Size - >= 20 persons = 1; else = 0</p>	<p>3</p>	
<p>C.</p>	<p>Proposed team and profiles for Capacity Building/Change management</p> <p>i. Academic Qualifications - B.E/ B.Tech/ MCA /MBA/M.Sc/B.Sc/BCA = 1.0 else =0;</p> <p>ii. Relevant Experience of atleast 15 team members – > 2 Years = 1.0; else =0;</p> <p>iii. Team Size - >= 10 persons = 1 else =0</p>	<p>3</p>	
<p>D</p>	<p>Proposed team and profiles for cloud Infrastructure assessment and manpower for operation</p> <p>For Database Administrator</p> <p>i. Academic Qualifications - B.E/ B. Tech/ MCA with product certification for proposed database = 0.5 else =0;</p> <p>ii. Relevant Experience of atleast one team member – > 7 Years = 0.5; else =0;</p> <p>iii. Team Size - >= 2 persons = 1 else =0;</p> <p>For System Administrator</p> <p>i. Academic Qualifications - B.E/ B. Tech/ MCA with product certification on proposed OS and Cloud environment = 0.5 else =0;</p> <p>ii. Relevant Experience of at least 1 team member – > 10 Years = 0.5 else =0;</p> <p>iii. Team Size - >= 2 persons = 1 else =0.</p>	<p>4</p>	

F	<p>Proposed team and profiles for Security related components (Security Specialist)</p> <p>i. Academic Qualifications - B.E/ B. Tech/ MCA with certification of ISO 27001/CISA = 0.5 else =0;</p> <p>ii. Relevant Experience of at least 1 team member – > 7 Years = 0.5 else =0;</p> <p>iii. Team Size - >= 2 persons = 1 else =0.</p>	2	
G	<p>Proposed team and profiles for Domain Experts</p> <p>i. Academic Qualifications - Graduate/Postgraduate = 0.5 else =0;</p> <p>ii. Relevant Experience in the Recruitment Management System and Education & Training Institute Management system of at least 1 team member each for systems – > 10 Years = 1.0 else =0;</p> <p>iii. Team Size - >= 2 persons = 1 else =0</p>	2.5	
H	<p>Proposed team for Operations and Maintenance</p> <p>i. Academic Qualifications - BE/B. Tech / Diploma (E&C) = 0.5 else =0;</p> <p>ii. Relevant Experience in the Govt Department of at least 1 team member – > 5 Years = 0.5 else =0;</p> <p>iii. Team Size - >= 3 persons = 1 else =0</p>	2	
5	Project Plan	10	7
A	<p>Comprehensiveness of the project plan</p> <p>i. Project plan defines all milestones - 0.5;</p> <p>ii. Activities under each milestone clearly defined – 0.5;</p> <p>iii. Project Plan is clearly mapped with RFP requirements including quality management assurance & test plans – 0.5;</p> <p>iv. Prepared by using Project Management Tool – 0.5;</p>	2	

B	<p>Activities, sequencing, dependencies among activities</p> <ul style="list-style-type: none"> i. All activities such as summary tasks and elementary tasks relating to all phases are clearly defined – 0.5; ii. Dependencies and sequencing among the tasks are well defined -0.5; iii. Effort of each task, phase/milestone and of the entire project is clearly defined – 0.5; iv. Tasks described meet RFP requirement – 0.5 	2	
C	<p>Resource planning, allocation and loading</p> <ul style="list-style-type: none"> i. Project Plan defines resource allocation against each task – 0.5; ii. Resources are allocated and shown against each task -0.5; iii. Effort against Implementation phase - application development, delivery & installation of applications and infrastructure, testing, data migration & data digitization, change management & capacity building and Post Implementation Phase - handholding, operation & maintenance are worked out – 0.5; iv. Help desk activities are also defined – 0.5 	2	
D	<p>Proposed Status Reporting mechanism</p> <ul style="list-style-type: none"> i. Reporting mechanism is clearly defined as per RFP – 0.5; ii. Progress Status reporting against baseline timelines of each task -0.5 iii. Proposed escalation matrix -0.5 ; iv. Any tool proposed for reporting of issues and status reporting to users – 0.5 	2	
E	<p>Risk Management & Mitigation plan</p> <ul style="list-style-type: none"> i. All risks identified - 0.5 ii. Risks are classified as Critical, Major and Minor – 0.5; iii. Mitigation plan of all risks identified proposed - 0.5; iv. Risk Management & Mitigation Plan is reasonable – 0.5 	2	

6	Presentation on the Proposal by SI	10	7
	i. Solution meeting the requirements - 2; ii. Adherence to timelines given in RFP -2; iii. Proposed scalability of solution - 2; iv. Any improvement or innovations in the proposed solution - 2; v. Coverage of diverse functions / additional information for better implementation - 2;		
	Total	100	70

6.14.1 Selection Process

The bids would be evaluated stage wise and the evaluation would be based on technical evaluation criteria.

A three-stage procedure shall be adopted in evaluating the proposals:

- (I) Pre-qualification documents submitted would be evaluated at first. The bids meeting the pre-qualification / eligibility criteria would be eligible for technical evaluation. Any proposal not complying with the requirements of qualification criteria will not be processed further.
- (II) The technical bids of the bidders meeting the pre-qualification criteria would be evaluated. If required during technical evaluation, the bidder may have to make a presentation on the technical bid submitted at ICSIL. The technical bid would be evaluated out of a total score of 100 points / marks. The technical bids proposal scoring at least 70 per cent points/marks would be considered responsive for financial evaluation. A technical proposal failing to achieve 70% of the marks shall be rejected.
- (III) In the third stage, financial proposals of those who have qualified for the Technical proposal would be evaluated. Financial proposals for each of the group would be ranked on the basis of lowest rates quoted. The work will be awarded to successful bidder whose financial bid is the lowest.



7 Section 7 : Format of Bid Bond (EMD)

Whereas (hereinafter called “the Bidder”) has submitted its bid dated For the supply of Vide Tender No. dated KNOW ALL MEN by these presents that WE OF Having our registered office at (hereinafter called “the Bank”) are bound unto Intelligent Communication Systems India Limited (hereinafter called “the Purchaser”) in the sum of Rs. for which payment will and truly to be made of the said Purchaser, the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligation are:

1. If the Bidder withdraws his bid during the period of bid validity specified by the Bidder on the Bid form or
 2. If the Bidder, having been notified of the acceptance of his bid by the Purchaser during the period of bid validity
- (a) fails or refuses to execute the Contract, if required; or**
(b) fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the purchaser having to substantiate its demand, provided that in its demand, the purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force upto and including THIRTY (30) days after the Period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

Signature of the Bank Authority.

Name

Signed in Capacity of

Name & Signature of witness Full address of Branch

Address of witness Tel No. of Branch

Fax No. of Branch



8 Section 8 : Format of Performance Guarantee (PBG)

(TO BE ISSUED BY A Scheduled bank)

M/s Intelligent Communication Systems India Ltd.,

Administrative Building, 1st Floor, Above Post Office,
Okhla Industrial Estate Phase-III, New Delhi 110020

(With due stamp duty if applicable)

OUR LETTER OF GUARANTEE No. : _____

In consideration of Intelligent Communication Systems India Limited, having its office at Administrative Building, 1st Floor, Above Post Office, Okhla Industrial Estate Phase-III, New Delhi 110020.

(hereinafter referred to as “ICSIL” which expression shall unless repugnant to the content or meaning thereof include all its successors, administrators and executors) and having entered into an agreement dated _____/issued Purchase Order No.

_____ dated _____ with/on M/s

_____ (hereinafter referred to as “The Supplier” which expression unless repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors).

WHEREAS the Supplier having unequivocally accepted to supply the materials/services as per terms and conditions given in the Agreement dated _____ /Purchase Order No.

_____ dated _____ and ICSIL having agreed that the Supplier shall furnish to ICSIL a Performance Guarantee for the faithful performance of the entire contract, to the extent of 10% (ten percent) of the value of the Purchase Order i.e. for

_____.
We, _____ (“The Bank”) which shall include OUR successors, administrators and executors herewith establish an irrevocable Letter of Guarantee No. _____ in your favour for account of _____ (The Supplier) in cover of performance guarantee in accordance with the terms and conditions of the Agreement/Purchase Order.

Hereby, we undertake to pay upto but not exceeding _____ (say _____ only) upon receipt by us of your first written demand accompanied by your declaration stating that the amount claimed is due by reason of the Supplier having failed to perform the Agreement and despite any contestation on the part of above named supplier.

This Letter of Guarantee will expire on _____ including 30 days of claim period and any claims made hereunder must be received by us on or before expiry date after which date this Letter of Guarantee will become of no effect whatsoever whether returned to us or not.

Authorized Signature
Manager
Seal of Bank



9 Section 9 : Bid Submission Form

Offer No.: _____

Date: _____

To

Manager (IT)

M/s Intelligent Communication Systems India Ltd.,

Administrative Building, 1st Floor, Above Post Office,

Okhla Industrial Estate Phase-III, New Delhi 110020

Dear Sir,

In response to your Tender No. _____ for _____
_____, we hereby submit our offer herewith.

1. Bidder Name : _____
2. Website Address : _____
3. Email Address : _____
4. Address for Communication : _____

5. Telephone Number : _____
6. Fax/Telefax Number : _____
7. Authorised Person – Name : _____
Designation : _____
Mobile No. : _____
Email ID : _____
8. Alternate Person - Name : _____
Designation : _____
Mobile No. : _____
Email ID : _____
9. PAN Number : _____
10. GSTIN : _____
State : _____
11. CIN. No. : _____
12. ECC Number : _____



13. Beneficiary's complete Bank Details in case payment through LC is approved.
Bank Account No. : _____
IFSC / NEFT Code : _____
Name of the Bank : _____
Address of the Branch : _____
14. Particulars of EMD
Amount: Rs. : _____
Mode of Payment (DD/BG) : _____
DD/BG No. : _____
Date : _____
Name of the Bank : _____
Address of the Bank : _____
Validity of BG : _____
15. Particulars of Tender Fee
Amount : Rs. _____
DD No. : _____
Date : _____
Name of the Bank : _____
Address of the Bank : _____
16. Turnover of the Bidder in last 3 years (Please submit copy of Annual Report)

Year	Annual Report attached at Page No.	Turnover in Rs. (Lakh)
2017-18		
2016-17		
2015-16		

17. Details of similar work / order executed during last 3 years ending 31st March 2018
(Please submit copy of completion certificate from the client.)

Description of the Work/Order Executed	Value of Work/Order Executed	Name of the Client	Start Date	Finish Date	Doc. Evidence at Page No.

18. Please mention the place from where shipment will be effected.



19. Country of Origin of Goods offered (Item wise)

20. Please Mention Mode of Shipment (Sea/Air/Rail/Road)

21. Are you a MSME Unit. If yes, please furnish Registration Details, Name of the DIC / State.

22. Following Documents are submitted to substantiate other eligibility criteria.

i) _____

ii) _____

iii) _____

DECLARATION

- 1) We have read and understood the terms & conditions of the above mentioned tender and comply to all Terms & Conditions of your Tender. (In case of any deviation the Bidder must attach a separate sheet clearly mentioning the Clause No. of the Tender and Deviation thereto)
- 2) We certify that the information mentioned above are true and correct to best of our knowledge.
- 3) In case of receipt of order we confirm that payment shall be received through e-Banking / Electronics Transfer.
- 4) This offer contains _____ No. of pages including all Annexure(s) and Enclosures.

Place:

Date:

Seal:

Signature of Authorised Signatory

Name:

Designation: