

Expression of Interest

For

Empanelment for Development and
Implementation of Website and
application software



Punjab State e-Governance Society (PSEGS)
Department of Information Technology, Punjab
SCO – 193-195, Sector 34 A, Chandigarh – 160022
Phone- (0172)-2604395, 2661808, 2600971 Fax- (0172)-2646320



IMPORTANT INFORMATION

Issuance of Eol document	<ul style="list-style-type: none">• <u>24.05.2010 to 6.06.2010</u> on any working day (9.00 to 4.00 PM) from 24.05.2010 to 6.06.2010• downloadable from www.doitpunjab.gov.in
Document Fees	<p>Rs 1000/- (Rupees one thousand only) in the form of cash/DD in favor of Punjab State e-Governance Society (PSEGS), on any working day (9.00 to 4.00 PM) from 24.05.2010 to 6.06.2010 from the office of PSEGS.</p> <p><i>(In case of downloaded Eol document, the document fees needs to be enclosed as part of bid proposal submitted by the bidder)</i></p>
Security Deposit (Refundable after deduction of empanelment fees)	<p>Rs Two lakhs per category in the form of Demand Draft in favor of Punjab State e-Governance Society (PSEGS)</p> <p><i>Note: Bidders applying for empanelment in both the categories (1. Website development & implementation 2. Application Software development and implementation) would need to submit separate security fees for each category</i></p>
Last date for submission of Bids	7.06.2010 at 2:00 pm at the Office of PSEGS SCO – 193-195, Sector 34 A, Chandigarh – 160022
Opening of Bids	7.06.2010 at 2:30 pm at Conference Hall, PSEGS SCO – 193-195, Sector 34 A, Chandigarh – 160022
Technical presentation	To be communicated separately



Table of Contents

1. Scope of Work.....	4
2. Role of Concerned Department	5
3. Role of PSEGS	6
4. Role of Vendor	7
5. Procedure for Award of Work to Empanelled Agencies.....	7
6. Empanelment Period	8
7. Modifications in the empanelment list.....	8
8. Intellectual Property Rights	9
9. Essential Eligibility Criteria required for Empanelment	10
10. Document Fees	12
11. Security Deposit and Empanelment Fees.....	12
12. Bid Documents.....	13
13. Late Bids.....	14
14. Evaluation.....	14



Empanelment for development and implementation of Website and Application software

Punjab State e-Governance Society (PSEGS) invites Expression of Interest (Eoi) from established, reputed and experienced concerns for empanelment under two different categories for various departments of the state government and other entities of the state falling within the jurisdiction of its departments:

- **Category 1: Website Development and Implementation**
- **Category 2: Application Software Development and Implementation**

Note: **This empanelment is applicable only for the projects with total estimated value of less than Rupees Ten Lakhs.**

1. Scope of Work

The scope of work mentioned below is indicative and not exhaustive. The scope of work will be defined by concerned department in consultation with PSEGS on case to case basis.

Category 1: Website Development and Implementation

- (i) The companies are required to carry out study of department requirements related to the static and dynamic website development –Preparation of brief requirement document
- (ii) Preparation of front page design & its acceptance
- (iii) Preparation of Child page design & its acceptance
- (iv) Preparation of complete website with content creation including information, forms and reports of the concerned departments
- (v) Helping in hosting of website and domain registration
- (vi) Assistance in website audit and removal of audit objections
- (vii) Comprehensive Training of Employees for updation
- (viii) Operational support for updation etc., if required
- (ix) Final sign off
- (x) Change Management/Change Request.
- (xi) Annual Maintenance and Operational support Contract, if required



Empanelment for development and implementation of Website and Application software

- (xii) The empanelled agency after award of any work will depute a full time Project Manager at Chandigarh/Mohali to coordinate with PSEGS and concerned department for Project Management related activities.

Category 2: Application Software Development and Implementation

The broad scope of the work is covering:

- (i) Study of processes and services of department to be computerized - Preparation & signing of Software Requirement Specification(SRS)
- (ii) Report on hardware and network capacity planning & sizing
- (iii) Development & Deployment of various software modules- Vendor must adhere to the standard Software Development Life Cycle(SDLC) principles.
- (iv) User Acceptance Test of modules
- (v) Data Migration
- (vi) Assistance for software certifications if required by the department.
- (vii) Handing over of user manual, technical manual & source code with documentation for the software developed
- (viii) Comprehensive Training of Employees for developed software -Final sign off
- (ix) Change Management/Change Request.
- (x) Annual Maintenance and Operational support Contract, if required etc.
- (xi) The empanelled agency after award of any work will depute a full time Project Manager at Chandigarh/Mohali to coordinate with PSEGS and concerned department for Project Management related activities.

2. Role of Concerned Department

- (i) The concerned department will finalize the scope of work in consultation with PSEGS
- (ii) The department will approach the empanelled agencies for the defined scope of work
- (iii) The department will evaluate the bids received from the empanelled agencies and will decide for the award of contract



Empanelment for development and implementation of Website and Application software

- (iv) The concerned department will supervise and support the vendor in execution of the work
- (v) Payments to the vendor will be released directly by the department
- (vi) PSEGS will facilitate the department wherever required.
- (vii) The vendor shall raise the bills/invoices as per agreed terms and conditions to concerned department. The concerned department will make the payment to the vendor as per agreed terms and conditions.
- (viii)

3. Role of PSEGS

- (i) PSEGS will play a facilitation role for all the website development and software application development projects of Government Departments and other entities of the state falling within the jurisdiction of its departments.
- (ii) PSEGS will facilitate for discussions with the empanelled agencies and concerned department for defining the scope of work so that the suggestions and best practices may be well incorporated in the proposed solution.
- (iii) PSEGS will support for selection of the vendor from the empanelled agencies through the process as outlined in this document
- (iv) If any hardware/networking setup is required for execution of scope of work and implementation at clients location then the same will be created by the concerned department
- (v) Monitoring the project progress and vendor performance:
 - a. The concerned department/agency will directly monitor the execution of the work of the selected agency and will issue sign-offs at various level of project execution and if required may also involve PSEGS for technical support
 - b. Vendor will submit a copy of signoff received from the concerned department to PSEGS at every project stage to help PSEGS track the project progress as well as performance of the vendor on regular basis.



Empanelment for development and implementation of Website and Application software

PSEGS will also receive similar reports from the concerned department directly.

4. Role of Vendor

- (i) Vendor will be responsible for successful implementation of the scope of work
- (ii) Vendor will support PSEGS in incorporating the best practices implemented for other Govt. Departments/Boards/ Corporations
- (iii) Vendor will provide committed support wherever PSEGS requires in providing related services to the clients.
- (iv) Vendor shall supply the source code along with all manual/technical manuals to the PSEGS/concerned department
- (v) Vendor shall provide regular progress reports/sign off reports to concerned department/PSEGS to facilitate regular project and performance monitoring

5. Procedure for Award of Work to Empanelled Agencies

- (i) PSEGS will empanel the concerns for **two different categories**
 - a. Category 1: Website Development and Implementation
 - b. Category 2: Application Software Development and Implementation
- (ii) Within each category there will be **two classes** of empanelment.
 - a. **Class 1:** State/Central Government affiliated agencies
 - b. **Class 2:** Private Sector concerns registered under Company Act 1956
- (iii) The empanelment list along with all the contact details of the empanelled agencies will be available on Department of Information Technology website (www.doitpunjab.gov.in) for information of all the state departments.
- (iv) The concerned department will approach the empanelled agencies with the scope of work for the project to be undertaken.



Empanelment for development and implementation of Website and Application software

- (v) **Only the projects with total estimated value less than Rupees Ten Lakhs would be considered for award to the empanelled agencies**
- (vi) On the basis of projects to be undertaken concerned department shall take the bids/quotes in sealed envelope from the empanelled Agencies depending upon the classes of empanelled agency and scope of work of the project. Concerned department/ PSEGS reserves the right to invite quotations from either or both of the classes.
- (vii) On the basis of the quoted rates the work shall be allotted to the lowest bidder.(L1 bidder) by the concerned department.
- (viii) The details terms and conditions shall be worked out at the time of allotment and terms and conditions may vary as per requirement of the project.
- (ix) A competent authority in the concerned department will decide the final award of the contract.

6. Empanelment Period

A concern will be empanelled for a period of one year in a particular category. PSEGS reserves the right to renew/extend the empanelment based on the state requirements

7. Modifications in the empanelment list

- (i) The empanelment list remains unaltered for a particular quarter .The quarters for such purpose will be:
 - 1. Jan 1-March 31
 - 2. April 1-June 30
 - 3. July 1-Sept 30
 - 4. Oct 1- Dec 31
- (ii) Addition in the empanelment list:, In case any concern wish to get empanelled under any category subsequently, the same can submit its Expression of Interest response as per the prescribed formats and as per the



Empanelment for development and implementation of Website and Application software

schedule below . The eligible entities will be empanelled from the subsequent quarter and revised list will be prepared accordingly .

Applications for empanelment can be submitted in working hours on any day between (both days inclusive)	Date from which subsequent Empanelment will be effective for the eligible entities
March 1- March 10	April 1
June 1-1June 10	July 1
Sept 1-Sept 10	Oct 1
Dec 1-Dec 10	Jan 1

(iii) An Agency can be removed from the empanelment list in case the performance is found to be unsatisfactory by PSEGS/concerned department.

8. Intellectual Property Rights

The website/application software designed & developed for PSEGS/Department shall be the property of PSEGS/ Department. The vendor shall supply the source code along with all manual/ technical manuals. PSEGS shall be free to use it for any where for any Department/Organization/State.



9. Essential Eligibility Criteria required for Empanelment

	Eligibility Clause	Supporting Documents required
(i)	The Company / firm should be in existence from last three years as on 31-03-2010.	Letter of Incorporation
(ii)	<p>The company should have the following minimum average annual turnover over the last three financial years</p> <ul style="list-style-type: none"> • Category 1: website development and implementation: 1 Crore • Category 2: Application software development and implementation: 3 Crores 	Audited Balance sheets and certificate from Chartered Accountant certifying the same
(iii)	The company should have been profitable in the last three financial years	Audited Balance sheets and certificate from Chartered Accountant certifying the same
(iv)	<p>Govt. Sector Experience</p> <p>For Category 1: website development and implementation:</p> <p>The Company should have executed at least two website/portal development projects of value above 3 lakhs each in government sector/ PSU in the related category.</p> <p>For Category 2: Application software</p>	Project description, Work orders and completion certificates of projects cited for meeting the eligibility criteria



Empanelment for development and implementation of Website and Application software

	<p>development and implementation:</p> <p>The Company should have executed at least two software development projects of value above 10 lakhs each in government sector/ PSU in the related category.</p>	<p>Project description, Work orders and completion certificates of projects cited for meeting the eligibility criteria</p>
(v)	<p>Manpower - The Company should have in house development cell with following minimum IT professionals as on 31.3.2010 including software/website design, development, testing and implementation teams with qualifications like B.Tech/M.Tech/MCA with experience and skill sets as per the category applied for.</p> <ul style="list-style-type: none"> • Category 1: website development and implementation: Minimum 10 resources • Category 2: Application software development and implementation: Minimum 25 resources 	<p>Undertaking from the authorized signatory clearly mentioning the number of professionals in each category. along with CVs of five key resources</p> <p>PSEGS team at its own expenses may visit the bidder's office/development center to verify the bidder's claims.</p>
(vi)	<p>Certifications: The company should have ISO 9001:2000 certification for both categories</p>	<p>Documentary Proofs</p>
(vii)	<p>The bidder must have valid service tax no, PAN No, and Regional Provident fund RC No.</p>	<p>Documentary Proofs</p>



Empanelment for development and implementation of Website and Application software

Note:

- (i) No consortiums are allowed
- (ii) In case of State/Central Government affiliated agencies interested for empanelment with PSEGS for the mentioned categories only the eligibility condition related to Project Experience with at least half of the project value mentioned above would only be applicable.

10. Document Fees

- i. Bidder can purchase the Expression of Interest Document by submitting Rs 1000/- (Rupees one thousand only) in the form of cash/DD in favor of Punjab State e-Governance Society (PSEGS), on any working day (9.00 to 4.00 PM) from **24.05.2010 to 6.06.2010** from the office of PSEGS.
- ii. Only one document needs to be purchased even if the bidder is applying for both the categories
- iii. In case of downloaded EoI document, the document fees of Rs 1000/- needs to be enclosed as part of bid proposal submitted by the bidder in the form of Demand Draft in favor of Punjab State e-Governance Society (PSEGS),
- iv. State/Central Government affiliated agencies interested for empanelment with PSEGS are exempted from document fees

11. Security Deposit and Empanelment Fees

- v. Bidders are required to submit security deposit of Rs Two lakhs per category in the form of Demand Draft in favor of Punjab State e-Governance Society (PSEGS)
- vi. Bidders may bid for either or both of the categories. Bidders applying for empanelment in both the categories (1. Website development &



Empanelment for development and implementation of Website and Application software

- implementation 2. Application Software development and implementation) would need to submit separate security fees for each category
- vii. Security deposit is refundable after deducting the empanelment fees and applicable service tax, at the end of empanelment period and can be carry forward in case of extension.
 - viii. Empanelment Fee: PSEGS shall charge 10% of security money and applicable service tax as empanelment fee (non-refundable) on yearly basis from the empanelled agencies. Empanelment fees would be deducted from the security deposits and the same amount is required to be refurbished in case of extension.
 - ix. State/Central Government affiliated agencies interested for empanelment with PSEGS are exempted from security deposit and empanelment fees

12. Bid Documents

Bidder is expected to examine all instructions, forms, terms, and requirements in the bid document. Failure to furnish all information required by the bid document or submit a Bid not substantially responsive to the bid document in every respect may result in the rejection of the Bid. The response should be submitted in **ONE part** as mentioned hereunder for each category. ***Bidder may bid for either or both the categories.*** In case abider is applying for both the categories, **separate bid response** clearly indicating on the envelope” Bid response for Category-.....” must be submitted for each category applied for.

A. Expression of interest Response

- i. Attested copies showing the legal status, place of registration and prime place of business of the firm.
- ii. Documentary Proofs supporting the eligibility of the concern for the empanelment



Empanelment for development and implementation of Website and Application software

- iii. Bidder is required to provide the details of **key projects** executed/under execution as per **Annexure 1** that best explains the bidder's ability to implement the `desired scope of work. Bidder need to provide documentary evidences in form of copy of work orders and completion certificates from the client to support its claim. Any project details without documentary evidence will not be considered for evaluation.
- iv. Audited Financial statement for the last three financial years (FY 06-07.,07-08,08-09)
- v. Understanding of Scope of Work
- vi. Proposed Project Implementation Approach
- vii. Security deposit fee
- viii. Document fees in case document is downloaded from the website
- ix. All the proposals will have to be submitted in hard bound form with all pages numbered. It should also have an index giving page wise information of above documents. Incomplete proposal will summararily be rejected.
- x. No bid will be considered unless bid document is duly signed by the authorized signatory

13. Late Bids

Any bid received after the time and date for receipt of bids prescribed in this document will be rejected and returned unopened to the Bidder.

14. Evaluation

- i. A PSEGS evaluation committee will evaluate the bids based on the bid responsiveness and technical presentations.
- ii. PSEGS may conduct clarification meetings with each or any bidders
- iii. Presentation - The eligible companies have to give presentation about their company, experience, manpower available ,implementation approach etc.



Empanelment for development and implementation of Website and Application software

- iv. PSEGS reserves the right to accept or reject the EOI submitted . The decision of evaluation committee shall be final and binding to all the companies applying for the empanelment.
- v. No further discussion/interface will be held with the bidder whose response has been technically disqualified / rejected.



Empanelment for development and implementation of Website and Application software

ANNEXURE 1: Project Experience

Location within Country:		
Name of Client:		No. of Staff:
Address:		No. of Staff-Months; duration of assignment
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services :
Scope of Work		
Documentary Proofs Enclosed (Y/N)		
Narrative Description of Project:		



Empanelment for development and implementation of Website and Application software