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Government of India

Ministry of Social Justice and Empowerment

Department of Social Justice and Empowerment

(Statistics Division)

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B-2, Ground Floor,  
Pt. Deendayal Antyodaya Bhavan  
CGO Complex, New Delhi

Dated the 4<sup>th</sup> October, 2023

**NOTICE INVITING TENDER DOCUMENT**

The Department of Social Justice and Empowerment (DoSJE) invites online tender (e-Tender) for setting up of Central Smart Surveillance Unit (CSSU) for monitoring of Grants-In-Aid (GIA) institutes under the D/o SJ&E.

2. The details including the scope of work are available in the attached RFP.
3. The Tender Document and Terms of Reference (ToR) with Annexures can be downloaded from the website <https://socialjustice.gov.in/> and <https://gem.gov.in/>
4. Further details, if any, may be obtained by writing to the above-mentioned address or at e-mail: [vinesh.pachnanda@nic.in](mailto:vinesh.pachnanda@nic.in) and [shukla.archna20@mospi.gov.in](mailto:shukla.archna20@mospi.gov.in) or at Telephone No. 011-24369837-40.



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**Note:** Department of Social Justice & Empowerment (DSJE) or any of its designates reserves the right to cancel this request for tender document and/or invite afresh with or without amendments, without liability or any obligation for such request for tender document and without assigning any reason. Information provided at this stage is indicative and DoSJE reserves the right to amend/add further details in the Tender Document.

*Request for Proposal*

*for*

*Central Smart Surveillance Unit with Artificial Intelligence Enabled Unified IT  
Platform for Automated AI-enabled Activity & Attendance Monitoring and Real-  
Time Data Analytics & Reporting (AIAAMDAR)*

*for*

*Department of Social Justice & Empowerment*

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## 1. INTRODUCTION

The Department of Social Justice & Empowerment is entrusted with the welfare, social Justice and empowerment of disadvantaged and marginalized section of the society viz. Scheduled Caste, Backward Classes, Persons with Disabilities, Senior Citizens, and Victims of Drug Abuse etc.

The **aim** of floating the RFP is to get an overall proposal from the existing Indian Service Providers in the Indian market for setting up of Central Smart Surveillance Unit (CSSU) with Artificial Intelligence Enabled Unified IT Platform for Automated AI-enabled Activity & Attendance Monitoring and Real-Time Data Analytics & Reporting (AIAAMDAR) for monitoring of presence & activities at approximately 1300 GIA Institutions of Department of Social Justice & Empowerment with zero/ minimum manual intervention. The system should facilitate automated monitoring 24x7x365 in hybrid format i.e., through already available multiple types of input sensors such as, hand held devices and CCTV cameras.

S. No	Information	Details
1.	RFP release date	04.10.2023 at 1000 hrs
2.	Last date for submission of written queries for clarifications	23.10.2023 at 1700 hrs
3.	Pre bid Meeting  Venue: D/o Social Justice and Empowerment, B-2, Ground floor, Pandit Deendayal Antyodaya Bhawan, CGO Complex, New Delhi-110003	19.10.2023 at 1000 hrs
4.	Bid validity period	120 days from the last date (deadline) for submission of proposals
5.	Last date (deadline) for submission of bids	03.11.2023 at 1700 hrs
6.	Opening of technical bids	09.11.2023 at 1500 hrs
7.	Place, time and date of opening of financial proposals received in response to the RFP notice	Will be intimated later
8.	Earnest Money Deposit (EMD) in the form of Demand Draft	INR 10,00,000/- (Indian Rupees Ten lacs only)

**Note:** No EMD to be taken from exempt category of sellers even by way of specific clauses mentioned in ATC / STC by the Buyers. Such clauses which are against the GeM GTC, will be treated as null and void.

## **2. OBJECTIVE**

The purpose of this document is to outline the broad scope of work for setting up of CSSU with AIAAMDAR for analytics and monitoring of Grant-in-Aid Institutions of Department of Social Justice and Empowerment. The application will utilize the AEBAS-API for daily activities and will include drill-down and in-depth analytics features to identify irregularities if any and ensure compliance of scheme guidelines.

Department of Social Justice & Empowerment is going to establish a CSSU with AIAAMDAR for automated intelligence-driven monitoring of attendance of beneficiaries/inmates/residents/staff and their presence for the duration as desired/provided in the scheme guidelines which would reduce irregularities on the part of GIA Institutions with minimum manual intervention. In case of any irregularity indicated by the system, same to be further probed via CCTV footage that would allow effective monitoring of the GIA institutions on real-time basis.

## **3. SCOPE OF WORK**

Department of Social Justice & Empowerment proposes to setup CSSU with AIAAMDAR at its approximately 1300 GIA Institutions as per the detailed project work scope requirement.

It may be noted that AI based monitoring of performance of Grant-in Aid Institutions in association with AEBAS system developed by NIC would have to be done. Rules of MeitY/ NIC are needed to be abided. Certain permission would be obtained by the Department

The AEBAS application, which uses AI to record attendance, has been developed by NIC, MeitY for grantee institutions.

A separate tab for creating credential for all Grant-in-Aid institutions in existing AEBAS platform will be developed through NIC /MeitY on request by the Department. Simultaneously, all Grant-in-Aid institutions will be instructed to buy at least two biometric devices that are compatible with the AEBAS application from the device list given by the AEBAS team of NIC. GIA Institutions are to ensure that there is no failure in recording attendance and attendance is recorded as per directions (eg. Upon entry/exit, 2-3 times a day). The AEBAS team of NIC will also provide the guidelines for installing, configuring and using these devices. The attendance reports for all GIA institutions will be generated by the AEBAS application.

NIC & AEBAS team will train the PMU team for installation, configuration and handling of AEBAS device. PMU team of the Department will support the GIA institutions for installation and registration of the hand-held devices on AEBAS application.

The primary objective of this project is as follows:

- To develop a web application that integrates with the AEBAS API to fetch the attendance record of all GIA institutions and registers the application on the Aadhaar developer portal and obtain the necessary credentials and certificates.
- To design and implement an analytics module that allows Department to monitor and analyze task progress, outcomes, and impact, by using the following steps:
  - Define the key performance indicators (KPIs) and metrics that want to measure and track tasks, beneficiaries, and interventions.
  - Choose a suitable data analysis and visualization tool.
  - Connect data sources, for web application database, surveys, reports, etc., to choose tool and create dashboards and reports that display the relevant information.
  - Provide filters, slicers, and drill-down capabilities to enable users to explore detailed information about specific tasks, beneficiaries, and interventions.
- To ensure scalability, performance, and security of web application and its data storage, with these steps:
  - Implement security measures such as encryption, authentication, authorization, firewall, SSL/TLS certificates, etc., to protect web application and data from unauthorized access or malicious attacks.

#### **4. CENTRAL SMART SURVEILLANCE UNIT (CSSU)**

The Department of Social Justice & Empowerment has announced a new initiative to enhance the monitoring and surveillance of its GIA institutions across the country. This initiative envisages setting up of a CENTRAL SMART SURVEILLANCE UNIT (CSSU) with (AIAAMDAR) to improve the productivity of GIA institutions and their staff. This CSSU will be setup in National Institute of Social Defence, Sector -10, Dwarka, New Delhi.

The system will enable real-time monitoring of GIA Institutions from a central location, ensuring effective and efficient management of the monitoring aspects.

## **5. AADHAAR ENABLED BIOMETRIC ATTENDANCE SYSTEM (AEBAS)**

AEBAS is an attendance management system designed for government organizations by the Government of India. The system authenticates attendance using Aadhaar number created by Unique Identification Authority of India (UIDAI).

It is a cloud-based biometric attendance system that continuously tracks the attendance in real time. The Aadhaar Enabled Biometric Attendance System (AEBAS) uses the Aadhaar number issued by the Unique Identification Authority of India to verify the person's identity. The biometric time and attendance tracking system known as AEBAS is connected to the Aadhaar verification process.

## **6. AADHAR BASED AUTHENTICATION**

Aadhaar based facial attendance system is a type of biometric attendance system that uses the face recognition technology to verify the identity of a person using their Aadhaar number, which is a unique 12-digit identification number issued by the Unique Identification Authority of India (UIDAI).

The system is designed to improve the efficiency and transparency of the attendance management in various places. The system works by capturing the face image of a person using a camera /tablet/ Hand held device, and then matching it with the Aadhaar database using an internet connection.

The system also records the date, time and location of the attendance, and displays the result on a screen or sends it to a server. The system can also generate various reports and statistics on the attendance data.

## **7. DASHBOARD & ANALYTICS**

Role based dashboard for monitoring and accessing the attendance data:

- A role-based dashboard is a web interface that allows different users to view and manage the data according to their assigned roles and permissions.
- The dashboard can display various metrics and reports related to the attendance data, such as attendance rate, absenteeism, tardiness, overtime, leaves etc.
- The dashboard can be customized and configured to suit the needs and preferences of different users and roles.



- Monitor multiple centers in real time from one central location. This will help to manage the monitoring aspects of department more effectively and efficiently.
- This system lets keep an eye on multiple centres at once from a single location. Department can easily and quickly manage the monitoring aspects of operations with this system.
- This system gives the ability to watch multiple centres simultaneously from one location. This will be able to manage the monitoring aspects of activities more effectively and efficiently with this system.
- System should be able to fetch attendance information from Grant-in Aid Institutions and populate on e-anudaan portal through API integration. e-Anudaan team will provide a format with necessary field details

The following manpower will be required in CSSU:

- Project Manager (01): The manager can view all the attendance data as well as create, modify and delete other users and roles.
- Data Analyst (04): Data Analyst can view the attendance data of GIA Institutions and can also generate and exports reports and charts.

### **8. Real-Time Data & Reporting Analytics**

- Reports as per predefined parameters & Indicators.
- Facility to Add / Edit project-based indicators.
- Reports can be downloaded in PDF, CSV, Excel formats or another machine-readable format.
- View dashboard-based data summary & statistics based on relevant authority.
- View attendance logs of relevant staffs, inmates.
- Customizable Reports can be downloaded which should be able to crisply identify centers/users for which supplementary monitoring would be essential on requirement basis. Configurable parameters for this shall be identified by the department and fed into system as per applicable rules.
- Provision for entering Login and password details for dashboard access.
- Data uploaded will be displayed in the form of Intuitive Dashboards and Analytical Reports:
  1. Live Pie Chart
  2. Real Time Line Chart
  3. Interactive Bar Graph
- System will collect, process, and display data from various sources in real-time

- Enables faster and more accurate decision making based on current and historical data trends
- Provides interactive dashboards, charts, graphs, and tables that can be customized and filtered according to user preferences
- Supports multiple data formats, such as structured, unstructured, streaming, batch, etc.
- Integrates with various data sources, such as databases, APIs, sensors, web services, etc.
- Ensures data quality, security, and privacy by using encryption, authentication, validation, and backup mechanisms
- Scalable, reliable, and cost-effective solution that can handle large volumes and velocities of data
- Integration of live feeds of existing installed cameras (link will be provided by the Grant-In Aid Institutions)

## **9. TECHNOLOGIES**

The preferable technologies are Open Source. The hosting will be on MEITY Empaneled Cloud

## **10. SECURITY**

- Authentication is required for using Dashboards.
- Audit trail should be available for all successful and unsuccessful log in attempts on the website with time, IP address etc.
- Security Audit will be done by CERT-In to host on NIC Cloud

## **11. COMPLIANCE**

Ensure compliance with Accessibility guidelines as per GIGW, WCAG 20 and W3C guidelines.

## **12. DELIVERABLES**

Following are the required deliverable for the project

- AI analytics dashboard
- Source Code & User Manual
- Onsite Manpower Required (5)
- LED Screen (Video Wall)
- 65-inch Screen Size (4)

**\*NOTE:** The space for the setting up of surveillance room will be provided by the Department.

### **13. Instruction to Bidder**

- Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid will be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidder's risk and may result in rejection of its proposal and forfeiture of the bid EMD.

### **14. Performance bank guarantee (PBG)**

Within 15 days of the selected firms being intimated about their selection they are to submit a Performance Bank Guarantee of amount to 3% of total amount in the form of unconditional, unequivocal and irrevocable Bank Guarantee (BG) from any Commercial Indian Bank and valid for 3 years and any applicable extension periods as may be mutually accepted. The EMD submitted as security will be discharged after the receipt of the Performance Bank Guarantee from the selected bidder. PBG should remain valid for 60 days beyond the contract period.

### **15. Indemnity**

- The Buyer stands indemnified of all legal obligations, past/present/future, of the service provider with its professionals/resources deployed to Buyer.
- The Buyer stands absolved of any liability on account of death or injury sustained by the staff deployed by the Service Provider during the performance of the contract and also for any damages or compensation due to any dispute between the Service Provider and its staff so deployed.
- The Service Provider will indemnify Buyer of any infringement of third-party rights under the Patents Act or the IPR.

### **16. Confidentiality**

The Service Provider and their deployed personnel will not, either during the term or after expiration of this contract, use, sell, disclose any proprietary or confidential information relating to the software, services, contract or business or operations of Buyer or its clients

without the prior written consent of Buyer. The agencies have to sign the Non-Disclosure Agreement with Buyer.

### 17. Security

- The Service Provider will ensure that no information about the software, hardware, database and the policies of the client organization is taken out in any form including electronic form or otherwise, by the manpower posted by them.
- The Service Provider or its deployed personnel, by virtue of working on Buyer's projects, can't claim any rights on the work performed by them. Buyer /Client will have absolute rights on the work assigned and performed by them. Neither any claims of The Service Provider nor its deployed professionals will be entertained on the deliverables.

### 18. Time-Frame for the AI Dashboard Development

Propo al Stage	Activity Plan	Duration
Stage 1	Sample Template Design Submission and Finalisation with all suggestions followed by Presentation to the Committee	Within 03 weeks from the date of acceptance of Work Order
Stage 2	<b>AI Enabled Analytics Dashboard</b> and User Acceptance Testing	12 weeks
Stage 3	Hosting at staging server (for security audit)	02 Weeks
Stage 4	Training	01 Weeks
Stage 5	Security Testing by Cert-in empaneled Agency	04 Weeks
Stage 6	AI Dashboard Hosting and System Go-Live	02 Weeks
Maintenance and Support during Warranty period		01 Year after Go live

**1 week = 7 calendar days**

The completion of each stage needs to be approved by the DoSJE and the work on the next stage can only begin after the previous stage has been approved. Each stage deliverable needs to be presented before a committee constituted by DoSJE for the final approval.

- **Criteria for Selection & Bid Evaluation**
- **Pre-Qualification Criteria**

The bidders meeting the following qualification criteria will be short listed and considered for technical evaluation

Sl. No.	Category	Eligibility Criteria	Document Proof	File name of the proofs to be submitted
1	Incorporation of Firm, Legal Entity	The bidder should be:  The bidder must be incorporated and registered in India under the Indian Companies Act 1956 / LLP Act 2008/ Partnership Act 1932 and Companies Act 2013.	Certificate of incorporation/certificate for commencement of business/other relevant documentary proof is to be submitted.  Copy of PAN Copy of Registration Certificates with the GST Authorities	Format PQ_1: Incorporation of Firm, Legal Entity

		<p>Registered with GST Authorities in India Should have been operating for the last five years in India as on the date of publishing of tender notice.</p> <p>NOTE: No Consortium or Subcontracting shall be allowed</p>	<p>Certified true copy of balance sheet and Profit &amp; Loss statements for last 3 Financial years.</p>	
2	Financial Strength	<p>The bidder should have a Turnover of INR 20 (Twenty) crores from Consulting/ICT during the last three (3) audited financial Years.</p> <p>Bidder should have net positive worth in the end of last audited financial year.</p>	<p>Audited financial statements for the last three financial Years.</p> <p>Certificate from the Auditor or CA clearly stating the net worth in the end of last audited financial.</p>	<p>Format PQ_2: Financial Strength</p> <p>Format PQ_3: Net worth of the bidder.</p>

**Note:** No consortium will be allowed to participate in the Bid

## 19. Methodology and Criteria for evaluation of Proposals

- Bidders are hereby informed that the selection of Agency shall be on the Quality cum Cost Basis Selection (QCBS) (70:30 weightage) basis by the Authority. The details of the selection process are specified in this RFP. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the selection process shall be given and that the Authority's decisions are without any right of appeal whatsoever.
- Proposals shall be evaluated on Quality cum Cost Based Selection Process (i.e., 70% weightage to Technical Proposal on Quality Based Selection and 30% weightage to financial bid). DoSJE shall evaluate the financial bid of those firms who shall be declared technically qualified by qualifying marks of not less than 70%.

## 20. Evaluation of Technical Bid

S. No.	Particular	Criteria	Documents Required	Max. marks.
1	Turn Over	Annual Average Turnover in last three FY's i.e 2020-21, 2021-22 & 2022-23 (Above Rs. 80 Cr=20 Marks, Above Rs. 60 Cr and upto Rs. 80 Cr=15 Marks, Above Rs.40 Cr.=10 Marks Above Rs.20 Cr. and upto 40 Cr.= 05 Marks)	CA Certificate Required	20
2	Projects/ Work Orders	The Service provider must have provided similar work which has executed/ completed IT projects for any Govt. Department over the last three financial years (i.e., 2020-21, 2021-22 & 2022-23) with the following values: <ul style="list-style-type: none"> <li>One Work Order of minimum Rs. 3 Crore in the last three financial years (5 <b>Marks</b>)</li> <li>Two Work Orders of minimum Rs. 3 Crore in the</li> </ul>	Copies of PO or any other material which proves statements.	20

		<p>last three financial years <b>(15 Marks)</b></p> <ul style="list-style-type: none"> <li>• Apart from clause (i) and (ii), if the Service Provider submits any additional work order of any of the last three financial years, exceeding Rs.2 Crore, 1 mark each will be rewarded for such additional work orders (Max. 5 Marks)</li> <li>• <b>Note 1:</b> Value of Work Order will be considered as inclusive of all taxes.</li> <li>• <b>Note 2:</b> Subsequent Work Orders, in continuation of existing Work Orders, for any Project will be considered as a single W/O</li> <li>• <b>Note:</b> The attached work orders should not include any Hardware &amp; License Cost.</li> </ul>		
3	Technical Strength of Bidder	<p>Present strength of IT Resources on bidder's payroll as on bidding date:</p> <ul style="list-style-type: none"> <li>• More than 800 resources – 20 Marks</li> <li>• &gt;800-&lt;500 resources– 15 Marks</li> <li>• &gt;500-&lt;200 resources-10 Marks</li> <li>• &gt;200 resources-05Marks</li> </ul>	Certificate from company's HR.	20
4	Certifications	<p>Marks for certifications:</p> <p>a. ISO 9001:2015 –2.5 marks</p> <p>b. ISO 22301:2012 –2.5 marks</p> <p>c. ISO 20000:2011 –2.5 marks</p> <p>d. ISO/IEC 27001:2013– 2.5 marks</p>	Copy of valid certificate(s) in the name of The Service Provider attested by the authorized signatory of the company	10
5	Technical	<ul style="list-style-type: none"> <li>• Short listed agencies</li> </ul>	Technical	30



	Presentation (Demo on Support Methodology)	will be called for presentation of Proof of Concept within 15 days.	presentation should cover: <ul style="list-style-type: none"> <li>• Brief on experience related to the Scope of Work with emphasis on Government projects in the last three financial years.</li> <li>• Company profile and organizational strength</li> <li>• Proposed Team Structure</li> <li>• Showcasing of Similar implemented projects and Live Demonstration.</li> <li>• Understanding of scope and requirements</li> <li>• Project Implementation approach &amp; methodology</li> </ul>	
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Only those bidders who cross the threshold level (70%) of the technical evaluation shall be considered for the evaluation.

A company should preferably be empaneled with NICSI under Tier-3 Category for Design and Development of Website and Web portal.

Bidder should not have been blacklisted or banned by any Ministry or Department of any Government, PSU, University, Autonomous Bodies,

District Administration or any other Government Organization. Submit Declaration in this regard by the Authorized Signatory.

## 21. Technical Bid Format

SI No	Pre-qualification Criteria	Documentary Evidence
1	Name and Address of the bidder:	
2	Bidder Registration Details (NICSI):	Self-certified certificates need to be attached
3	Telephone No. (Landline):	
4	Mobile No.:	
5	Email Address:	
6	Details of PAN & GST:	Self-certified certificates need to be attached
7	Past experience of the firm with similar assignments (Sl. No. 1 of <b>Evaluation of Technical Bid</b> )	Self-certified Copies of the Work order/ contract/ along with successful work completion certificates
8	ISO 9001:2015; 27001:2022 & CMMI L3 (or above) Certified Company for IT/ICT/Software Development related projects (Sl. No. 4 of <b>Evaluation of Technical Bid</b> )	Self-certified copy of certificates needs to be attached
9	Presentation of 1 sample Design templates: 1. Presentation Quality 2. Layout 3. Overall Aesthetics 4. Execution Plan 5. Technology (Sl. No. 5 of <b>Evaluation of Technical Bid</b> )	Physical Technical Presentation

10	Copy of provident fund registration certificate and HR declaration Letter regarding the number of employees (Sl. No. 3 of <b>Evaluation of Technical Bid</b> )	Self-certified certificates and declarations need to be attached
11	GIGW Experience As the task involve development of website as per GIGW, the bidder should have either obtained Capability Approval Certification from STQC or Website Quality Certificate for any of the website.	Self-certified certificates need to be attached

**Name and signature of the authorized person of the firm along with seal:**

**22. Financial Bid Format**

<b>Serial No</b>	<b>Item Description</b>	<b>Amount</b>	<b>Tax</b>	<b>Total</b>
1	Cost of Design, <i>Development &amp; Maintenance of <b>AI Enabled Analytics Dashboard</b></i> including GIGW Compliance, Security Audit from CERT-In Empaneled Agency and Go Live with (01 Year Warranty)			
2				
3				

Company Name:	
Name & Designation:	
Date & Place:	
(Company Seal)	

**Name and signature of the authorized person of the firm along with seal:**

**Date**

Note: In the financial bid format, the rate shall be quoted in Indian Rupees in figures and words in case of discrepancy between the rate quoted in figures and words, the rate quoted in words will be taken as final and shall be binding on the agency

The bidder should quote for the entire tender as a package and the comparative statement will be made as per package only.

- The bidder should quote for the entire tender as per the given tender specification. Bidder who does not quote for all the specifications, as per the given tender specification, is subject to disqualification.

### 23. Evaluation of Bid

Financial proposals of only those companies who are technically qualified shall be opened on the date & time specified in the presence of the Bidders' representatives who choose to attend. Department will use Cost Evaluation under **Combined Quality Cum Cost Based System (CQCCBS)**, the technical part will be allotted weightage of 70% of the total while the financial part will be allotted weightages of 30%. Total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up using the formula given below

$$\text{Overall Score} = \frac{\text{Technical Bid Score}}{\text{Score of Best Technical Bid}} \times 70 + \frac{\text{Price of lowest Financial Bid}}{\text{Price of Financial Bid}} \times 30$$

During the process of evaluation of the Proposals, Department may, at its discretion, ask Bidders for clarifications on their proposal. The Bidders are required to respond within the prescribed time frame.

In case, two or more parties get equal marks after evaluation, then the bidder with lower financial bid may be considered for award of the contract.

### 24. Bid evaluation methodology

- Only those proposals meeting the pre-qualification criteria as specified in bid document will be evaluated as per the parameters mentioned above.
- The technical bids shall be evaluated by a duly constituted Technical Evaluation Committee (TEC).
- If there is only one bid, DoSJE reserves the right to process the single bid or take recourse to the process of re-tendering.
- On request from the TEC, the bidders may have to submit additional information. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted.
- During evaluation of proposals, DoSJE may, at its discretion, ask the bidders for written clarification of their Technical Proposals.

- The TEC shall call the eligible bidders for a presentation of the projects handled by them and quoted here. The time limit, in which the bidder's have to submit the additional information or present their projects, will be decided by the TEC and its decision will be final in this regard. Bidders failing to adhere to the specified time limit will be rejected.
- The first process for the TEC is to examine the eligibility of the bidders as per the tender specifications. Bids of the bidders, not satisfying the eligibility criteria shall be rejected.
- Each Technical Bid will be assigned a technical score out of a maximum of 100 points. 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.

## 25. Commercial/Financial Bid Evaluation

- The Commercial bids of only those bidders who qualify in the technical evaluation will be opened. All other Commercial bids will not be opened. The Commercial bids of the technically qualified bidders will be evaluated as per the evaluation criteria mentioned below:
- The lowest evaluated Financial Proposal (Fmin) 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:

**$F_n = 100 \times F_{min} / F_b$** , where,

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

- The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services. Omissions, if any, in costing any item shall not entitle the agency to be compensated and the liability to fulfil its obligations as per the Scope of Work within the total quoted price shall be that of the bidder.

## **26. Final Bid Evaluation based on QCBS**

- Proposals will be ranked according to their combined technical (Tn) and financial (Fn) score using weights.
- The Final Composite Score (S) shall be computed for each firm by assigning 70% weightage to the Technical Score (Tn) and 30% weightage to Financial Score (Fn) using the formula given below:
- $S = Tn \times 0.7 + Fn \times 0.3$  (rounded off to 2 decimal places)
- Bidder with the highest final composite score will be called for negotiating the contract. In case of a tie in the final composite score, the bidder with the higher Technical Score will be invited for negotiations and selection first.
- The bidder achieving the highest combined score will be invited for negotiations. In case the Selected Bidder fails to reconfirm its commitment, the Authority reserves the right to designate the next ranked Bidder as the Selected Bidder and invite it for negotiations.
- The selected bidder has to deploy the manpower within 7 days of finalization of contract.

## **27. Payment Terms and Conditions**

- All payments shall be made in Indian Rupees (INR).
- Applicable service tax/ GST/ any other tax would be paid as per the prevalent rates on the date of invoicing.
- The payment would be done at the end of every quarter in arrears on the basis of actual number of resources deployed during the period of the invoice.
- The bill/invoice for the services rendered must be furnished by bidder in 3 original copies, as per the terms and conditions contained in this document
- Department shall consider and approve the invoices and the related deliverables/ milestone based on its approval process prior to release of payment

**Penalty:**

**Penalty for Exit/Replacement**

- Resources once assigned for the project shall not be normally replaced during the tenure of the project. In case of any replacement of resources, the agency will make such replacement with the consent and after due vetting of the Department. Further, to facilitate knowledge transfer, the bidder will ensure that there is at least 15 days overlap between the existing resource and the replacement resource. Any delays in the project on account of replacement of any kind shall solely be the responsibility of the vendor. The decision of Department will be final and binding in the matter of replacement of resources or placement of additional resources.
- In case of failure to meet the standards of the Department, (which includes efficiency, cooperation, discipline, integrity and performance) bidder may be asked to replace the resource without any penalty for replacement/exit.
- The payment for replaced resources will be made as per the man month rates quoted/agreed by the bidder. However, if the replaced resource found to be incompetent, no payment will be made by Department. Payment for the replaced resource will take effect only from the day of the approval from the DoSJE.

**28. Pricing/Payment Terms:**

- Payment will be made as per terms & conditions of DoSJE milestone basis.

<b>S. No</b>	<b>Milestone / Deliverable</b>	<b>Amount Due Rs.) (in % age)</b>
1	Layout Approval (with color combination, images and navigation)	25% of Development Cost
2	Functionality Development	30% of Development Cost



3	Content /Data Migration	25% of Development Cost
4	Go Live	20% of Development Cost + Security Audit Charges

1. AMC payment will be released on the completion of each quarter subject satisfactory performance.
2. Vendors should quote only for the specified requirements in the tender. No change in the design/development or deviation from the tender documents will be permitted.
3. In the financial bid format, the rate shall be quoted in Indian Rupees in figures and words. In case of discrepancy between the rate quoted in figures and words, the rate quoted in words will be taken as final and shall be binding on the agency
4. The bidder should quote for the entire tender as a package and the comparative statement will be made as per package only.
5. The rates quoted will be inclusive of all taxes (viz. GST, duties, Levies, etc.) as on the date of bidding.

#### **29. Performance Security:**

The selected bidder shall have to submit interest free performance security to Department as per the following:

- Performance Security will be 5% of the Total Order value.
- The Performance Security shall be in the form of an Account payee demand draft, fixed deposit receipt from a commercial bank, Bank Guarantee from a Scheduled Commercial Bank or online payment to Department (format of Bank Guarantee will be provided along with the purchase order). FDR/Bank Guarantee will have a validity of 60 days beyond the completion of warranty obligations.

- The Performance Security shall be submitted within 30 working days after acceptance of work order.

### **30. Liquidated damages for delay:**

Failure to complete the work in the stipulated time will entail a LD of 0.5% of the value of purchase order cost per day subject to a maximum of 10% of total purchase order cost. After this Department will have the right to cancel the work order and thereafter has the right to complete the pending work order through alternate source at the risk and cost of the defaulting bidder.

### **31. Penalty Clause:**

Any delay on the part of the vendor shall attract a penalty at the rate of 2% of the delayed milestone per week of delay subject to a maximum of 20% of the work order value. In case of in-ordinate delays, Department reserves the right to get the work done through alternate sources at the cost and risk of the defaulting vendor which will be realized from pending payments of the selected vendor/agency.

### **32. Department Right to Terminate the Process:**

- This tender does not constitute an offer by Department. The bidder's participation in this process may result in Department selecting the bidder to engage in further discussion and negotiations onwards execution of a contract, if necessary. The commencement of such negotiation does not, however, signify a commitment by Department to execute a contract or to negotiations. Department may terminate negotiations at any time without assigning any reasons.
- Department may terminate the tender process at any time and without assigning any reason. Department makes no commitments, expressed or implied that the process will result in a business transaction with anyone.

- Department without prejudice to other rights or remedies, may terminate immediately, the contract forthwith in the following circumstance by giving written notice of termination and its reasons thereof to the bidder:
- If the bidder becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the bidder is a corporation, a resolution is passed or order is made for its winding up (other than voluntary liquidation for the purpose of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the bidder takes or suffers any other analogous action in consequence of debt.
- if the bidder assigns or transfer the contract or any right or interest therein in violation of the provision,
- if the bidder has:
  - i. Abandoned or repudiated the contract,
  - ii. Without valid reason failed to commence work on the facilities promptly or has suspended the progress of contract performance for more than four weeks after receiving a written instruction from Department to proceed,
  - iii. Persistently fails to execute the contract in accordance with the contract or persistently neglects to carry out its obligations under the contract without just cause.

### **33. Force Majeure**

Neither party shall be liable for any loss or delay resulting from any force majeure event, including acts of God, fire, natural disaster, labor stoppage, war or military hostilities, or inability of carriers to make scheduled deliveries, and any payment or delivery date shall be extended to the extent of any delay resulting from any force majeure event.

### **34. Confidentiality**

- I. Confidentiality: Bidder shall treat this project as confidential. After Department has approved its final completion of required Dashboard, however, the bidder may list Department/ as a client of the bidder and may include a link to Department AI Dashboard on the bidder's Web Site. Bidder may not issue any press release that refers to bidders work for Department unless Department has previously approved the press release in writing, which approval may be withheld for any reason or for no reason at all.
- II. No Confidential Information of bidder: It is understood and agreed that Department does not wish to receive from the bidder any confidential information of the bidder or of any third party. Bidder represents and warrants that any information provided to Department in the course of entering into this Agreement or performing any work hereunder shall not be confidential or proprietary to Bidder.
- III. Confidential Information of Department: From time-to-time Department may provide its own confidential business and technical information to bidder in connection with the work to be performed by bidder hereunder. Such information shall be designated as confidential upon or prior to disclosure by Department. In addition, the preparation and specifications of the Deliverables shall in all instances be treated as confidential, unless and until disclosed publicly by Department. Bidder shall use its best efforts to prohibit any use or disclosure of Department confidential information, except as necessary to perform work hereunder.
- IV. Confidentiality of Service: The organization/ firm/ company will have to sign a Confidentiality Agreement with the Department at the time of the award of Contract which will have the following:

- The vendor has to ensure privacy for all the data of Department. Any breach of privacy will attract legal measures.
- All designs, codes or any other objects created during the process of building the AI Dashboard will be the property of Department and should be submitted along with documentation as part of deliverables. The vendor shall have no right to share such content with anyone else.
- Data from services provided/availed must not be used for any other purpose without prior approval from the Competent Authority of Department

### **35. Dispute Resolution & Arbitration**

Any dispute and/or difference arising out of/or relating to this contract will be resolved through joint discussion of the authority's representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Deputy Secretary, Department, at Delhi. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time. The cost of Arbitration shall be borne by the respective parties in equal proportions. Arbitration proceedings will be held at Delhi only.

### **36. Submission of Bid**

- i. The tender document with all relevant up information and document must be submitted online at GeM portal <https://gem.gov.in/> on or before the last date of submission of the tender document indicated on GeM portal.
- ii. Bidder should be responsible for registering themselves at GeM Portal for uploading of their proposal and ensure that the proposals are uploaded in time on GeM portal on or before the date prescribed above.
- iii. No Manual bids will be accented

### 37. Bidder enquiries & clarifications

- All enquiries / clarifications from the bidders, related to this RFP, must be directed in writing exclusively to the contact person notified in this RFP document.
- The preferred mode of delivering written questions to the aforementioned contact person would be through fax or email. Telephone calls will not be accepted. In no event will the DoSJE be responsible for ensuring that bidders' inquiries have been received by DoSJE. The queries by the bidders will be provided in the following format:

S. No	Page	Section	Sub Section	Details	RFP clause on which clarification is required	Clarification Required

- DoSJE will endeavor to provide a full, complete, accurate, and timely response to all questions. However, DoSJE makes no representation or warranty as to the completeness or accuracy of any; neither response nor does DoSJE undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.
- No request for clarification from any bidder will be entertained after the due date.

### 38. Contact Details

Further details, if any, may be obtained by writing at e-mail: [vinesh.pachnanda@nic.in](mailto:vinesh.pachnanda@nic.in) or [shukla.archna20@mospi.gov.in](mailto:shukla.archna20@mospi.gov.in) at Telephone No. 011-24369837-40

### 39. Team Required for Engagement

The resource required to be deployed onsite on the department premises after go live of the project who are responsible for handing and managing the data.

The total number of onsite resources requires will be 5.

#### **40. Qualification for Engagement**

1. Possess a bachelor's degree in computer science, information technology, or a related field.
2. Must be able to handle and manage huge data and execute analytics using the data.
3. A Bachelor's or Master's degree in computer science, information technology, or a related subject.
4. A track record to handle NGO's or in a comparable position.
5. Strong analytical and problem-solving abilities, with the capacity to devise original solutions to challenging technical issues.
6. Excellent interpersonal and communication skills, with the capacity to collaborate successfully with clients and other stakeholders.
7. Strong project management abilities with the capacity to oversee

#### **41. Technology Profile (Qualifications for deployable resources)**

Minimum BCA/B.Sc. (IT)/B.E./B.Tech./MCA/M.Tech Or Four Years Graduate program in Computers/IT or equivalent from a recognized Institute/University on company's payroll

ANNEXURE 1: Cover Letter

To,

The Deputy Secretary  
Statistics Division  
Department of Social Justice and Empowerment  
CGO Complex, New Delhi

Reference: Bid No. XXXXXXXXXXXXXXXXX

Dated: -

Dear Sir,

I / We, the undersigned Bidder/Firms/Agencies, having read and examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to work as "Implementing Agency" as per the defined scope of the work and in conformity with the said bidding document for the same. We hereby offer our best price and it shall be applicable during the evaluation/contract period.

I / We undertake that the prices are in conformity with the specifications/ requirements prescribed. The price quotes is inclusive of all cost likely to be incurred for executing this work. The prices quoted are inclusive of government taxes/duties except service tax.

I/ We hereby declare that, in case, the contract is awarded to us, we will submit the performance security of 10% of contract value for the due performance of contract and in the form prescribed by DoSJE.

I / We agree to abide by this bid for a period of 180 days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.



I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive. We agree to the terms & conditions mentioned in the bidding document.

#### ANNEXURE 2: Self-Declaration – No Blacklisting

To,  
The Deputy Secretary  
Statistics Division  
Department of Social Justice and Empowerment  
CGO Complex, New Delhi

Sub: Non-Blacklisting

In response to the Bid No .....for the work of ..... as an Owner/ Partner/ Director of Bidder Name .., I/ We hereby declare that presently our Company/ firm is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State/ Semi- Government/ or other Govt. subsidiaries including autonomous bodies in India.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Bidder Name-  
Authorized person Name-  
Designation-  
Email id-  
Stamp

Annexure-3 POWER OF ATTORNEY

Know all men by these presents, we M/s  
\_\_\_\_\_ do hereby appoint and authorize  
Mr. \_\_\_\_\_ who is presently employed with us and holding  
the position of \_\_\_\_\_ as our attorney, to do in our name and on  
our behalf, all such acts, deeds and things necessary in connection with or  
incidental to sign & submit the proposal and participate in the RFP/ tender  
published/issued by DoSJE.

We hereby agree to ratify all acts, deeds and things lawfully done by our said  
attorney pursuant to this Power of Attorney and that all acts, deeds and  
things done by our aforesaid attorney shall and shall always be deemed to  
have been done by us.

Dated this \_\_\_\_

For \_\_\_\_\_

Name

Designation

Annexure-4 Payment Milestones

#	Milestone	Amount (in %)
1	On SRS Sign off	20% of total development cost
2	On Design & Prototype sign off	20% of total development cost
3	On Development of web portal including all modules as per RFP.	30% of total development cost
4	ON UAT on agency Server	20 of total development cost
5	After completion of one year from date of Go-Live	10% of total development cost
6	Payment of On site deployment	Monthly Basis



1	GIGW	1	STQC	
2	Security Audit	2	CERT-IN	
Total				

**FORMATS: PRE-QUALIFICATIONS(PQ)**

• **Format PQ\_1: Incorporation of Firm, Legal Entity**

**Required documents:**

- Copy of Certificate of Incorporation
- Copy of PAN
- Copy of Registration Certificates with the GST Authorities
- Certified true copy of balance sheet and Profit & Loss statements for last 3 Financial years. (FY 2019- 20, 2020-21, 2021-22)

• **Format PQ\_2: Financial Strength**

**Required document:** Audited financial statements for the last three financial years (FY 2019- 20, 2020-21, 2021-22)

(Certificate from the Statutory Auditor/ Chartered Accountant\*)

Sr. No	Particulars	Details to be furnished
	Turnover in consultancy business (in Rs. crore)	
a)	FY 2019-20	
b)	FY 2020-21	
c)	FY 2021-22	

This is to certify that .....(name of the Bidder) has received the payments shown above against the respective years on account of professional/consulting fees.

Name of the audit/chartered accountant firm:

Seal of the audit/chartered accountant firm with date:

(Signature, name and designation of the authorized signatory)

• **Format PQ\_3: Net worth of the bidder**

**Required document:** Certificate from the Auditor or the Chartered Accountant clearly stating the net worth

(Certificate from the Statutory Auditor/ Chartered Accountant \*)

Sr. No	Particulars	Details to be furnished
	Net worth (in Rs. crore)	
a)	FY 2021-22 (31 Mar 2023)	

This is to certify that \_\_\_\_\_(Name and address of the bidder) has a net worth as shown above against the respective years. The net worth shall mean (Subscribed and Paid up Equity +Reserves) less (Revaluation Reserves + miscellaneous expenditure not written off).

Name of the chartered accountant/ audit firm:  
Seal of the audit firm with date:

(Signature, name and designation of the authorized signatory)

\*In case the Bidder does not have a statutory auditor, it shall provide the certificate from its chartered accountant that ordinarily audits the annual accounts of the Bidder.

- **Format PQ\_4: Capability of the bidder**

**Required document:** Certificate from appropriate authorized signatory/HR.

(On company's letterhead)

To,

The Deputy Secretary  
Statistics Division  
Department of Social Justice and Empowerment  
CGO Complex, New Delhi

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the Document for <name of the document>. I hereby declare that my company <name to be specified by bidder> has <number to be defined by bidder> technically qualified full- time Consultants in India on its payroll as on (date).:.....

Yours faithfully,

(Signature, name and designation of the authorized signatory) (Name and seal of the Bidder)

- **Format PQ\_5: Quality of Service Delivery Required**

**documents:**

Capability Maturity Model Integration (CMMi) level 3  
or above and ISO Certification

(Copy of valid certificates issued to the bidder by respective agencies)



- **Format PQ\_6: Experience of e-Governance/ ICT Projects**

(On company's letterhead)

To,

The Deputy Secretary  
 Statistics Division  
 Department of Social Justice and Empowerment  
 CGO Complex, New Delhi

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the Document for <name of the document>.

I hereby declare that below are the details regarding relevant work that has been taken up by our company.

NOTE: To be filled separately for each project undertaken

Assignment name:	Approx. value of the contract: INR
Country:	Duration of assignment:
Location within country:	
Name of Client:	Start Date:
	Completion Date:
Description of Project:	
Description of actual services provided by the company:	
Copy of Work Orders/Contract/Agreement/LOA/LOI	

Yours faithfully,

(Signature, name and designation of the authorized signatory) (Name and seal of the Bidder)

• **Format PQ\_7: Non-Blacklisting**

(On company's letterhead)

Date:

To,

The Deputy Secretary  
Statistics Division  
Department of Social Justice and Empowerment  
CGO Complex, New Delhi

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the Document for <name of the document>.

I/ We hereby declare that presently our Company/ firm \_\_\_\_\_ is having unblemished record and is not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time.

We further declare that presently our Company/ firm \_\_\_\_\_ is not blacklisted and not declared ineligible for reasons other than corrupt and fraudulent practices on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Yours faithfully,

(Signature, name and designation of the authorized signatory)

(Name and seal of the Bidder)