Request For Proposal (RFP)
for
Empanelment of IT Companies for outsourcing of Technical Manpower

CHhattisgarh infotech & biotech Promotion Society

(CHiPS)
State Data Centre Building, Near Police Control Room,

Civil Lines, Raipur, Chhattisgarh–492001

Tel.: +91-771-4014158

Email:ceochips@nic.in, Website:www.chips.gov.in

(All pages of this document except for Commercial-bid to be submitted in original duly signed on each page along with the technical bid envelope. The Commercial bid in original is to be enclosed in a separate sealed envelope)

NOTICE INVITING TENDER

FOR

Empanelment of IT companies for outsourcing of Technical Manpower

No. 04/CEO/CHiPS/ITCELL/2014 Raipur, Dated 05 /11/2014

Chhattisgarh infotech and biotech Promotion Society (CHiPS), the nodal agency of Department of Information Technology and biotechnology, Government of Chhattisgarh in the state of Chhattisgarh invites technical and financial proposals from IT companies for outsourcing of Technical Manpower, as detailed in the Scope of Work in this RFP. The empanelled companies would be expected to provide technical professionals' support to the ongoing/ new projects and must have capacity to provide technical manpower to CHiPS. Such support would be for a definite period and will not amount to any kind of employment obligation on the part of CHiPS or its Clients. The empanelled IT companies will provide covered services under this RFP for a period of 2 years.

The document can be downloaded from the website www.chips.gov.in & www.cgstate.gov.in response to this tender shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. This section provides general information about the Issuer, important dates and addresses and the overall eligibility criteria for the parties. **The tender document cost of Rs. 5,000/- is to be submitted vide crossed demand draft on any Nationalized bank/ Scheduled Bank in favour of The CEO, Chhattisgarh infotech& Biotech Promotional Society, Raipur.**

1.1 **Issuer**

The CEO

Chhattisgarh infotech & Biotech Promotional Society, Raipur

State Data Centre Building, Near Police Control Room,
Civil Lines, Raipur, Chhattisgarh–492001
Tel: + 91 – 771 – 4014158
Fax: + 91 – 771 – 4014158
Email: ceochips@nic.in
Website: www.chips.gov.in & www.cgstate.gov.in

1.2 **Address for Bid Submission and Correspondence**

The CEO,

Chhattisgarh infotech & Biotech Promotional Society, Raipur

State Data Centre Building, Near Police Control Room,
Civil Lines, Raipur, Chhattisgarh–492001
Tel: + 91 – 771 – 4014158

DISCLAIMER

The information contained in this Request for Proposal (hereinafter referred to as "RFP") document provided to the Bidders, by the Chhattisgarh infotech & Biotech Promotional Society Raipur, hereinafter referred to as CHiPS, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of Proposals. This RFP document does not purport to contain all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the CHiPS, their employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources.

CHiPS, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

CHiPS may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

1 FACT SHEET

1	**Tender No.**	04/CEO/CHiPS/ITCELL/2014
2	Name of the Work	Empanelment of IT companies for outsourcing of Technical Manpower
3	Name of the issuer of this tender	CEO, CHiPS
4	Date of issue of tender document	05 /11/2014
5	Date for sending Pre Bid Query	Friday, 14 /11/2014 till 5 P.M.
6	Pre-Bid Meeting	Tuesday, 18 /11/2014 at 12:00 noon at CHiPS office Raipur as per address of Communication mentioned below.
7	Publishing of Pre-Bid queries response	Saturday, 22 /11/2014 on CHiPS website
8	Last Date for Submission of Bids	Saturday, 29 /11/2014 up to 03:00 P.M.
9	Date of Opening of Pre-qualification Bids	Saturday, 29/11/2014 at 03:30 P.M.
10	Date of submission of CVs of technical manpower (for pre-qualified bidders)	Tuesday, 10 /12/2014 up to 03:00 P.M.
11	Date of Technical Presentation, test & interviews	To be informed later
12	Date of Commercial Bid opening	To be informed later
13	Place of Submission & Opening of Bids	The CEO, CHiPS, State Data Center Building, Near Police Control Room, Civil Lines, Raipur, Chhattisgarh–492001 Information on the outer envelope should also include : < Name of the RFP >& "DO NOT OPEN BEFORE < insert the date & time >
14	Address of Communication	State Data Center Building, Near Police Control Room, Civil Lines, Raipur, Chhattisgarh–492001
15	Cost of Tender Document	Rs 5000/- (Rs. Five thousand only) through Demand draft from any Nationalized Bank in

		favour of "CEO, CHiPS " payable at Raipur
16	Earnest Money Deposit (EMD)	Rs.1, 00,000/- (Rupees One lakhs only). Either in form of Demand Draft or Bank Guarantee in favour of CEO, CHiPS payable at Raipur
17	Purchase of Tender Document	RFP can be purchased from the following address on or before 29/11/2014 till 3:00 PM : The CEO, Chhattisgarh infotech & Biotech Promotional Society (CHiPS), Raipur ,State Data Centre Building, Near Police Control Room, Civil Lines, Raipur 492001 by paying the document Fee of Rs. 5,000/- by Demand Draft in favour of 'CEO CHiPS' and payable at Raipur from any of the scheduled commercial bank or Downloaded from www.chips.gov.in & www.cgstate.gov.in However, in this case, the bidders are required to submit the tender cost in the form of a demand draft (details mentioned in above para) along with the Proposal.
18	Validity of Proposal	Proposals must remain valid 180 days after the submission date.
19	Method of Selection	Quality and Cost Based Selection(QCBS)
20	Bid Submission	Bidders must submit an **original** and **One** additional copies of each proposal along with one number of non-editable CD

Note:

1. The date of opening of the commercial bids will be intimated to the qualified Bidders before the due date through Email, Telephone and website.
2. CHiPS reserve the right to change any schedule of bidding process. Please visit CHiPS website mentioned in document regularly for the same.
3. Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process.
4. Any future Corrigenda/Information shall be posted only on our website www.chips.gov.in.

2 BACKGROUND INFORMATION

2.1 ABOUT CHHATTISGARH

Chhattisgarh, a 21st century State, came into being on November 1, 2000. Larger than Tamil Nadu, it is just the right size, and is also fortunate to have a low population density. Good Governance is the highest priority in this Fast Track State. There is both policy stability as well as political stability. Government has been kept small and the State is in excellent fiscal health.

Chhattisgarh is truly a land of opportunities. With all major minerals including diamonds in abundance, it is the richest State in mineral resources. There are mega industries in Steel, Aluminum and Cement. Chhattisgarh contributes substantially to the Human Resources of India. Several hundred students from the State qualify for admissions in prestigious academic institutions every year. Bhilai, the knowledge capital of the State, alone sends over 50 students to the elite Indian Institutes of Technology every year.

Its' large power surplus is attracting power-intensive industries, and the State is poised to become the power-hub of the nation. Its central location helps easy power transmission to any part of the country. 12% of India's forests are in Chhattisgarh, and 44% of the State's land is under forests. Identified as one of the richest bio-diversity habitats, the Green State of Chhattisgarh has the densest forests in India, rich wildlife, and above all, over 200 non-timber forest produces, with tremendous potential for value addition.

One third of Chhattisgarh's population is of tribes, mostly in the thickly forested areas in the North and South. The central plains of Chhattisgarh are known as the "Rice Bowl" of Central India. Female literacy has doubled in the last decade, and male literacy is higher than India's average. Gender ratio is next only to Kerala. Bastar is known the world over for its unique and distinctive tribal heritage. The Bastar Dashera is the traditional celebration of the gaiety of tribals. Many virgin, unexplored tourism destinations are there is all the parts of Chhattisgarh.

2.2 ABOUT CHiPS

CHiPS, a Registered Society promoted by the Government of Chhattisgarh, is the nodal agency and prime mover for propelling IT growth and implementation of IT plans in the State. The Hon'ble Chief Minister heads the High Powered Governing Council of CHiPS It includes Minister for Finance & Commercial Taxes, Minister for Commerce & Industry, Minster of IT, Minister for Education, Minister for Panchayat & Rural

Development, Chief Secretary, a representative from the Ministry of Information Technology in Government of India and eminent persons from IT industry.

CHiPS is involved as State Designated Agency (SDA) in NeGP MMP's implementation of some mega IT Projects like CHOiCE, e-Gram Suraj, GyanVinimay (e-classroom), e-Procurement, SWAN, SSDG, e-District, Bhuiyan and GIS, CSCs. A professional approach is being adopted for the implementation of IT Projects using the services of e-governance experts and consultants from corporate and academia.

2.3 ABOUT THIS REQUEST FOR PROPOSAL (RFP)

Chhattisgarh infotech and biotech Promotion Society (CHiPS), the nodal agency of Department of Information Technology and biotechnology, Government of Chhattisgarh in the state of Chhattisgarh invites technical and financial proposals from IT companies for outsourcing of Technical Manpower, as detailed in the Scope of Work in this RFP. The empanelled agencies would be expected to provide technical professionals' support to the ongoing/ new projects and must have capacity to provide technical manpower to CHiPS. Such support would be for a definite period and will not amount to any kind of employment obligation on the part of CHiPS or its Clients. The empanelled IT companies will provide covered services under this RFP for a period of 2 years.

3. TECHNICAL MANPOWER REQUIREMENT:-

The tentative requirement of manpower, educational bench-marks and skill sets of the manpower to be engaged by the CHiPS during the period of the contract shall be as under for the **3 categories**:

S. No.	Type of Manpower	Qualification and experience
Category-A	**Application Development**	
1	Sr. Programmer	B.E/ B.Tech in Computer Science or IT/ MCA
		Minimum 5 years experience in software development with hands on experience in SDLC Process and having experience of independently handling of projects and leading team of Programmers
		Minimum 3 year experience in Java or .net based development (both Windows and Web based development)
		Commercial development experience in Languages like C, C++, Java, .Net (C#, VB, ASP.net), PHP, JQuery, JavaScript, HTML, and XML
		Hands on Experience in any database like SQL (2005, 2008, 2012), Oracle, MySQL, PostgreSQL, SQLLite
		Java certificated or Microsoft Certified in .net
		Good Knowledge of MS Office based application development
2	Programmer	B.E/B.Tech in Computer Science or IT / MCA
		Minimum 3 years experience in software development
		Minimum 2 year experience in Java and .net based development (both Windows and Web based development)
		Commercial development experience in Languages like C, C++, Java, .Net (C#, VB, ASP.net), PHP, JQuery, JavaScript, HTML, and XML
		Hands on Experience in any database like SQL (2005, 2008, 2012), Oracle, MySQL, PostgreSQL, SQLLite
		Java certificate or Microsoft Certified in .net
		Good Knowledge of MS Office based application development
3	Asst. Programmer	BE/ B.Tech in Computer Science or IT / MCA/ M. Sc IT
		Minimum 2 year experience in Java and .net based software development (both Windows and Web based development)
		Commercial development experience in Languages like C, C++, Java, .Net (C#, VB, ASP.net), PHP, JQuery, JavaScript, HTML, and XML

Category-B	**Web Development**	
4	Web Designer	Graduate with 1 year Web designing diploma course
		Experience of 3 years in web designing
		2 year experience in Adobe Photoshop (CS3) or Microsoft Expression Studio or Coral Draw 10 or GIMP
		Microsoft certified in expression web or ACE certification of Adobe or Equivalent Coral Draw certification
		Must have created 3 content rich portal
		Development skills in CSS, WPF, Silverlight
5	Sr. Web Graphic Designer	Graduate with 1 year Web designing and graphic designing diploma course
		3 years of experience and should have proficiency in working with software such as Adobe Photoshop, Coral Draw, Macromedia Flash, and Dreamweaver
		Should have experience in design and development software like Macromedia Flash, Photoshop, Corel Draw, Dreamweaver etc
		Should have hand on designing Graphics & Web layouts.
		HTML 5 & Flash knowledge is added benefit.
		Knowledge of SEO techniques and optimized design will be useful
		Compatibility testing between browsers and different OS Platforms
		To be able to freehand design from a conceptual Wireframe, create icons/graphics, generate mock ups in PhotoShop.
Category- C	**Mobile Application**	
6	Mobile application Developer	2 yrs experience in Mobile app Technologies – Android/ IOS/ Windows
		Should have strong development experience in Hybrid Mobile Application Development.
		Should have working experience in PHP, MySQL, HTML5, CSS and JavaScript, MVC frameworks (like Yii, Ruby on Rails, CakePHP, CodeIgniter),
		Understanding of technologies/frameworks preferred: Adobe Flex, Java, emberJS, angularJS
		Should have working experience in Phonegap or Sencha Touch or jQuery Mobile application development
		The developer will lead the entire application lifecycle right from concept stage until delivery and post launch support.

NOTE:- There is no minimum number committed for any of the categories of manpower from Serial Number 1 to 6, but the requirement may be up-to 5 persons from each category, solely on the discretion of CHiPS and the performance of the manpower. CHiPS may increase or decrease the number of manpower as per the requirement and the bidder will have no right whatsoever in this regard.

4. ELIGIBILITY CRITERIA

The bidder must possess the requisite experience, strength and capability in providing the services necessary to meet the requirements as described in the tender documents. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the technical manpower and support services sought by the CEO, Chhattisgarh infotech & Biotech Promotional Society, Raipur, for the entire period of the contract. The bids must be complete in all respect and should cover the entire scope of work as stipulated in the Tender document. The invitation to proposal is open to all bidders who qualify the eligibility criteria as given below:

S. N	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	The Bidder must be a company registered under Indian Companies Act 1956 or LLP Act 2008 or the Partnership Act 1932 (Any kind of consortium is not allowed), registered with the Service Tax Authorities and operating for the last Three years as of 31st March 2014.	Certificates of incorporation / Registration Certificate/ Service Tax Registration
2	Nature of work	The company should be working in the area of Information Technology and should be a primary objective in its charter. **(Data Entry Agencies, HR staffing companies, placement and security personnel services providers and non IT firms are not eligible for this tender.)**	Certificates of incorporation / Registration stating nature of business
3	Bidder Turnover	The bidder should have a minimum average Annual turnover of Rs.100,00,000/- (Rs. 1 Crore) from Software Development and/ or Software development & Maintenance related Services in the last three financial years (FY11-12, FY12-13 and FY13-14)	Extracts from the audited Balance sheet and Profit & Loss Account; OR Certificate from the statutory auditor
4	Bidder Positive Net	The bidder should have positive Net Worth in each of the last three	Extracts from the audited Balance sheet

S. N	Basic Requirement	Specific Requirements	Documents Required
	Worth	Financial Years (as on year ending on 31st March 2012, 2013 & 2014)	and Profit & Loss Account; OR Certificate from the statutory auditor
5	Bidder Experience	The bidder must have themselves developed/ Customized/ implemented/ supported at least two software projects of value more than Rs. 5 lakh (Rs. Five lakh only) in each of the last 3 years for the technologies required for the manpower in three categories for which they are bidding. **Bidder may submit the technical and financial bids for 1 or more category based on their work experience.** (Projects, where the bidders have supplied manpower for software development work, will not be considered)	The bidder should submit completed/ on going work order copy (Highlight scope of work/services clearly) with summary sheet for experience in different sector. Format as per Annexure-III
6	Local office	The bidder should either have an office established in the state of Chhattisgarh or give an undertaking/ affidavit to open office in the state of Chhattisgarh within 60 days of being selected for this RFP	(attach copy of or relevant certificate issued by Chhattisgarh Government) or undertaking/affidavit
7	Blacklisting	A self-certified letter by the authorized signatory of the bidder that the bidder has not been blacklisted by any Central / State Government (Central/State Government and Public Sector) or under a declaration of ineligibility for corrupt or fraudulent practices as of date of Bid Submission must be submitted on original letter head of the bidder with signature and stamp.	A Self Certified letter by an authorized signatory

S. N	Basic Requirement	Specific Requirements	Documents Required
8	EMD	The bidder should furnish, as part of its proposal, an Earnest Money Deposit (EMD) of Rs. One Lakh only (Rs. 1,00,000/-).The EMD should be in the form of a Demand Draft/ Bank Guarantee issued by a Nationalized / Scheduled Bank, in favour of The CEO, Chhattisgarh infotech& Biotech Promotional Society, Raipur, payable at Raipur.	Attach original Bank Draft/ Guarantee.

Note: The Bidders should submit the documentary proof and information in support of each of the criteria listed above. If desired, CHiPS would carry out inspection of the centre to assess the capacity. Bidders not meeting the above criterion shall out rightly be rejected and their financial bid shall not be opened.

5. Bid Evaluation Process

CHiPS will prepare a list of companies based on the compliance to all the terms and conditions of the tender. The bids, which do not confirm to the RFP conditions and bids from firms without adequate capabilities as per RFP requirements shall be straight away rejected, without specifying any reason. All eligible bidders will be considered for further evaluation. The decision of CHiPS will be final in this regard.

5.1 Evaluation of bids

The Bid will be examined by the evaluation committee on the basis of responsiveness to the evaluation criteria. The bidder will be required to submit the details of manpower and their experience after the opening of pre-qualification bids and before opening the financial bid. **Three (3) CVs for each position of the bidding category needs to be submitted for the technical evaluation.**

The pre-qualified bidders will be provided marks as per Annexure-VIII which will evaluate the quality of the manpower supplied based on Experience, Technical Test and Interview.

Depending on the evaluation criteria mentioned in Annexure-VIII, Technical Bid for each of the Category A, B and C will be assigned a technical score (Tb) out of a maximum of 100 points. Only the bidders, who score a Technical score (Tb) of 70 (Seventy) or more, will qualify for the financial bid evaluation.

Evaluation of the financial bids shall be based on the quotes provided for each of the Category A, B and C. The lowest Commercial (Bid value) value (Cm) among

technically qualified bids for each category would be given the maximum financial score (i.e. 100). Financial scores of the other financial bids shall be calculated as per the formula below:

Cn = (Cm/Cb) x 100

Where Cn = Financial score of the bid under consideration

Cm = Lowest Bid Value in INR

Cb = Bid Value in INR of the bid under consideration

5.2 Final Selection of IT Company for each category

Final Selection shall be based on the QCBS method where the Technical score (Tb) is given a weight of 0.7 i.e. (70%) and financial score is given a weight of 0.3 i.e. (30 %).

Final Score of the bid = (0.7 x Tb) + (0.3 x Cn)

The bid with the highest final score calculated in this fashion shall be considered as the best value bid for each of the Category A, B and C. In case of a tie, the bid that scored a higher Technical score (Tb) among the bids in a tie will be considered the best value bid for each category.

6. INSTRUCTIONS TO BIDDERS

6.1 Pre-Bid Meeting & Clarifications

6.1.1 Bidders Queries

a. CH*i*PS shall hold a pre-bid meeting with the prospective bidders on Date & time and Address mentioned in Fact Sheet of this document.

b. The two (2) authorized representative of interested organization may attend pre-bid conference at their own cost after registering by making payment of Rs. 5,000/- (Rs. Five Thousand Only) non-refundable for tender fee, in form of DD, in the favour of CEO, CH*i*PS, payable at Raipur. Bidder who has down loaded the RFP shall have to submit the RFP document charges along with its offer document in case it has not participated in Pre bid conference.

c. Pre-bid queries of only those bidders will be responded who have registered themselves on or before the date of response of pre-bid queries is released.

d. Bidders are requested to submit the e-mail address and mobile no. of one authorised person for all communications along with the registration.

e. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to CH*i*PS by email at **pro-chips@nic.in** (Excel File only) on or before last date for sending pre-bid queries mentioned in Fact Sheet of this document through the e-mail of only authorized representative of the bidder.

f. The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification
1.			
2.			
3.			
4.			
5.			
6.			

g. CH*i*PS shall not be responsible for ensuring that the bidder's queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by CH*i*PS.

h. Bidders must confirm their participation in advance.

i. The purpose of the meeting is to provide Bidders information regarding the RFP, project requirements, and opportunity to seek clarification regarding any aspect of the RFP and the project. However, 'CH*i*PS' reserves the right to hold or re-schedule the Pre-Bid meeting.

6.1.2 Responses to Pre-Bid Queries and Issue of Corrigendum

a. The Officer notified by the CEO, CH*i*PS will endeavor to provide timely response to the queries. However, CH*i*PS makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does CH*i*PS undertake to answer all the queries that have been posed by the bidders.
b. At any time prior to the last date for receipt of bids, CH*i*PS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
c. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on CH*i*PS website www.chips.gov.in & www.cgstate.gov.in.
d. Any such corrigendum shall be deemed to be incorporated into this RFP.
e. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, CH*i*PS may, at its discretion, extend the last date for the receipt of Proposals.

6.1.3 General Instructions:

a. Amendments to Tender

Any changes, additions or deletions in the tender will be available on the website www.chips.gov.in. No written communication will be circulated.

b. Sealing and Marking of Bids

The bidders shall submit EMD, technical bid (containing the technical specifications offered, literature leaflets etc and the technical and commercial deviation if any) and one original copy of commercial bid in separate, envelopes should be sealed in one main envelope. All the envelopes should be distinctly marked EMD, technical bid, and commercial bid.

The bid will consist of the following:

1. Technical deviations if any, from the terms, conditions and specifications as specified in the bid document.

2. Bid form duly filled in, signed and complete in all respects.

3. The price should be firm, inclusive of all taxes and local levies if any.

4. The rates should be free from all escalation. However, all Tax and duty benefits if applicable should be passed on to us.

5. The inner and outer envelopes shall be addressed to the competent authority at the following address:
   CEO, CHiPS, SDC Building, Civil Lines, Raipur Chhattisgarh 492001

6. The inner envelopes shall also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late."

7. If the outer envelope is not sealed and marked, the competent authority will assume no responsibility for the bids, misplacement or premature opening.

8. Telex; cable facsimile or fax bids will be rejected.

9. Conditional bids are liable to be rejected.

c. Deadline for Submission of Bid

Bids must reach to the competent authority at the address specified but not later than the time and date specified in the invitation of Bids. In the event of the specified date for the submission of bids being declared a holiday for the office of the competent authority, the bids will be received up to the appointed time on the next working day.

d. Late Bid

Any bid received after the deadline for submission of bids prescribed by the competent authority, will not be accepted and returned unopened to the bidder.

e. Modifications and Withdrawal of Bid

The bidder may modify or withdraw its bid after bid's submission, provided that written notice of the modification or withdrawal is received by the competent authority prior to the deadline prescribed for submission of bids.

f. Bid Process

Opening of Bids

Since it is a Two-bid system, Technical and EMD envelope will be opened first by the Committee constituted for this purpose. If the technical bid specifications offered, EMD and deviations asked (if any) are found in order, the Committee will open commercial bid only for the eligible bidders. The Committee will open the bids, in the presence of Bidders' representatives who choose to attend on the date specified at the following location:

CHiPS, SDC Building, Civil Lines, Raipur Chhattisgarh

Prospective Bidder representatives shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for the office the Competent Authority, the bids shall be opened at the specified time and location on the next working day.

In case, the commercial bid is not opened on the same or next day of opening of technical bid the Committee may decide to open the commercial bid on subsequent dates. In such case the date, time and place of opening of commercial bid will be

intimated to the bidders or their representatives.

g. Preliminary Examination

Before starting evaluation, the bids will be examined to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. In case of computational error the basic price will prevail. In case of error in totals and grand total, the sub total will prevail.

If bid is determined as not substantially responsive, the competent authority will reject it and only the substantially responsive commercial bids will be considered.

The process of evaluation of commercial bid is as follows:

- The Committee, appointed by the CHiPS, will first verify that the Bank Draft for Bid Security is in order and as per requirement of the bid. The Committee will examine the bid on Eligibility Criteria as specified.
- The Commercial bid will be opened only for the proposals, which are found eligible and technically acceptable by the Committee and approved. On the day specification for the opening of bid, the Committee, appointed by the CHiPS, will open the commercial bids of eligible bidders and scrutinize the same minutely.
- The bidder is required to quote for all the items mentioned in price schedule for the category which company is bidding. In case complete item is left blank for the category the bidder is bidding it will be considered as non-responsive bid and thus liable for rejection.
- After scrutiny, CHiPS after having examined the proposal may accept the same or accept the bid price of any other bidder found suitable or reject all or any proposal. The decision of CHiPS in this regard shall be final and binding.
- CHiPS reserves the right to negotiate the prices with bidder/ bidders.
- The requirement mentioned in the tender document is as per our estimate only however, CHiPS reserves the right to increase the manpower or decrease depending on the actual requirement, including type of manpower.

h. Rejection of Bids

The Competent Authority reserves the right to reject bids which are non responsive, including without limitation, bids which contain or involve the following:

i. Late or incomplete Tenders.
ii. Failure to confirm to the rules or requirements contained in the Tender.
iii. Failure to sign the Tender as an authorized representative.
iv. Proof of collusion among bidders, in which case all Tenders involved in the collusive action will be rejected.
v. Non compliance with applicable law, unauthorized additions or deletions, conditional bids, incomplete bids or irregularities of any kind which may tend to make the bid incomplete, indefinite or ambiguous as to its meaning.
vi. Any exclusion of requirement within the Tender.

i. Contacting the Competent Authority

No Bidder shall contact on its own, the Competent Authority on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded.

Any effort on part of a Bidder to influence the Competent Authority or members or Technical/Monitoring committee, in its decisions on bid evaluation; bid comparison or contact award may result in rejection of the bidder's bid.

j. The Bid Security may be Forfeited

If a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid Form or In case of a successful Bidder, if the Bidder fails:

i. To accept the order.
ii. To furnish performance security.
iii. If the Vendor, after accepting the purchase order fails to deliver the material/services as per the order.

k. Bid Price

i. The bidders shall indicate on the prescribed Price Schedule, including manpower-wise and final Bid Price of the manpower listed.
ii. Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and shall not be subject to variation on any account.
iii. A bid submitted with an adjustable price will be treated as non-responsive and rejected.

l. Performance Security:

The supplied manpower will not be changed or leave the job before giving a 2 months' notice and in the event the person being changed; the Bidder will ensure that a suitable replacement of the same educational qualification and work related experience; as has been evaluated during the bidding process; is provided. CHiPS may interview the proposed resource before the deployment.

The manpower supplied will work dedicated to the project that they have been appointed for and will not be utilized elsewhere or for any other project not sanctioned by CHiPS.

In order to take care of the concerns outlined above, the bidder is required to furnish Performance Guarantee worth of 10% of the value of project, valid up to a period of 27 months. Performance security should be submitted within 15 days of receiving the work order. The Performance Security can be in the form of Bank Guarantee or FDR Pledged in favour of CEO, CHiPS, Raipur.

m. Payment

Payment shall be released by CHiPS as per the following terms:

The payment shall be released in monthly instalments against proof of satisfactory performance of Services which may be verified by CHiPS.

n. Penalty

In the event of the manpower going on leave of more than three days in a month excluding the calendar holidays of the Govt. of Chhattisgarh, a suitable replacement will be provided by the bidder otherwise the salary of the person and a 5% penal charge will be deducted from the ensuing payments.

o. Intellectual Property Rights (IPR)

CHiPS will hold the IPR of all software applications, products and codes developed by the resources hired by CHiPS for project of the department/ CHiPS. CHiPS will have full control on development environment provided to the resources.

No services covered by the contract shall be developed or done by the company in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien.

The company shall indemnify the State Government/Competent Authority from all actions, costs, claims, demands, expenses & liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the company, the State Government/Competent Authority shall be defended in the defence of any proceedings which may be brought in that connection.

p. Subcontracts

The Awarded Company shall not, without written consent of the Competent Authority, subcontract the awarded contract or part thereof.

q. Arbitration

a. The Competent Authority and the Company shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute that may arise between them under or in connection with the Contract.
b. In all matters and disputes arising there under, the Secretary, Dept. of IT, Govt. of Chhattisgarh shall be the sole arbitrator to decide the claim and its decision shall be final and binding on both the parties. However, during the period of doubt, disagreement or dispute, both the Company and the Competent Authority shall ensure that the Project works in a normal way. Such doubts, disputes and disagreement shall not give any reason or freedom to either the Competent

Authority or the Company to interfere in or prevent normal functioning of the Project.

c. The place of sitting of the said arbitration shall be at Raipur and the provisions of the Arbitration and Conciliation Act, 1996 or any Statutory modification of re-enactment thereof and of the Rules made there under for the time being in force shall apply to such arbitration.

r. Force Majeure

a. None of the parties shall be liable for any loss incurred due to natural calamities, act of Good, War, riot and such other acts which are beyond the control of any of the parties: Provided, however, that at the cessation of the above circumstances, the either party shall give a 15 days' notice in writing to other parity to perform their area of activities.

7. TERMS & CONDITIONS:-

(1) The contract will commence from the date the selected person reports to CHiPS and shall continue for a period of 2 years unless it is curtailed or terminated by the office owing to the deficiency of service, substandard quality of manpower deployed, breach of contract, reduction or cession of the requirement of work, etc. CHiPS reserves the right to extend the contract for a period of 12 months at its own discretion.

(2) The Company shall engage necessary persons as required by CHiPS from time to time. The said persons engaged by the Company shall be the employees of the Company within the meaning of different Labour Legislations and it shall be the duty of the Company to pay his salary every month. There is no Master & Servant relationship between the employees of the Company and CHiPS and further that the said persons of the Company shall not claim any absorption in the CHiPS, Raipur.

(3) The Company's persons shall not claim any benefit/ compensation/absorption/regularization of services from/ in CHiPS under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be required to be submitted by the Company to the CHiPS, Raipur.

(4) In case, the person employed commits any act of omission/commission that amounts to misconducts/indiscipline/incompetence and security risks, the CHiPS will be liable to terminate the contract.

(5) The bidder will be bound by the details furnished by him/her to CHiPS, Raipur, while submitting the tender or at subsequent stage. In case, any of such documents furnished by him/her is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/ her liable to legal action besides termination of contract.

(6) The person deployed shall be required to report for work/ leaves office in time. In case, person deployed is absent on a particular day or comes late/leaves early on three occasions, one day wage shall be deducted.

(7) CHiPS may require the Company to dismiss or remove from the site of work, any person or persons, employed by the Company, who may be incompetent or for his/her/their misconduct and the Company shall forthwith comply with such requirements. The Company shall replace immediately any of its personnel, if he is unacceptable to the CHiPS because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.

(8) The deployed person will be bound by the details furnished by him/her to the CHiPS, while submitting the applications about age, qualification and

experience, etc. In case, any of such documents furnished by him/her is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable for legal action besides termination of contract.

(9) The transportation, food, medical and other statutory requirements in respect of personnel of the Company shall be the responsibility of the Company.

(10) CHiPS is a society and has six working days (Monday to Saturday) a week except 2nd and 3rd Saturday of each month. Working hours would be normally from 10.00 AM to 5.30 PM during working days including half hour lunch break in between. However, in exigencies of work, he may be required to sit late and the personnel may be called on Sundays and other gazetted holidays, if required. No extra wages will be paid for attending the work place on such holidays.

(11) One leave shall be admissible to contracted person in every month during the period of contract.
In case of a person going on leave of emergency, the Company shall make arrangements for an alternative person for the duration of the absence of the deputed person.

(12) That the Company will be wholly and exclusively responsible for payment of wages to the person engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act etc. and the CHiPS shall not incur any liability for any expenditure whatsoever on the person employed by the company on account of any obligation. The company will be required to provide particular of PF and ESI contributions of its employee engaged in the CHiPS.

(13) Company shall also be liable for depositing all taxes, levies, Cess etc. on account of services rendered by it to the CHiPS to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

(14) The Company shall maintain all statutory registers under the applicable law. The Company shall produce the same, on demand, to the concerned authority of CHiPS or any other authority under law.

(15) In case, the Company fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the CHiPS is put to any loss/ obligation, monetary or otherwise, the CHiPS will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the company, to the extent of the loss or obligation in monetary terms.

(16) The Company will submit the bill in triplicate in respect of a particular month in the first week of the next month. The payment will be released by the third week of the following month after deduction of taxes deductible at source under the laws in force.

(17) The claims in bills regarding Employees State Insurance, Provident Fund and Service Tax etc. should necessarily be accompanied with documentary proof pertaining to the concerned month's bill. A requisite portion of the bill/ whole of the bill amount shall be held up till such proof is furnished, at the discretion of the CHiPS, Raipur.

(18) Payment to the Company would be strictly on certification by the Officer with whom he is attached that his services were satisfactory and attendance as per the bill preferred by the Company.

(19) The Company will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the CHiPS.

(20) The Company shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reason. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Company. The delay by the company in providing a substitute beyond three working days shall attract penalty of 5% from the ensuing payments and also the deduction of salary of absence of the person.

(21) The Company shall be contactable at all times and message sent by phone/email/ Fax./Special Messenger from CHiPS to the Company shall be acknowledged immediately on receipt on the same day. The Company shall strictly observe the instructions issued by the CHiPS in fulfilment of the contract from time to time. The resources provide by company should have an active mobile no. on which they can be contacted at least between 8 AM to 8 PM.

(22) CHiPS shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the Company. CHiPS shall also not be liable for any claims, financial or other injury to any persons deployed by the Company in the course of their performing the duties, or for payment towards any compensation. It will be obligatory on the part of the contract to enter into an appropriate Health Life Insurance Scheme.

(23) The persons deployed by the service providing company shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/ confirmed employees of the CHiPS during the contract period or, after expiry of the contract.

(24) That the Company on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employee etc. If the CHiPS suffers any loss or damage on account of negligence, default or theft on the part of the employee/agents of the company then the company shall be liable to reimburse to the CHiPS for the same. The Company shall keep the CHiPS fully indemnified against any such loss or damage.

(25) The successful bidder will enter into an agreement with the CHiPS for providing of suitable and qualified/skilled manpower as per requirement of this CHiPS on these terms and conditions. The agreement will be valid for a period of two years and shall continue to be in force in the same manner, unless terminated in writing. The service charges/rates quoted by the company shall be fixed for a period of two year and no request for any change/modification shall be entertained before expiry of the period of two year. Any statutory increase in wages/DA etc. is to be absorbed by the Company.

(26) CHiPS will provide the necessary IT hardware and system software to the resources hired. The seating space will be provided by CHiPS/ department for working. The resource moving out of deployment of CHiPS needs to hand over all the IT assets, software, documentation, literature, any code developed by him individually or as part of team for the projects/ work assigned by CHiPS one (1) week before moving out of deployment to CHiPS. In case of any loss or damage on account of negligence, default or theft on the part of the employee/agents of the company then the company shall be liable to reimburse to the CHiPS for the same. The Company shall keep the CHiPS fully indemnified against any such loss or damage.

(27) The Company shall not assign, transfer, pledge or sub contract the performance or services without the prior written consent of this office.

(28) However, the agreement can be terminated by either party by giving one month's notice in advance. If the company fails to give one month's notice in writing for termination of the Agreement then one month's wages etc. and any amount due to the company from the CHiPS shall be forfeited by the CHiPS.

Annexure-I
Letter for Submission of Tender

Date:

To,
CEO, CHIPS
SDC Building, Civil Lines, Raipur

Ref: RFP for Empanelment of IT companies for outsourcing of Technical Manpower

Dear Sir,

Having examined the tender document relating to the RFP for Empanelment of IT companies for outsourcing of Technical Manpower as detailed in your RFP, conditions and scope of work etc., and having understood the provisions and requirements relating to the development and all other factors governing the tender. We hereby submit our offer for providing technical manpower in accordance with terms and conditions and confirm our acceptance to execute the order within the time period specified in the tender document, at the rates quoted by us in the accompanying Technical & commercial Bid.

If, after the tender document is accepted, we fail to complete the RFP for Empanelment of IT companies for outsourcing of Technical Manpower as per the order. We agree that, CHiPS shall have full authority to forfeit the earnest money and cancel our order with no obligation on their part.

We confirm having deposited earnest money of Rs 1,00,000/- (Rupees One Lakh only) by Demand Draft / PBG No……..dated …….. drawn on ……Bank
……. Branch attached here to, and general information required is as per annexure attached.

We further confirm that –

i. We have successfully executed projects of similar technology and we have sufficient experience and financial strength in handling orders of this value.
ii. We have sufficient qualified manpower and necessary resources to execute the order efficiently in the specified time schedule.
iii. The quoted rates shall be valid till the completion of the order but not less than 180 days.
iv. We further confirm that all chapters of the tender documents have been read, understood and signed and there is no deviation/discrepancy

Signature of the Authorised Signatory
With stamp and date

Annexure-II

GENERAL INFORMATION AND EMD DETAILS

1	EMD Details DD No/ BG No and date: Amount in Rs. Name of the Bank:	
2	Name and Address of the Bidder:	
3	Contacts:	
4	Telephones:	
5	Fax:	
6	E-mail:	
7	Mobile No:	
8	Category of the Bidder (Whether company, partnership firm or Proprietary concern)	
9	Name of Chief Executive Officer and Telephone No.	
10	Year of Establishment	
11	Sales Tax/Commercial Tax/ CST nos.	
12	Income Tax PAN/GIR No.	
13	Yearly Turn over of the Last 3 years.	
14	Name and Address of the Banker	
15	List of major Clients and the size of orders executed	

Signature of the Bidder
With stamp and date

Annexure-III

PROJECT DETAILS

Software development/customization projects (two for each reference year) **for the technologies/ category bidder is bidding for**, developed in house for the Clients, of value more than Rs. 5 lakhs and implemented in the last three years. Information may be submitted in the following format. Please attach separate sheet for each project and submit work orders & satisfactory completion certificates from the clients.

Bidder may submit the technical and financial bids for 1 or more category based on their work experience.

S.No.	Caption	Details
1	Name of the Client with address	
2	Year	
3	Project Name and summary with technology details (5 lines)	
4	Project Start Date	
5	Project Completion Date	
6	Project Cost	
7	Whether the project is still operational	Yes/No
8	If yes to (7) who maintains the project	
9	Name of Contact person with phone no.	

Date: Authorized Signatory

Place: Name:

SEAL

ANNEXURE-IV
FINANCIAL BID

Bidder may submit the technical and financial bids for 1 or more category based on their work experience.

Name of the bidder:

CATEGORY A. FINANCIAL BID (Software Development)

S.No	Type of Manpower	Per Month rate** (in Rs.)
1	Senior Programmer	
2	Programmer	
3	Assistant Programmer	
TOTAL		

CATEGORY B. FINANCIAL BID (Web Development)

S.No	Type of Manpower	Per Month rate** (in Rs.)
1	Senior Web Graphic Designer	
2	Web Designer/ Developer	
TOTAL		

CATEGORY C. FINANCIAL BID (Mobile application development)

S.No	Type of Manpower	Per Month rate** (in Rs.)
1	Mobile Application Developer	
TOTAL		

**Exclusive of service tax

1. Empanelment of companies from among the pre-qualified bidders will be based on the lowest per-month consolidated quote for each of A, B and C. CHiPS retains the power of negotiating with the lowest Bidder on rate quoted above
2. A panel of max. Three companies may be kept to service the growing project requirements of technical professionals in each category. L2, L3 in that order will be asked to match L1 (successful bidder based on QCBS) rates.
3. Two more companies, other than L1 agreeing to L1 rates, will be identified to maintain a panel of five companies in each category. If none of the L2, L3 agree to match L1 rates then L1 alone will be on the panel.
4. CHiPS reserves the right to allocate the business among the empanelled companies as per its client's preferences, conveniences and the performance of the empanelled companies in each category.

Date:
Place:

Authorized Signatory:
Name:
SEAL

ANNEXURE –V

DECLARATION

1. I_____ Son/ Daughter/ Wife of Shri_____ Proprietor/ Director/ authorized signatory of the company/ Firm, mentioned above is competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender for providing Technical Manpower on outsourcing basis to the CHiPS and undertake to abide by them;

3. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I/ we am/ are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my/ our tender at any stage besides liabilities towards prosecution under appropriate law.

4. That our company/ firm has not been blacklisted by any Organization.

Date: Signature of authorized person

Place: Full Name:

Seal:

ANNEXURE –VI

FORMAT FOR BANK GUARANTEE AGAINST ANNUAL MANPOWER AGREEMENT

(To be stamped in accordance with Stamp Act if any, of the Country of the Issuing Bank) Bank Guarantee No.: .....

Date:……

To..... (Name of the Purchaser) Whereas..... (Name of the Purchaser)

hereinafter called "the Contractor" has undertaken, in pursuance of contract No..... dated..... to supply.....(Description

of Services) hereinafter called "the Contract". AND WHEREAS it has been stipulated by you in the said contract that the Supplier shall furnish you with a Bank Guarantee by a recognized Bank for the sum specified therein as security for compliance with the Contractor's performance obligations under the contract for next two years. AND WHEREAS we have agreed to give the Supplier a Guarantee.

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you on behalf of the Contractor, up to a total of Rs.....

(Amount of guarantee in words and figures) and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the contract and without cavil or argument, any sum or sums within the limit of Rs. ..... (Amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until ..... day of ..... 20.....

Signature and Seal of Guarantors

.....

.....

Date: ..... 20...

NOTE: 1. CONTRACTOR SHOULD ENSURE THAT SEAL AND CODE No. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF THE BANK GUARANTEES.

Annexure – VII

Job Profile of Technical Professionals (indicative)

1. Sr. Programmer

a. Independently handling of system design, software development modules allocation and integration of the modules.
b. Keeping abreast of the technological advances and application of latest technology tools for software development.
c. Overall responsibility of a user's application.
d. Guiding teams of Programmers and Assistant Programmer in meeting the above job profiles.

2. Programmer:

a. Software maintenance of the existing applications and developing new applications.
b. Guidance to Assistant programmer on project operations and software development.
c. Maintaining user defined time schedules of software development.
d. Preparation of system and operations manuals for the application software.
e. Preparation of training manuals and scheduling user's training.
f. Act as a system administrator by allocating/removing redundant user-id and passwords.
g. Ensuring strict compliance to the back-up schedules.
h. Coordination with maintenance agencies to handle situations like network chocking, network viruses, hard disk crashes etc.
i. Day to day coordination with the user for software maintenance.

3. Assistant Programmer:

a. Independently handling the software project operations on the client machines.
b. Front-end application software development.
c. Update the front-end software using the patches supplied by the project in charge.
d. Scheduled report generation.
e. Supervision of Input/output to the projects being handled.
f. Removal of viruses.
g. Coordination with maintenance agencies and providing first line of maintenance.
h. Net browsing to address subject specific queries of the users.
i. Project training and computer basics training to user officials.

4. Sr. Web Graphic Designer / Web Designer

a. Primary responsibilities will include designing & developing Web Forms, rendering design mockups, and developing and maintaining website and other web properties.
b. This includes the creation of all web elements including icons, logos, navigation objects, banners, graphics, flash animation etc.
c. Expected to work in co-ordination with UI Developers/ Project Managers and completely manage the design aspects of the product

5. Mobile Application Developer

a. Working knowledge of the general mobile landscape, architectures, trends, and emerging technologies
b. Solid understanding of the full mobile development life cycle
c. Working experience with debugging tools and third-party utilities for Android/ Windows development
d. Good knowledge of Object-Oriented programming and associated design patterns
e. Familiar with app store procedures and working experience in deploying apps successfully
f. Experience with third-party libraries, social media integration and APIs.

Annexure – VIII

Technical Evaluation and Format for CV of Technical Manpower

A. Format for the Profiles	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Position	
Academic Qualifications: • Degree • Academic institution graduated from • Year of graduation • Specialization (if any) • Key achievements and other relevant information (if any)	
Professional Certifications	
Total number of years of experience	
Technologies worked/ proficient	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of clients (Please provide the relevant names)	
Past relevant assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: • Organizations worked for in the past o Organization name o Duration and dates of entry and exit o Designation o Location(s) o Key responsibilities	

• Prior project experience
  ○ Project name
  ○ Client
  ○ Key project features in brief
  ○ Location of the project
  ○ Designation
  ○ Role
  ○ Responsibilities and activities
  ○ Duration of the project
Please provide only relevant projects.	

Proficient in languages (Against each language listed indicate if read/write/both)	

B. Technical Evaluation Criteria for Manpower-

S. No.	Head	Marks
1	Qualification and Experience as per the RFP requirements, based on the CV submitted (25 marks)	
	a. Qualification	05
	b. Certification	05
	c. Years of relevant experience	05
	d. Number of Projects done in the proposed technology (2 marks for each projects max. upto 10 marks)	10
2	Technical Test	50
3	Interview	25
	TOTAL	**100**

1. Average of the marks obtained by 3 resources per position will be taken for technical evaluation purpose of each category.

2. Minimum qualifying marks are 70 out of 100 for the bidder to qualify for technical evaluation per category.

3. All three resources per position per category must individually obtain minimum 60 marks out of 100 for the bidder to qualify for technical evaluation.

***