

**Revised  
Request for Proposal (RFP)  
For  
Selection of Consulting Firm/Company  
For  
Statewide Adoption & Implementation  
Of  
Mobile Governance  
In  
Government of Gujarat**

**Bid Processing Fee: Rs. 5,000/-  
EMD: Rs. 5,00,000/-**

**Tender no: SW20032015063**

**(May, 2015)**



**GUJARAT INFORMATICS LIMITED**  
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Sector-11, Gandhinagar- 382 017  
Phone: 079-3256022 Fax: 079-23238925  
Website: [www.gujaratinformatics.com](http://www.gujaratinformatics.com)

**Last date of Submission of online bids: 5<sup>th</sup> June, 2015 upto 1700 hrs  
Date of Opening of Technical Bids: 6<sup>th</sup> June, 2015 at 1200 hrs.**

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## **1 Section 1: Invitation for RFP**

### **1.1 RFP Notice**

Gujarat Informatics Ltd. (GIL), Gandhinagar on behalf of Department of Science and Technology (DST), Govt. of Gujarat invites proposals for selection of a consulting firm/company for Statewide Adoption and Implementation of Mobile Governance in Government of Gujarat. The assignment is divided into three parts viz.

1. Preparation of Detailed Project Report (DPR) and RFP for development and deployment of Mobile Applications for the Department-wise Public Services.
2. Development and deployment of 10 high-priority applications identified in the DPR on Android, IOS and Windows platforms on pilot basis to kick-start the state-wide implementation of Mobile Governance.
3. Coordination and support during development and implementation of Mobile Applications.

The RFP includes the following documents:

- Section 1 - Invitation for Proposals (IFP)
- Section 2 - Instruction to Bidders (ITB)
- Section 3 - General Conditions of Contract (GCC)
- Section 4: Terms of Reference
- Section 5 – Technical Proposal Forms (TP)
- Section 6 – Commercial Proposal Forms

a. Interested companies may download the RFP document from the website [www.gil.gujarat.gov.in](http://www.gil.gujarat.gov.in) & <https://gil.nprocure.com>

b. The bid must be submitted online through <https://gil.nprocure.com>

c. Bid Processing Fee **Rs. 5000/-** in the form of DD in favour of “Gujarat Informatics Limited” payable at Gandhinagar.

Earnest Money Deposit **Rs. 5,00,000/-** in the form of DD in favour of “Gujarat Informatics Limited” payable at Gandhinagar.

d. GIL/DST reserves the right to reject any or all the Proposals in whole or part without assigning any reasons.

e. This RFP document is not transferable.

f. Pre-qualification details & Technical Bids will be opened in the presence of Bidders’ or their representatives who choose to attend on the specified date and time.

**g.** In the event of the date specified for receipt and opening of bid being declared as a holiday for GIL office the due date for submission of bids and opening of bids will be the following working day at the appointed times.

**h.** Quality and Cost Base Selection (QCBS)

The individual bidder's technical scores will be normalized as per the formula below:

$$T_n = T_b / T_{max} * 100$$

Where,  $T_n$  = normalized technical score for the bidder under consideration

$T_b$  = absolute technical score for the bidder under consideration

$T_{max}$  = maximum absolute technical score obtained by any bidder

**Minimum absolute technical score to qualify for commercial evaluation is 70.**

## 1.2 Important Information (Fact Sheet)

S. No	Information	Details
1.	RFP No.	<b>SW20032015063</b>
2.	Bid Processing Fee	Rs. 5,000/-
3.	Earnest Money Deposit (EMD) in the form of a DD	Rs. <b>5,00,000/-</b>
4.	Last date and time for submission of DDs of EMD & Bid processing Fee at GIL	<b>5<sup>th</sup> June, 2015 upto 1700 hrs.</b>
5.	Last date and time for submission of proposals (Technical and commercial/Financial) (Online)	<b>5<sup>th</sup> June, 2015 upto 1700 hrs.</b>
6.	Opening of Technical Bids	<b>Date: 6<sup>th</sup> June, 2015 at 1200 hrs.</b> Gujarat Informatics Ltd. Block No. 1, 8 <sup>th</sup> Floor, Udyog Bhavan, Sector-11, Gandhinagar. Tel: 079-23256022, Fax: 079-2323892
7.	Contact Person for queries	Director (e-Governance) Gujarat Informatics Ltd. Block no. 1, 8th floor, Sector 11, Udyog Bhavan, Gandhinagar. Tel. No: (079) 23259223 Fax. No. (079)23238925
8.	Address at which proposal in response to RFP notice is to be	Director (e-Governance) Gujarat Informatics Ltd.

<b>S. No</b>	<b>Information</b>	<b>Details</b>
	submitted:	Block no. 1, 8th floor, Sector 11, Udyog Bhavan, Gandhinagar.  Tel. No: (079) 23259223 Fax. No. (079)23238925
9.	Bid validity	180 days, From date of financial bid opening

## **2 Section 2: Instruction to Bidders**

### **2.1 Introduction**

Gujarat Informatics Limited (hereinafter referred to as “GIL”), on behalf of Department of Science and Technology, Govt. of Gujarat (hereinafter referred to as “DST.”) invites Proposals from consulting agencies for “Selection of a consulting agency for Statewide Adoption and Implementation of Mobile Governance in Government of Gujarat”.

#### **2.1.1 Sources of Funds**

The Work Order will be placed on the selected Service Provider by DST, Govt. of Gujarat directly and the payment for the services mentioned in the said work order will be made directly by DST, Govt. of Gujarat from their own sources of funds as per the financial terms and conditions of this document.

#### **2.1.2 Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its bid and the GIL/DST will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

## 2.2 Qualification Criteria

The consulting firm/company meeting the following qualification criteria will be short listed and considered for technical evaluation.

Sr. No.	Eligibility Criteria	Document to be submitted with proposal*
1.	<b>Legal Entity:</b> The consulting firm/company should be a registered under the Indian Company Act, 1956 <b>or Limited Liability Partnership Act 2008</b> OR should be a partnership firm, who have their registered offices in India and should have been in existence for a period of at least <b>3</b> years as on <b>31st March, 2015</b> .	Certificate of Incorporation/ Partnership firm
2.	<b>Sales Turnover in Consulting:</b> The consulting firm/company should have an average annual turnover of at least <b>Rs. 2 Crores from the eGovernance/mGovernance consulting business in Government Domain</b> in the last 3 financial years ( <b>2012-13, 2013-14, 2014-15</b> ) as revealed by audited accounts.	Completed Form 3 along with copy of audited Turn Over certificate of CA. <b>The provisional balance sheet for year 2014-15 will be considered, if not audited.</b>
3.	<b>Technical Capability:</b> The consulting firm/company should have experience in handling at least <b>2 mGovernance consultancy projects in India</b> during the last <b>3</b> years, out of which at least one project having minimum value of the consulting component of <b>Rs. 20 Lacs</b> .	Completed Form 4 along with completion / work in progress certificate issued by client
4.	<b>Certifications:</b> Bidder should have ISO 9001:2008 and / or CMM Level 3 or above certification for software/application/website development/ <b>consultancy services</b> .	Certificate from authorized agency
5.	<b>Manpower Strength:</b> The consulting firm/company should have a minimum <b>15 technically qualified personnel</b> in India in the area of mobile application development who should be relevant degree holders and out of which at least <b>5</b> should possess prior experience in providing Project Management and Technical Consultancy services in the area of m-Governance.	Letter from Authorized signatory/ HR Manager
6.	<b>Consortium: (Refer Notes 1 &amp; 2)</b> Consortium of maximum 3 companies having one lead bidder and others as associate companies will be allowed.	Agreement of Consortium, Power of attorney for lead bidder
7.	<b>Blacklisting:</b> Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Gujarat and/or black-listed by any of the departments of the state Government of Gujarat.	

\*All supporting documents are to be uploaded in our e-Tendering website <https://gil.nprocure.com>.



**Note 1:** In case of consortium of bidders, the **lead bidder** must be incorporated under the Indian Companies Act, 1956 or The Partnership Act, 1932 or Limited Liability Partnership Act, 2008 and must have its registered offices in India. The other consortium members must be a registered company but not necessarily under any Indian law. "The Consortium of bidders" is defined as below (hereinafter referred to as "Consortium members")

1. A consortium of maximum 3 members is allowed to participate in the bid and one of them must be considered as Lead bidder as decided by them to whom the contract would be awarded for execution and all the consortium members would be responsible for execution of the complete contract and comply with all terms & conditions of Bid Document.
2. The consortium members should be in relevant business for last 3 years as on 31<sup>st</sup> March 2015. Copy of all relevant work order & satisfactory completion certificate must be attached as a proof of 3 years existence in the relevant business.
3. The authorized signatories of the consortium members must execute a **Power of Attorney** to nominate one of the members as the "Lead Bidder" authorizing him as signatory of the consortium on their behalf. All authorized signatories of each of the consortium members should submit Board resolutions by their respective entities in order to support their authorization to sign the documents.
4. A **consortium members' agreement** must be submitted on Rs. 100 stamped paper duly signed by the consortium members. The consortium agreement must clearly specify their roles and responsibilities. The decision of Lead Bidder shall be binding on all consortium members.
5. The lead bidder as the authorized signatory must sign all communications including the Bid and it shall be automatically binding on all the consortium members.
6. Every consortium members must furnish an **undertaking on the letter head** of their respective companies stating that they have read and understood the entire tender document and agree with all the terms and conditions stated in the bid document.
7. The composition of consortium members shall not be changed during bidding or period of contract including implementation and operation of this project.

**Note 2:** All the eligibility criteria should be fulfilled by the lead bidder of the consortium.

### 2.3 Methodology and Criteria for evaluation of Proposals

GIL/DST will form an evaluation Committee or it may be done by I.T. Committee/ Task Force which will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, GIL/DST may, at its discretion, ask the bidders for clarification of their Technical Proposals.

Only those proposals meeting the above qualification criteria will be evaluated as per the criteria mentioned below.

Sr. No.	Criteria	Max Points	Point system	Form
<b>1.</b>	<b>Profile of Consulting firm / company</b>	<b>15</b>		
	No. of years of operation in India	5	3 to <5 years – 3 points 5 to <7 years – 4 points >=7 years – 5 points	Form 2
	Full-time professional resources / staff engaged in Mobile Technology and Mobile Application Development	5	15 –staff – 3 points 16 – 30 staff – 4 points >30 staff – 5 points	Form 2
	Average Turnover of Consulting firm/company for last 3 years from the eGovernance / mGovernance consultancy Services (in Rs.)	5	2 to <4 crores - 3 points 4 to <6 crores – 4 points >=6 crores – 5 points	Form 3
<b>2.</b>	<b>Experience of firm</b>	<b>20</b>		
	Experience of providing consultancy services to Government entities for Mobile Application Development projects	20	2 projects – 5 points 3 projects – 10 points 4 projects – 15 points >=5 projects-20 points	Form 4 along with completion / work in progress certificate issued by the client
<b>3.</b>	<b>Profile of Proposed Manpower Required for Completing the Specified Work.</b>	<b>40</b>		Form 5
	<b>Sr. Consultant Qualification</b> B.Tech. /B.E.(I.T/C.E./E.C.)/MCA with at least 10 years' of total experience including 3 years' experience in Mobile Application Development in	<b>20</b>	<b>Committee will evaluate</b>	CV

Sr. No.	Criteria	Max Points	Point system	Form
	Government / Public Sector Domain (Masters Degree preferred)			
	Consultant Qualification (5) B.Tech. /B.E.(I.T/C.E./E.C.)/MCA with at least 6 years' of experience including 2 years' experience Mobile Application Development in Government / Public Sector Domain.	20 (4 each)	Committee will evaluate	CV
4.	Understanding and approach of firm for the assignment	25		
	Understanding of Scope of Work	10	Committee will evaluate the write-up on understanding, approach and methodology submitted by the bidders.	
	Approach and Methodology	15		
	<b>Total</b>	<b>100</b>		

**Technical Bid Evaluation:**

Technical Bid will be assigned a technical score (Tb) out of a maximum of 100 points as per the TEC. **Bidders with technical score of 70 and above will qualify for the evaluation in the commercial process.**

The technical score would be normalized on a scale of 100, with highest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose QCBS based evaluation, explained in selection 1.1.8

**Commercial/Financial Bid Evaluation:**

The Commercial bid of those bidders who qualify in the technical evaluation will only be opened. All other Commercial bids will not be opened. The Commercial bids (**as per the formats provided in Section 6**) of the technically qualified bidders will be evaluated as per the evaluation criteria mentioned below:

The lowest evaluated Financial Proposal (F-min) will be given the maximum financial score (Fn) of 100 points. The financial scores (Fn) of the other Financial Proposals will be computed as per formula for determining the financial scores given below:

$$F_n = 100 \times F\text{-min} / F_b$$

Where,  $F_n$  = normalized finance score for the bidder under consideration  
 $F_b$  = absolute financial score for the bidder under consideration  
 $F_{\min}$  = minimum absolute Financial score obtained by any bidder

***Final Bid Evaluation:***

Proposals will be ranked according to their combined technical ( $T_n$ ) and financial ( $F_n$ ) score using weights ( **$T = 0.70$  the weight given to the Technical Proposal;  $P = 0.30$  the weight given to the Financial Proposals;  $T+P=1$** ).

The combined technical and financial  $S = T_n \times T + F_n \times P$

The agency achieving the highest combined technical and financial score will be invited for negotiations.

**2.4 Bid Security (Earnest Money Deposit)**

**(Its compliance would be verified at the time of actual opening of the Technical Bid)**

2.4.1 The bidder shall furnish the bid processing fee of Rs. 5,000/- and Bid security (Earnest Money Deposit) of Rs. **5,00,000/-** in the form of DD favoring "Gujarat Informatics Ltd." and submit to GIL office address as mentioned below.

Director (eGovernance)  
Gujarat Informatics Ltd,  
Block No. 1, 8<sup>th</sup> Floor,  
Udyog Bhavan,  
Gandhinagar-382010.

2.4.2 The bid security and bid processing fee must be sent in the sealed cover clearly mentioned that **"EMD & BID processing fee for the RFP of Selection of Consulting Firm/Company for Statewide Adoption and Implementation of Mobile Governance in Government of Gujarat"**.

2.4.3 Proposals not accompanied by bid processing fee and EMD shall be treated as non-responsive and summarily rejected by GIL/DST.

2.4.4 Earnest Money Deposit (EMD) shall be refunded to all the unsuccessful bidders within one month after award of the work to the successful/suitable bidder on a written request.

2.4.5 The successful bidder's EMD will be discharged from GIL after the signing of the contract and submission of performance security to DST.

2.4.6 The bid security shall be forfeited:

- a. If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form ;
- b. Or in case of a successful Bidder, if the Bidder fails:
  - To sign the Contract or
  - To furnish the performance security

**2.5 Clarification of Bidding Documents**

2.5.1 During evaluation of bids, GIL/DST may, at its discretion, ask the Bidder for a clarification of its bid. GIL/DST may also ask for rate analysis of any or all items and if rates are found to be

unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

2.5.2 In case of any confusion, non-synchronization or anomaly between RFP/Tender clauses and attached forms/documents, clauses of RFP/Tender shall prevail.

## **2.6 Amendment of Bidding Documents**

2.6.1 At any time prior to the deadline for submission of bids, GIL/DST may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bidding documents.

2.6.2 In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, GIL/DST at its discretion, may extend the deadline for the submission of bids.

## **2.7 Language of Bid**

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and GIL/DST shall be in English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an appropriate translation of the relevant document in the English language and in such a case, for purpose of interpretation of the Bid, the translation shall govern.

## **2.8 Validity of Proposals**

Bids shall be valid for 180 days after the date of financial bid opening prescribed in RFP. A Bid valid for a shorter period may be rejected by GIL/DST as non-responsive. GIL/DST may solicit the bidders' consent to an extension of Proposal validity (but without the modification in Proposals).

## **2.9 Right to Accept Proposal**

GIL/DST reserves the right to accept or reject any proposal, and to annul the proposal process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

## **2.10 Disqualification**

GIL/DST may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:

- 2.10.1 Submitted the Proposal documents after the response deadline.
- 2.10.2 Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- 2.10.3 Exhibited a record of poor performance such as doing as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
- 2.10.4 Submitted a proposal that is not accompanied by required documentation or is non-responsive.
- 2.10.5 Failed to provide clarifications related thereto, when sought.
- 2.10.6 Declared ineligible by the Government of India for corrupt and fraudulent practices or blacklisted
- 2.10.7 Submitted a proposal with price adjustment / variation provision.

## **2.11 Preparation of Proposal**

- 2.11.1 The Proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the proposal.
- 2.11.2 The Proposal shall be typed or written in indelible ink (if required) and shall be initialed on all pages by authorized representative of the bidder to bind the bidder to the contract. The authorization shall be indicated by Board Resolution/ Power of Attorney and shall accompany the proposal
- 2.11.3 In addition to the identification, the covering letter (Form 1) shall indicate the name and address of the bidder to enable the proposal to be returned in the case it is declared late pursuant, and for matching purposes
- 2.11.4 The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and 'uncalled for' correspondence shall not be entertained.
- 2.11.5 Alteration / Rewording / Deletion / Correction of any part in the Tender Document are not permitted. If found in any bid proposal bid may be liable to be rejected without prior intimation to the bidders.
- 2.11.6 The Bidder is required to submit the complete proposal along with required forms etc. The proposal shall be exactly according to the presented formats given in the Tender documents. All columns of the prescribed formats should be filled, and all questions in the tender document must be answered. Any additional information should be enclosed separately and referred to in the relevant column in the proposal formats. Modifications / rewording of formats shall not be acceptable. No column should be marked as "NIL" or "Zero", "0" etc. Where no price is proposed to be charged for any item or its parts required to be supplied, it should be clearly mentioned in words.
- 2.11.7 The technical response should be concise. Any response not as per the specified format may be liable to be rejected. No marketing literature pertaining to the bidder should be enclosed along with the proposal. If enclosed, it may be treated as disqualification

- 2.11.8 Committee may ask bidder(s) for detailed presentations. All such shall be at the cost of bidder.
- 2.11.9 The envelopes should be addressed to:  
**The Director** (e-Governance)  
Gujarat Informatics Ltd.  
Block No. 1, 8th Floor,  
Udyog Bhavan, Gandhinagar  
Gujarat
- 2.11.10 The bidder is expected to examine carefully all instructions, forms, terms and specifications in the Tender document. Failure to furnish all information required in the Tender Document or submission of a proposal not substantially responsive to the Tender Document in every respect will be at the bidders risk and shall result in rejection of the proposal.

## **2.12 Modification and Withdrawal of Bids**

- 2.12.1 The Bidder may modify or withdraw his bid before the last date of submission of bids through the e-Tendering website <https://gil.nprocure.com>.
- 2.12.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by fax but followed by the signed confirmation copy, post marked not later than the deadline for submission of bids.
- 2.12.3 No bid may be modified subsequent to the deadline for submission of bids.
- 2.12.4 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of the bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security.

## **2.13 Submission, Receipt and Opening of Proposals**

- 2.13.1 Sealing and Marking of Bids
- All bids must be submitted online through <https://gil.nprocure.com> as per the formats mentioned in the same using digital signature.
  - Telex, cable, e-mailed or facsimile bids will be rejected.
- 2.13.2 GIL/DST will open all bids in the presence of Bidder or his representative who choose to attend.
- 2.13.3 The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for the GIL/DST, the Bid shall be opened at the appointed time and location on the next working day.

- 2.13.4 The Bidder's names, bid modifications or withdrawals, bid prices ,discounts and the presence or the absence of requisite bid security and such other details as GIL, at his discretion, may consider appropriate, will be announced at the time of opening.
- 2.13.5 Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawal bids will be returned unopened to the Bidders.
- 2.13.6 Financial Bids of only those bidders who are technically qualified will be opened in the presence of the qualified bidders / their representatives at pre-specified time and date which will be communicated to the qualified bidders well in advance.

#### **2.14 Preliminary Examination**

- 2.14.1 GIL/DST will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- 2.14.2 Prior to the detailed evaluation, GIL/DST will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation. Deviations from or objections or reservations to critical provisions such as those concerning Performance Security, Warranty, Applicable law and Taxes and duties will deemed to be material deviations. GIL/DST determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- 2.14.3 If a Bid is not substantially responsive, it will be rejected by GIL/DST and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- 2.14.4 Conditional bids are liable to be rejected.

#### **2.15 Contacting GIL/DST**

- 2.15.1 No Bidder shall contact GIL/DST on any matter relating to its bid, from the time of the bid opening to the time of contract is awarded. If he wishes to bring additional information to the notice of GIL/DST, he should do so in writing. GIL/DST reserves its right as to whether such additional information should be considered or otherwise
- 2.15.2 Any effort by a Bidder to influence GIL/DST in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his bid security amount.

#### **2.16 Award of Contract**

On acceptance of Proposal for awarding the contract, the GIL/DST will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the Contract Agreement, no variation in or modification of the term of the Contract shall be made except by written amendment signed by the parties.

#### **2.17 DST's Right to Vary Quantities at Times of Awards**

DST reserves the right at the time of award of Contract to increase or decrease quantity of work in terms of resources by 30% without any change in rate fixed or other terms and conditions. After six



months, DST/GIL will review and decide for increase or decrease the resources. However for bought out items/components or third party items, the prevailing market rates at the time of award shall be considered.

### **2.18 Bank Guarantee**

- 2.18.1 The successful Bidder has to furnish a security deposit so as guarantee his/her (Bidder) performance of the contract.
- 2.18.2 The Consulting firm/company whose tender is accepted shall deposit 10% of the amount of Contract value as Performance Security valid for the period of contract plus 3 months. If additional work is allotted, the agency has to deposit the additional Performance Security accordingly. The Performance Security shall be in the form of Bank Guarantee valid for 3 months from the date of actual start of operation.
- 2.18.3 The proceeds of the performance security shall be payable to GIL/DST as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.
- 2.18.4 The Performance Security shall be denominated in Indian Rupees and shall be in the form of a bank guarantee issued by a nationalized / scheduled bank and following private banks located in India, in the form provided in the bidding documents.
- IDBI Bank
  - AXIS Bank
  - HDFC Bank and
  - ICICI Bank
  - Kalupur Co-operative Bank
- 2.18.5 Within 15 days of the receipt of notification of award from GIL/DST, the successful bidder shall furnish the performance security in accordance with the Conditions of The Contract, in the performance security Form provided in the bidding documents in the Performa prescribed in the Tender.
- 2.18.6 The Performance Security will be discharged by GIL and returned to the Bidder on completion of the bidder's performance obligations under the contract.
- 2.18.7 In the event of any contract amendment, the service provider shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period.
- 2.18.8 Failure of the successful Bidder to comply with the requirement of the contract and PBG can constitute sufficient grounds for the annulment of the award and forfeiture of the bid security in which event GIL/DST may make the award to the next lowest evaluated bidder or call for new bids.

### **2.19 Fraud and Corruption**

GIL/DST requires that consulting firm/company selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, GIL/DST:

2.19.1 Defines, for the purposes of this provision, the terms set forth as follows:

- “Corrupt practice” means the offering, giving, receiving or soliciting of any thing of value to influence the action of GIL/DST or any personnel of consulting firm/company(s) in contract executions.
- "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to GIL/DST, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive GIL/DST of the benefits of free and open competition.
- “Unfair trade practices” means supply of services different from what is ordered on, or change in the Scope of Work which was given by the GIL/DST in Section IV.
- “Coercive Practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

2.19.2 Will reject a proposal for award if it determines that the Bidder recommended for award has been engaged in corrupt or fraudulent practices and same shall be conveyed to Dept of Science & Technology /GIL or black listed by any of the Department of Government of Gujarat in competing for the contract in question.

2.19.3 will declare a Consulting firm/company ineligible, and black listed either indefinitely or for a stated period of time, for awarding the contract, if it any time determines that the Consulting firm/company has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract. The same shall be conveyed to Dept of Science & Technology/GIL.

## **2.20 Confidentiality**

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any bidders or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of the other party, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

## **2.21 NDA sign with respective customers**

Bidder has to submit the certificate of the customer with whom NDA is signed along with declaration by bidder for the same. Bidder has to submit the necessary documents to establish that they have signed NDA with respective customer.

### **3 Section 3: General Conditions of Contract**

#### **3.1 Definitions**

- 3.1.1 “Applicable Law” means the laws and any other instruments having force of law in India as they may be issued and in force from time to time.
- 3.1.2 “Proposals” means proposals submitted by bidders in response to the RFP issued by GIL/DST for selection of consulting firm/company.
- 3.1.3 “Competent Authority” means the Chairman & Managing Director, Gujarat Informatics Limited, Gandhinagar
- 3.1.4 “Committee” means I.T. committee of the DST
- 3.1.5 “Contract Price” means the price payable to the consulting firm/company on the panel of GIL/DST under the Contract for the complete and proper performance of its contractual obligations.
- 3.1.6 “Consulting firm/company” means any private or public entity, which will provide the services to GIL/DST under the contract.
- 3.1.7 “Contract” means the Contract signed by the parties along with the entire documentation specified in the RFP and a Service Line Agreement (SLA) for the assignment
- 3.1.8 “Day” means Calendar day
- 3.1.9 “Effective date” means the date on which the contract comes into force and effect.
- 3.1.10 “GCC” means General Conditions of Contract, specified in Section 3 of RFP
- 3.1.11 “Government” means State Government.
- 3.1.12 “DST” means Department of Science and Technology, Block No.7, 5<sup>th</sup> Floor, New Sachivalaya, Gandhinagar – 382 017, Gujarat.
- 3.1.13 “GIL” means Gujarat Informatics Limited, Block No.1, 8th Floor, Udyog Bhavan, Gandhinagar – 382 017, Gujarat.
- 3.1.14 “Personnel” means professional and support staff provided by the consulting firm/company or by any sub-consulting firm/company and assigned to perform services to execute an assignment and any part thereof
- 3.1.15 “Services” means the work to be performed by the consulting firm/company pursuant to the selection by GIL/DST and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by GIL/DST.
- 3.1.16 “Third Party” means any person or entity other than the Central/States/ Central/UT Government, GIL/DST, consulting firm/company or a Sub consulting firm/company.

#### **3.2 Application**

These general conditions shall apply to the extent that provisions in other parts Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the GIL/DST shall be final and binding on the consulting firm/company.

#### **3.3 Standards of Performance**

The consulting firm/company shall give the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The consulting firm/company shall always act in respect of any matter relating to this contract as faithful advisor to GIL/DST. The consulting firm/company

shall abide by all the provisions/Acts/Rules etc of information Technology prevalent in the country. The consulting firm/company shall conform to the standards laid down in RFP in totality.

### **3.4 Delivery and Documents**

- 3.4.1 As per the time schedule agreed between parties for the assignment under this RFP, the consulting firm/company shall submit all the deliverables on due date as per the delivery schedule. No party shall, without the other party's prior written consent, disclose contract, drawings, specifications, plan, pattern, samples or other documents to any person other than an entity employed by the affected party for the performance of the contract. In case of the termination of the contact, all the documents prepared by the consulting firm/company under this contract shall become joint property of GIL/DST & the consulting firm/company. The consulting firm/company may retain a copy of such documents, but shall not use anywhere, without taking permission, in writing, from GIL/DST and GIL/DST reserves right to grant or deny any such request.
- 3.4.2 Deliverables will be deemed to be fully and finally accepted by GIL/DST. In the event GIL/DST has not submitted such deliverable review Statement to the consulting firm/company before the expiration of the 30-day review period, or when GIL/DST uses the Deliverable in its business, whichever occurs earlier ("Deemed Acceptance").
- 3.4.3 In the event GIL/DST issues to consulting firm/company a Deliverable Review Statement requesting corrections, Service Provider shall have a commercially reasonable period of time, not less than thirty (30) days, to make the required corrections to the Deliverables, after which time Service Provider will resubmit the Deliverables and the review cycle will recommence.

### **3.5 Penalty**

#### **3.5.1 Penalty for exit/replacement**

Replacement of resources shall generally not be allowed. The replacement of resource by bidder will be allowed (with penalty) only in case, the resource leaves the organization by submitting resignation with the present employer.

- In case of failure to meet the standards of the purchaser, (which includes efficiency, cooperation, discipline and performance) bidder may be asked to replace the resource without any penalty for replacement/exit.
- The replaced resource will be accepted by the DST/Gujarat Informatics Ltd only if he scores the same or more on the evaluation criterion mentioned in this RFP and is found suitable to the satisfaction of the purchaser. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the DST/GIL. The bidder shall provide the replacement within 15 calendar days.
- The payment for replaced resources will be made as per the man month rates quoted/agreed by the bidder. However if the replaced resource obtains less marks in evaluation, payment will be made proportionately.

- The penalty per resource would be imposed in case of exit/replacement of resource from the project within below mentioned period starting from the date of deployment of respective resource:

1. Within 2 Months : Rs. 50,000 (Rupees Fifty Thousand )
2. From 2 months to 6 months- Rs. 25,000 (Rupees Twenty Thousand)

A penalty of Rs. 1 Lakhs per resource will be levied if a resource who has not resigned and is removed from the project by the bidder. After expiry of permissible 15 calendar days for replacement, a penalty of Rs. 3000 per working day per resource will also be imposed till suitable replacement is not being provided by the bidder.

However, DST/GIL is free to relieve any resource (apart from minimum committed numbers) at any time (beyond minimum committed period) during contract period without any penalty by serving 15 days advance notice.

### 3.5.2 Penalty for delay in deliverables:

In case of delay in particular deliverables, a penalty of 1% of total project cost per week will be levied upto maximum of 10%.

### 3.6 Payment Terms

- 3.6.1 The payment for all the services, activities and deliverables for the work shall be made based on the deliverables submitted in two copies at DST. The consulting firm/company shall have to submit softcopy of deliverables in the editable form. i.e. in MS Word format
- 3.6.2 The payment to the consultant will be made by DST after approving and accepting the deliverables.
- 3.6.3 Payment shall be made in Indian Rupees.
- 3.6.4 The payment schedule is as follows:

Sr. No.	Activity	Payment (% of contract value)
1	Within 30 days of acceptance of DPR on State-wide Adoption and Implementation of Mobile Governance	20%
2	Within 30 days of development and deployment of mobile applications on Android, IOS and Windows platforms for 10 high-priority services identified in the DPR on pilot basis	20%
3	Within 30 days of acceptance of RFP for Empanelment of Mobile Application Development Agencies	20%
4	Within 30 days of acceptance of RFP for the development and deployment of 40 high priority Mobile Governance Services	20%
5	Within 30 days of roll out and submission of Sign Off Report	20%

### **3.7 Prices**

Prices payable to the service provider as stated in the Contract shall remain firm and fixed during the performance of the Contract.

### **3.8 Consulting firm/company Personnel**

The consulting firm/company shall employ and provide such qualified and experienced personnel as may be required to perform the services under the specified project as assigned by GIL/DST. This is a specialized domain of 'mGovernance' and it is desirable from the consulting firm/company to deploy the personnel, who have adequate knowledge and experience in the domain related with this project. It is desirable that the consulting firm/company shall hire the services of domain Specialists, if required, to work on the Project effectively.

### **3.9 Applicable Law**

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time. The contracts shall be interpreted in accordance with the laws of the Union of India.

### **3.10 Governing Language**

The Contract shall be written in English Language. English version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English Language.

### **3.11 Sub Contracts**

No Sub Contracting shall be allowed for this project.

### **3.12 Assignments**

The consulting firm/company shall not assign the project to any other agency, in whole or in part, to perform its obligation under the Contract, without the GIL/DST's prior written consent.

### **3.13 Payments**

During the period of their inability of services as a result of an event of Force Majeure, the consulting firm/company shall be entitled to continue to be paid under the terms of this contract, as well as to be reimbursed for costs additional costs reasonably and necessarily incurred by them during such period purposes for the purpose of the services and in reactivating the service after the end of such period.

### **3.14 Performance Assessment**

The performance assessment of the vendor will be done based on the following criteria.

3.14.1 Quality of deliverables

3.14.2 Timely submission of deliverables

3.14.3 Assigning adequate resources in time as per the clients requirements

3.14.4 Interaction with the various Departments

3.14.5 Satisfactory completion of the entire assignment as per the approved time schedule

### **3.15 Suspension**

GIL/DST may, by written notice to consulting firm/company, suspend all payments to the consulting firm/company hereunder if the consulting firm/company fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension.

3.15.1 Shall specify the nature of failure

3.15.2 Shall request the consulting firm/company to remedy such failure within a period not exceeding thirty (30) days after receipt by the consulting firm/company of such notice of failure

### **3.16 Termination**

Under this Contract, GIL/DST may, by written notice terminate the consulting firm/company in the following ways:

3.16.1 Termination by Default for failing to perform obligations under the Contract of if the quality is not up to the specification or in the event of non adherence to time schedule.

3.16.2 Termination for Convenience in whole or in part thereof, at any time.

3.16.3 Termination for Insolvency if the consulting firm/company becomes bankrupt or otherwise insolvent.

3.16.4 In all the three cases termination shall be executed by giving written notice to the consulting firm/company as prescribed in Clause 3.17 under GCC(Resolution of Disputes). Upon termination of the contract, payment shall be made to the consulting firm/company for:

- Services satisfactorily performed and reimbursable expenditures prior to the effective date of termination
- Any expenditure actually and reasonably incurred prior to the effective date of termination

No consequential damages shall be payable to the consulting firm/company in the event of such termination.

### **3.17 Force Majeure**

3.17.1 Notwithstanding anything contained in the RFP, the consulting firm/company shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

3.17.2 For purposes of this clause "Force Majeure" means an event beyond the control of the consulting firm/company and not involving the consulting firm/company's fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargos. The decision of the GIL/DST regarding Force Majeure shall be final and binding on the consulting firm/company.

3.17.3 If a Force Majeure situation arises, the consulting firm/company shall promptly notify to the GIL/DST in writing, of such conditions and the cause thereof. Unless otherwise directed by the GIL/DST in writing, the consulting firm/company shall continue to perform its

obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

### **3.18 Resolution of Disputes**

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

#### **3.18.1 Amicable Settlement**

- In the case dispute arising between the GIL/DST and the consulting firm/company, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings.

#### **3.18.2 Arbitration**

- Arbitration proceedings will be held in India at Ahmedabad and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English. The decision of the majority of arbitrators shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrators shall be shared equally by the GIL/DST and the consulting firm/company. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

### **3.19 Taxes and Duties**

The consulting firm/company shall fully familiarize themselves about the applicable Domestic taxes (such as VAT, Sales Tax, Service Tax, Income Tax, duties, fees, levies, etc.) on amount payable by GIL/DST under the contract. The consulting firm/company, sub consulting firm/company and personnel shall pay such domestic tax, duties, fees and other impositions (wherever applicable) levied under the applicable law **and as applicable at the time of invoicing.**

### **3.20 Legal Jurisdiction**

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Gujarat only.

### **3.21 Limitation of Liability:**

**In no event shall either party be liable for any indirect, incidental, consequential, special or punitive loss or damage including but not limited to loss of profits or revenue, loss of data, even if the party shall have been advised of the possibility thereof. In any case, the aggregate liability of the bidder, whatsoever and howsoever arising, whether under the contract, tort or other legal theory, shall not exceed the total charges received as per the Contract, as of the date such liability arose, from the Purchaser, with respect to the goods or services supplied under this Agreement, which gives rise to the liability**



**3.22 Notice**

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the project specific Contract Agreement.

## **4 Section 4: Terms of Reference**

### **4.1 Background**

#### **4.1.1 Basic Information:**

Department of Science & Technology (DST) has been constituted vide General Administration Department G.R. No. DST/2002/398/ITD dated 21st June, 2002 and it has been operational since 01.04.2003. This department mainly looks after the growth and development of new & emerging technology areas and is responsible for formulation and implementation of key policies in this sector in the State of Gujarat. As of now DST has been looking after the following areas of technology in the State.

- Information & Communication Technology including e-Governance
- Biotechnology
- Science and Technology
- Remote Sensing and Space Applications
- Seismology

Gujarat Informatics Ltd. (GIL), Gandhinagar on behalf of Department of Science and Technology, Govt. of Gujarat invites proposals from consulting agencies for selection of consulting agency for Statewide Adoption and Implementation of Mobile Governance as described in Section 4.2 “Scope of Work” of this RFP. GIL is the Nodal Agency for this public procurement.

#### **4.1.2 Project Background:**

Mobile technology and devices have become an integral part of human life. The development of mobile communication technologies has created a new platform for Governments to reach out to a much greater number of people and has equally facilitated citizens to access Government information and services “anytime, anywhere” eliminating the barriers of time and space.

The aim of DST is to further augment m-Governance as an extended arm of e-Governance. Government services will be delivered to the citizens through mobile devices or wireless equipments through various channels using mobile technologies. This will also reduce the need of physical network for communication and act as an enabler for a more connected society.

Some of the Departments of State Government have already taken initiatives for delivering services through mobile devices but the need of a robust platform for attaining maturity and sustainability has been under the active consideration of the State Government.

#### **4.1.3 Objectives:**

The major objectives to be achieved through this consultancy contract are listed below:

- To encourage Government Departments for adoption of m-Governance for delivery of services through mobile devices.

- To bring synergy in the current efforts of various Departments for State-wide rollout of their respective m-Governance services
- To extend existing e-Governance services to m-Governance platform.
- To set guidelines/standards for the development and deployment of new Mobile Governance applications for delivery of Government Services
- To empanel agencies for Mobile Application Development
- To setup required infrastructure for deployment and delivery of the Mobile Governance Services
- To propose new innovative ideas/process related to implementation of Mobile Governance

#### **4.2 Scope of Work**

Consultancy firm has to provide various consultancy services for the State-wide Adoption and Implementation of Mobile Governance in a phase-wise manner in consultation with the respective Department, GIL and DST. The scope of work for the consultancy services includes following activities.

- 4.2.1 Identify and prioritize prospective Mobile Governance Services for each Department and prepare a consolidated Detailed Project Report (DPR) on State-wide Adoption and Implementation of Mobile Governance including such services of all the Departments. DPR should clearly describe various stages of the project life cycle like “As-Is”, “To-Be”, “Implementation Method”, “O&M” etc.
- 4.2.2 Develop and deploy mobile applications on Android, iPhone and Microsoft platforms for 10 high-priority services identified in the DPR on pilot basis.
- 4.2.3 Prepare RFP for empanelment of Mobile Application Development Agencies.
- 4.2.4 Prepare RFP for the development and deployment of high priority Mobile Governance Services (at least 40) as identified in the DPR.
- 4.2.5 Act as an interface between the Departments and Development Agencies, during the development and deployment activities and resolve the issues related to the activities for smooth and timely rollout of the services.

**4.3 Resources to be deployed:**

The following table describes the type and number of resources to be deployed for this assignment for the entire contract period.

<b>Sr. No.</b>	<b>Type of Resource / Expertise</b>	<b>Number (Minimum)</b>	<b>Qualification &amp; Experience</b>
1	Senior Consultant (Mobile Application Development)	01	B.Tech. /B.E.(I.T/C.E./E.C.)/MCA with at least 10 years' of total experience including 3 years' experience in Mobile Application Development in Government / Public Sector Domain (Masters Degree preferred)
2	Consultant (Mobile Application Development)	05	B.Tech. /B.E.(I.T/C.E./E.C.)/MCA with at least 6 years' of experience including 2 years' experience Mobile Application Development in Government / Public Sector Domain.

#### 4.4 Deliverables & Timelines

The consultant is expected to provide following deliverables to DST/GIL and other deliverables like status report, presentation etc., if any asked by the DST/GIL from time-to-time.

Sr. No.	Activities	Timelines (in weeks) : T	Deliverables	No. of hard copies	No. of soft copies
1	Study, identify and prioritize Department wise prospective Mobile Governance Services	$T1 = T + 8$	DPR on State-wide Adoption and Implementation of Mobile Governance	6	3
2	Develop and deploy mobile applications on Android, IOS and Windows platforms for 10 high-priority services identified in the DPR on pilot basis	$T2 = T1 + 8$	UAT/FAT report for 10 new Mobile Applications for Android, IOS and Windows platforms	6	3
3	Work out Scope of work with timelines and deliverables and setup guidelines and standards for Mobile Application Development and Deployment	$T3 = T2 + 8$	RFP for Empanelment of Mobile Application Development Agencies	6	3
4	Co-ordination with, Mobile Application Development Agency and GIL/DST during implementation	$T4 = T3 + 24$	UAT/FAT report for at least 40 new Mobile Applications	6	3
5	Roll out and Final Sign off of the project	$T5 = T4 + 4$	Sign Off Report	6	3

**Note: T = Date of Issue of Work Order**

##### 4.4.1 Inputs by the Consultant

It is expected that the work will require a team of ten consultants for 12-month (52 Weeks) contract period. The team shall comprise of two senior consultants and eight consultants

with adequate experience in providing IT consultancy services and project management in Government domain. Consultants with their full team shall have to attend all meetings when arranged by the DST, GoG, by State Department's and or by GIL.

The consulting firm / company will also assist GIL/DST in selection process of vendors for MSDP and Mobile Application Development.

#### **4.5 Validity of Contract**

The Contract would be for period of **12 months**, beyond which it can be extended on mutually agreeable terms and under the same pro-rata prices as quoted by the consultancy firm under this tender.

#### **4.6 Location and Facilities**

The Consultant/s shall be available full duration of the contract to DST and or GIL whenever required. The assessment proposed in this RFP required physical visits at various location within Gandhinagar/Ahmedabad/Gujarat. **Approximately 100 visits (i.e. one visit to every Taluka / District place) during phase I for getting inputs for preparing the required deliverables. The cost of the same is to be included in the bid.**

## **5 Section 5: Technical Proposal Forms (TP)**

### **5.1 Form 1 – Covering Letter**

*(To be submitted on the consulting firm/company letterhead)*

Date:

To,  
Director (e-Governance)  
Gujarat Informatics Limited  
8th Floor, Block -1, Udyog Bhavan,  
Sector - 11, Gandhinagar - 382017  
Gujarat, India

**Ref: RFP Notification no. \_\_\_\_\_ dated \_\_\_\_\_**

**Subject: Submission of proposal in response to the RFP for “Selection of Consulting Firm/Company for Statewide Adoption and Implementation of Mobile Governance in Government of Gujarat”.**

Dear Sir/Madam,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification no. \_\_\_\_\_ dated \_\_\_\_\_ for “**Selection of Consulting Firm/Company for Statewide Adoption and Implementation of Mobile Governance in Government of Gujarat**”, in full conformity with the said RFP document.
2. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
3. We agree to abide by this Proposal, consisting of this letter, the Qualification Criteria forms and the Technical Proposal form, the duly notarized Board Resolution/ Power of Attorney, and all attachments, for a period of 180 days from the date fixed for submission of Proposals as stipulated in the RFP modification resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
4. If we are entrusted a consultancy assignment, we undertake to provide a Bank Guarantee in the form and amount prescribed.
5. We hereby declare that all the information and statements in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
6. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
7. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this

assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

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

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

Dated this (date / month / year)

Authorized Signature [in full and initials]:

Name of Authorized Signatory:

Designation of Authorized Signatory:

Name of consulting firm/company:

Address:



**5.2 Form 2 – General Information**

<b>Sr. No</b>	<b>Particulars</b>	<b>Details to be furnished</b>	
<b>1.</b>	<b>Details of responding Consulting firm/company</b>		
a)	<b>Name</b>		
b)	<b>Address</b>		
c)	<b>Telephone</b>		<b>Fax</b>
d)	<b>Website</b>		
<b>2.</b>	<b>Details of Contact Person</b>		
a)	<b>Name</b>		
b)	<b>Designation</b>		
c)	<b>Address</b>		
d)	<b>Telephone no.</b>		
e)	<b>Mobile no.</b>		
f)	<b>Fax no.</b>		
g)	<b>E-mail</b>		
<b>3.</b>	<b>Details of Authorized Signatory (please attach proof)</b>		
a)	<b>Name</b>		
b)	<b>Designation</b>		
c)	<b>Address</b>		
d)	<b>Telephone no.</b>		
e)	<b>Mobile no.</b>		
f)	<b>Fax no.</b>		
g)	<b>E-mail</b>		
<b>4.</b>	<b>Information about responding Consulting firm/company</b>		
a)	<b>Status of Consulting firm/company (Public Ltd. / Pvt. Ltd etc)</b>		
b)	<b>No. of years of operation in India</b>		
c)	<b>Details of Registration (Ref e.g. ROC Ref #)</b>	<b>Date</b>	
		<b>Ref #</b>	
d)	<b>Income Tax Registration number.(PAN)</b>		
e)	<b>Service Tax Registration No.</b>		
f)	<b>Years of operations in India.</b>		
g)	<b>No. of resources/ staff in India</b>		
h)	<b>Locations and addresses of offices (in India and overseas)</b>		

### 5.3 Form 3 – Financial Details

Sr. No	Particulars	Details to be furnished
1.	Turnover of Consulting firm/company (in Rs crores)	
a)	FY 11-12	
b)	FY 12-13	
c)	FY 13-14	

*\* Please attach relevant documents as proof in support of above declarations*

**5.4 Form 4 – Summary of experience in IT, m-Governance consultancy projects**

Sr. No.	Project Title	Client name	Project Duration	Project Details in Brief	Value of Engagement

- Please provide Work Order/ Client Letter/ Job Completion Certificate for each of the projects mentioned above. In absence of any of the above documents, please provide a self attestation by Authorized Signatory that the mentioned projects were undertaken by the Consulting firm/company. In absence of any of the above documents, the project shall not be considered for evaluation*

**5.5 Form 5 – Experience of consulting firm/company for IT consultancy services for projects specific to Mobile Governance**

**Profile of consulting firm/company**

[Provide here a brief (two pages) description of the background and profile of your consultancy business]

**Experience of the Consulting firm/company**

[Use separate sheet for each assignment]

1.	Name of Assignment	
2.	Name of client	
3.	Address	
4.	Approx. value of the contract (in Rupees Lakhs)	
5.	Location of project	
6.	Duration of Assignment/job (months)	
7.	Start date (month/year)	
8.	Completion date (month/year)	
9.	Name of professional staff of your Consulting firm/company involved and functions performed	
10.	Name of associated consulting firm/company, if any	
11.	No. of professional staff-months provided by associated consulting firm/company:	
12.	Description of the project	
13.	Services provided for the project	

*\* Please provide Work Order/ Client Letter/ Job Completion Certificate for each of the projects mentioned above. In absence of any of the above documents, please provide a self attestation by Authorized Signatory that the mentioned projects were undertaken by the Consulting firm/company. In absence of any of the above documents, the project shall not be considered for evaluation*

**5.6 Form 6 – Profile of proposed consulting firm/company**  
**[For each position of key professionals, separate form should be submitted]**

- 1 Proposed Position:
- 2 Name of Consulting firm/company:
- 3 Date of birth:
- 4 Nationality:
- 5 Education: [Indicate college/university and other specialized education of staff member in the following format]

Sr. No.	Degree	Name of Institute	Percentage/ Grade obtained	Year
1.				
2.				
3.				
4.				
5.				

- 6 Other Training/ Certification:
- 7 Employment Record:  
 [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]

Sr. No.	Name of employer	Positions held	From	To
1.				
2.				
3.				
4.				
5.				

- 8 Understanding of work involved for this position:  
 [Provide details of your understanding of work entailed in the position based on your experience]
- 9 Relevant experience for this position:  
 [Provide details of such experience relevant to position applied for]

10 Domain specific experience in category:

(Provide details of working / experience in government related domain such as:

Hardware and Network Infrastructure, Database management, Cyber security, secure authentication mechanism)

The above list is indicative in nature. You may also provide details of experience related to other government domain.

11 Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes my self, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

Place:

[Signature of staff member or authorized representative]

[Full name of staff member or authorized representative]

**6 Section 6: Financial/Commercial Proposal Forms**

**6.1 Financial/Commercials Format**

Sr. No.	Cost Component	Man-month charges (Rs.)	No. of Resources	Total Charges (Rs.)
		<b>A</b>	<b>B</b>	<b>C = A*B</b>
1	Per man-month charges for Senior Consultants		<b>1</b>	
2	Per man-month charges for Consultants		<b>5</b>	
			<b>Grand Total (Rs.)</b>	

*Note:*

- *The charges mentioned above shall be inclusive of all the expenses.*
- *No extra charge will be paid to the Consulting Firm apart from the prices quoted above.*
- *Taxes are extra as applicable at the time of invoicing,*
- *The same rate will be applicable for extra resources, if required during the contract period.*