

## **EXPRESSION OF INTEREST**

Common Service Centre is one of the 27 Mission Mode Project envisaged by the Ministry of Information Technology, Govt. of India for implementation in various States / UTs under the national e-Governance Plan. In Delhi the project has been launched in Feb,2009 under the name of Jeevan. It provides electronic delivery of G2C and B2C services to the residents of Delhi. The services include payment of Electricity, Water, Phone and Gas Bills; Railway and Air Ticket Booking, Mobile Recharge, Insurance Premium Payment, Submission of applications for SC/ST/OBC/ Domicile/ Income Certificates, Registration of shops and establishments etc. Presently over 100 services are being provided which are likely to increase in future. The number of transactions since the launch of the Project have reached over 40 lakhs and the cumulative cash collection is to the tune of about Rs.500 Crores.

ICSIL has been entrusted with the task to run the Jeevan Project by the Govt. of Delhi. Expression of Interest (EOI) is invited from interested firms for running the project in partnership with ICSIL. The interested firms having requisite technical Know-how, man-power and financial strength for a State Level project of this magnitude are invited to participate. ICSIL would like to enter into a long-term MOU with the suitable partner(s) for running the said project. The key factors in deciding the successful partner(s) shall include secure and reliable services, easy access, quick response time, secure cash and accounting management, financial soundness, adequate IT infrastructure, strong HR Support and Technical Assistance among others.

This EOI is for empanelment of firms for implementing and operating the Jeevan Project. Overall objective of this EOI is to short list and empanel the firms with proven capabilities in such utility services delivery projects.

Technical empanelment of firm for the project shall be done through this EOI. Final selection of partner(s) shall be done based on response to the RFP floated later which will include financial bidding. Only Empanelled firms through this EOI shall be eligible to participate in the final selection process. The finally selected partner(s) shall set up, operate and maintain the centres including agencies at State Owned / Rented premises with well trained and empowered staff to handle queries/complaints of the customers and provide solution to their utmost satisfaction.

The response to EOI must take note of following:

- Proposal must remain valid for 180 days from the date of submission.
- The Empanelment shall remain valid for 3 years from the date of empanelment.
- The Empanelment of firms does not guarantee any work / business.
  
- ICSIL can stop the process of this empanelment without citing any reason
- Last date for submission of written queries for verification is 14th October 2011.
- Queries can be submitted through e-mail or hard copy at the following address to Mr : K.S Bisht
- Last date of submission of EOI 18<sup>th</sup> October 2011.
- Date of opening of pre-qualification shall be informed to the firms during the pre-bid meeting(s). Those firms which fulfill the pre-qualification criteria as per Annexure-I, shall have to give presentation, if required before a Technical evaluation Committee appointed by ICSIL. The decision of ICSIL in empanelling the firms shall be final and binding to all participating firms.

## ANNEXURE-I

### PRE QUALIFICATION CRITERIA

As part of eligibility criteria, only those who meet the following pre-qualification criteria are eligible to participate in the empanelment process. Bidder could be a single entity or a consortium. Bidders failing to meet these criteria or not submitting requisite supporting documents/documentary evidence for supporting prequalification criteria are liable to be rejected summarily.

S. No.	Pre Qualification Criteria	Required Documents
1	Bidder / Consortium partner (not more than 3) should be a Company registered under the Indian companies act, 1956 and who have their registered offices in India with valid Service tax registration	Certificate of Incorporation and Articles of association of the bidder.
2	Apart from company registration, Bidder / Consortium partner(s) must have Registration under Indian Labour laws & Contract Act, valid VAT/Sales Tax Registration Certificate, ESI, PF and Income Tax Return with Audit Report from CA	Attested copy of all the mentioned certificates. Bidder and Consortium partner(s) shall attach the Sales Tax clearance certificate of last year. All the certificates have to be certified by statutory auditors of the respective firms.
3	Prime Bidder should have a positive net worth in the last Financial Year 2010-2011.	Audited/Certified financial statements & annual report 2010-2011.
4	Prime Bidder should have a turnover of at least INR 25 Crores Specifically to such Projects. (INR Twenty Five Crores) in each of the last 3 Financial Years (FY 08-09, FY 09-10, FY 10-11).	Audited/Certified financial statements & annual report for FY 2008-2009, FY 2009-2010 and FY 2010-2011.

5	Bidder/Consortium Partner(s) should have experience in management/ mplementation of ITes project in a big city.	Details of Projects including copy of Work order clearly mentioning the among, copy of SLA, client satisfaction, certificate and evidence of capability to implement ITes project in a big city.
6	Bidder/ Consortium Partner(s) should not be an entity which has been black-listed by Government as on the bid submission date	Undertaking on company letter head. In case the bidder/consortium partner(s) is black-listed by any Government agency/department, it is mandatory to enclose relevant letter/communication in this regard by the concerned agency/department.
7	Bidder / Consortium Partner shall have at least 50 trained IT manpower on their pay roll.	Certificate from Company Secretary
8	Bidder/Consortium Partner shall have demonstrated capability of serving customers in Hindi & English.	Certified list of clients by the Company Secretary with details /
9	Bidder / consortium partner(s) should preferably be BS 7799/ISO 27001 or BS15000/ISO 20000/ISO 9001 or CMM Level 5 certified as per Global Standards	Valid accreditation/certification as on the date of bidding from the statutory authority.