

DEPARTMENT OF POSTS
POSTAL STAFF COLLEGE INDIA
GHAZIABAD – 201002

INVITATION FOR EXPRESSION OF INTEREST (EOI)

for

**Setting-up “Enterprise Content Management System”
for Postal Staff College India, Ghaziabad**

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Disclaimer

This request for Expression of Interest is not an offer by the PSCI, but an invitation to receive response from eligible interested bidders for setting up an “Enterprise Content Management System” at PSCI..

PSCI will shortlist such bidders who fulfill the eligibility criteria for issue of Request for Proposal (RFP). No contractual obligation whatsoever shall arise from the EOI process. This document should be read in its entirety.

1. Invitation for Expression of Interest

1.1 EOI Notice

- i. This Expression of Interest (EOI) is for empanelment of bidders for setting up a system in the lines of an "Enterprise Content Management" System to meet the requirements of PSCI for training administration, office automation, content and knowledge management as outlined here. The scope of work would be further defined as the process is taken forward.
- ii. Interested bidders are advised to study the EOI document carefully. Submission of EOI shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications.
- iii. Interested bidders may obtain the EOI from the Assistant Director (Training), Room No, 105, Postal Staff College India, CGO Complex, Ghaziabad . The EOI document can also be downloaded from the website www.indiapost.gov.in.
- iv. All EOI documents must be accompanied by a **Bid Security of INR 1,00,000 (INR One Lakh Only)** as per Form 5 at the end of this document. The bid security would be valid for 90 days. This may be treated as EMD for the short listed bids and for unsuccessful ones bid security would be refunded. The short-listed bidders may be asked to extend the bid security for further 90 days.

1.2 Critical Information

S.No.	Information	Details
1.	Pre-bid Conference	12 th January 2010 from 1100 hrs onwards at PSCI Ghaziabad
2	Last date for submission of written queries for clarifications (Queries can	16 th January, 2010

	be sent before pre-bid conference also)	
3	Last date for release of response to clarifications	23 rd January 2010
4	Last date for receipt of EOI	On or before 1500 hours IST on 28 th January, 2010
5	Place, Time and Date of Opening of EOI	Syndicate Room, IInd Floor, Postal Staff College India, Ghaziabad - 201002 at 1530 hrs. IST on 28 th February 2010.
6	Contact Person for queries	Shailendra Kr. Dwivedi Joint Director, Postal Staff College India, Ghaziabad - 201002 Tel: 0120 2789394 Fax: 0120 2789503 Email: skdwivedi@indiapost.gov.in
7	Addressee and Address at which EOI is to be submitted.	Asstt. Director(Training), Postal Staff College India, Ghaziabad - 201002

1.3 Project Background

Postal Staff College India, Ghaziabad is the apex training institution of India Post engaged in the training of officers from all over India in various Induction and In-service Programmes. The College is one of the Central Training Institutes of the Department of Personnel & Training, New Delhi like the LBSNAA Mussoorie, NADT Nagpur etc. The college conducts programmes on subjects of common interest in governance open to all public authorities, in addition to its basic function of training officers of India Post. The College also has international aspirations, and conducts one or two international programmes on subjects related to Postal Management every year. In the coming years, it is envisaged that the international role of PSCI in training as well as its contribution in the group of Central Training Institutes will increase. It is also imperative that PSCI be able to manage and discharge its responsibilities towards training and

grooming of the officers of India Post in a manner which matches with the emerging environment for training, resource sharing, knowledge management and collaboration. While PSCI currently conducts 40-45 courses of varying duration and trains close to 1000 officers of varying seniority, the roles and responsibilities may be scaled up in due course.

Irrespective of the nature of the course, the following activities are routinely carried out:

- i) Scheduling of courses for different weeks / days of the year;
- ii) Calling of nominations from eligible officers through their controlling offices/ officers;
- iii) Acceptance of these nominations;
- iv) Designing of courses;
- v) Allocation of faculty / resource persons for the courses;
- vi) Compilation of study material for courses;
- vii) Design of course exercises;
- viii) Allocation of accommodation in the hostel;
- ix) Transport arrangements for participants;
- x) Transport arrangement for faculty from outside;
- xi) Communication with outside faculty;
- xii) Arrangements for inauguration / tea;
- xiii) Arrangements for meals of participants and accounting thereof ;
- xiv) Accounting for accommodation expenses ;
- xv) Arrangement of study tours during the programme;
- xvi) Arrangement of extra-curricular activities;
- xvii) Sharing of presentations / material used by faculty;
- xviii) Group work and presentation by participants;
- xix) Papers prepared by faculty / participants during the course;
- xx) Feedback by participants to every session ;
- xxi) Creation of user groups /e.groups of participants of each programme
- xxii) Collaboration among participants for sharing of best practices, practical experiences;
- xxiii) Collaboration among participants to devise guiding documents for effective operations management etc.
- xxiv) Collaboration / feedback mechanism with PSCI to carry out training impact assessment ;

- xxv) Internal processing in PSCI to obtain necessary administrative approvals on proposals, tour programmes, financial matters etc.
- xxvi) Preparation of necessary databases and generation of necessary MIS for various purposes including monthly reports submitted to DG Posts.
- xxvii) Administrative matters of staff and establishment at PSCI;
- xxviii) Accounting of expenses and receipts under various heads etc

The above list is, however, not exhaustive.

Presently most of these processes and activities are carried out manually. The College has broadband connectivity and it has all its computers networked but the network is used for basic sharing of documents from one system to the other. The PSCI website is not an independent domain name and is not being used to potential. The PSCI library has a database of books that is supported by Libsys Premia Software which is web enabled, a feature that has not been put to use so far.

While PSCI, through this project is looking at making a leap in the way it manages and runs training, it also looks to create an impressive presence on the web and create avenues for resource sharing, content management, knowledge management and active collaboration among its user groups. While most of this will be realized within the purview of existing processes, some change in processes as would be deemed necessary for greater effectiveness can be thought about in the process of implementing this project.

1.4 Key Objectives of the project:

- a) automation of process related to calling of nominations, acceptance of nominations, preparation of lists and database of participants.
- b) automation of participant feedback and analytical reports.
- c) Automation of mess and hostel administration
- d) Automation of processes related to transport arrangements, course design approvals and so forth.
- e) Website development for PSCI.

- f) Web-content management
- g) Digitization of important records and records management.
- h) Collaboration and groupware management using various IT based platforms;
- i) Knowledge management for best practices, case studies, catalogues, frequently asked questions etc.
- j) All file movements related to the administration of the above
- k) Facilitating well documented procedures leading to ISO Certification that PSCI proposes to go for in due course;
- l) Any other aspect that is decided to be incorporated in due course.

1.5 Scope of Work

The firm selected for this project will be required to design and implement an end-to-end content management solution for PSCI to meet the objectives mentioned in this EOI document and the refinements made in due course on the basis of discussions. The vendor will execute all applicable modules of an enterprise content management suite as are identified during the finalization process. The creation of the website and platforms for knowledge management, collaboration and office process management will be an integral part of the project. The phases of the project have to be clearly defined and roles and responsibilities from either side have to be defined by the firm and should be agreed to by the PSCI. The project execution also includes training to the staff and faculty of the PSCI to the extent that they can manage work in the changed environment efficiently and also educate their larger user group to use the system for maximum effectiveness and collaboration. The firm should also undertake to provide support services for a period of two years from the date of completion of the project and related training.

The list above is only indicative of scope of work. PSCI reserves the right to modify scope of work at a later stage.

1.6 Key deliverables

The key deliverables must include :

- 1.6.1 A high level content management system covering all the requirements identified under the scope of work and agreed upon at the time of acceptance of proposal.
- 1.6.2 An upgraded website for PSCI with scope for resource sharing and collaboration.
- 1.6.3 Office automation and process management system at PSCI
- 1.6.4 MIS for different purposes as identified by PSCI including accounting functions.
- 1.6.5 Quality training on the system leading to trained personnel at PSCI.
- 1.6.6 Maintenance support on-site for two years after the system is set-up

1.7 Instructions to Bidders

General conditions

- a) The Bidder shall be a company registered & incorporated under the Indian Companies Act, 1956 or a partnership firm or a Govt. Organization operating in India.
- b) Each Bidder is allowed to submit only one bid with covering note as in Form 1..
- c) The company should have been in business for at least five financial years (not including the ongoing year, i.e 2009-10). A copy of certificate of incorporation should be submitted in proof of the same.

- d) Should have profitable operations for last three years. All documents submitted by the bidder shall be signed on each page by an authorized signatory.
- e) On being finally selected, the firm will submit a detailed project execution plan committing resources for the project within one week of receiving the work order.
- f) Interested company must provide following information of the Company:
 - i. Public or Private ĩ If public, details are to be provided.
 - ii. Part of a Group ĩ If yes, provide Group details.
 - iii. Company Profile and Registered Office details.
- g) Credentials with other training institutions. Case studies, order copies and contact details of the same should be attached as proof thereof (Forms 2, 3 and 4).
- h) The proposed key persons and the professional staff who are going to be deployed in the project must have the experience and expertise in their area of specialization and must have worked for similar projects with at least one team member with recent experience of working on a comparable project for a reputed training institution.
- i) Should provide a team leader who has been involved in conducting similar projects in the last three years. (not including the ongoing year, i.e 2009-10).
- j) Should provide an end-to-end solution customized to the specific needs of PSCI.

The procedure for obtaining the EOI, the submission requirements and the last date by which the same should reach DoP is specified at the beginning of the document.

Procedure for submission of EOI

- a) The application for EOI must be submitted in sealed envelopes, super-scribed "Expression of Interest (EOI) for setting up Enterprise Content Management System at PSCI and addressed to the contact person indicated above.
- b) The bid shall not contain any financial offer or revenue share percentage, etc.
- c) All documents submitted by the bidder shall be signed on each page by an authorized signatory.

1.8 Eligibility Criteria

Bidders should clearly indicate, giving explicit documentary evidence, with respect to the following, in absence of which the EOI response may be rejected summarily at pre-qualification stage.

Interested Companies /Partnerships must satisfy the following criteria:

- a) The Companies / Partnerships must have an average annual turnover of not less than Rs. 75 (Seventy Five) Crores in Indian Rupees for each of the last three financial years (2007-2009)
- b) The core competence of the company should be in providing IT solutions including Enterprise Content Management System applicable to training institutions.
- c) Details of at least 2 similar IT Projects successfully implemented in the last 3-5 years should be submitted alongwith the proposal. The bidder must have executed at least two assignments of similar nature (preferably projects for training institutions). Case studies, order copies and contract details of the same should be attached as proof thereof (Form i 3). The scope of work should include the work mentioned in the scope of work mentioned in the present EOI. Case studies / Work Orders of the same should be attached as proof thereof (Form 4).

2. General conditions

2.1 Submission of EOI document

The instructions for submitting the EOI are mentioned below:

- a) The EOI and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over-writings shall be valid only if they are initialed by the authorized person signing the EOI.
- b) EOI received by facsimile shall be treated as defective, invalid and rejected. Only detailed and complete EOI received prior to the closing time and date of the proposals shall be taken as valid.
- c) Two hard copies and one soft copy (on a non-rewriteable CD) of the EOI prepared in accordance with the procedures enumerated in the EOI document should be submitted in a sealed envelope to the Department of Posts no later than the date and time laid down at the address given in Section 1.2
- d) The envelope should be superscribed with "Expression of Interest for Setting up Enterprise Content Management System for Postal Staff College India Ghaziabad. CD media must be duly signed using a "Permanent Pen/Marker" and should bear the name of the bidder submitting the bid.
- e) The EOI document submitted by the bidder should be concise and contain only relevant information as required under this EOI.
- f) The bidder would be responsible for all of its expenses, costs and risks incurred towards preparation of the EOI document, attending any pre-bid/bid meeting and visiting the site or any other location in connection therewith. PSCI shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the EOI process.

2.2 Validity of EOI

The Expression of Interest (EOI) submitted by the bidders shall remain valid for a period of 90 (ninety) days after the date of EOI opening prescribed in this EOI. An EOI valid for shorter period may be rejected as non-responsive. PSCI may solicit the bidders consent to an extension of EOI Proposal validity (but without the modification in the EOI Proposal).

2.3 Clarifications to EOI

The bidders may seek clarifications in writing regarding the Bid Documents within one week of issue of EOI. PSCI shall respond in writing to any request for the clarifications.

2.4 Amendments in EOI

At any time prior to the last date of receipt of EOI, PSCI may for any reason whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the EOI document by an amendment in order to provide the prospective bidders reasonable time in which to take the amendment into account in preparing the bids PSCI may, at its discretion, extend the last date for receipt of EOI.

2.5 Pre-bid Conference

A pre-bid Conference will be held as per para 1.2 of this document. The Conference would be a forum to clarify issues and doubts.

2.6 Disqualification

PSCI may at its sole discretion and at any time during the evaluation of EOI disqualify and bidder if the bidder has :

a) Submitted the EOI documents after the response deadline.

- b) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- c) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
- d) Submitted an EOI that is not accompanied by required documentation or is no- responsive.
- e) Failed to provide clarifications related thereto, when sought
- f) Submitted more than one EOI
- g) Declared ineligible by the Government of India / State / UT Government for corrupt and fraudulent practices or blacklisted.

2.7 Evaluation of proposals

The evaluation of the EOIs shall be done by a committee who may seek clarifications from bidders and the bidders shall clarify such aspects. The bidders may also be asked to give presentations to make PSCI appreciate their proposed concepts.

2.8 Confidentiality

Information relating to the examination, clarification and comparison of the EOI shall not be disclosed to any bidders or any other persons not officially concerned with such process. may result in rejection of its EOI.

3. Annexures :**3.1 Form 1: Notice of Intent to submit Expression of Interest**
(To be submitted on the Letterhead of the Bidder)

(Place)

(Date)

To

The Assistant Director (Training)
Room No 105,
Postal Staff College India,
Ghaziabad - 201002

Subject: Submission of EOI for Postal Staff College India, Ghaziabad

Dear Sir,

1. Having examined the EOI we, the undersigned, offer to propose for setting up an "Enterprise Content Management" System at PSCI in full conformity with the said EOI.
2. We have read the provisions of the EOI and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our EOI shall not be given effect to.
3. We agree to abide by this EOI, consisting of this letter, the detailed response to the EOI and all attachments, for a period of 90 days from the date fixed for submission of EOI as stipulated in the EOI. An extension of the above period is also possible on mutual agreement.
4. We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our correspondence details with regards to this EOI are :

S.No.	Information	Details
1	Name of bidder	
2	Address of bidder	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this EOI	
4	Telephone no. of contact person:	
5	Mobile no. of contact person:	
6	Fax no. of contact person:	
7.	E-mail address of contact person:	

We hereby declare that our EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely

Bidder's Name

Title

Signature

Date

3.2.1 Form 2: Details of Experience of Bidder

(Using the format below, the bidder should provide details on handling of minimum 2 Government / PSU / Semi Government / Private Sector Project / Projects as elaborated in the pre-qualification criteria) ***Separate proforma to be used for each***

S.No.	Item	Details
1	Customer Name / Government Department	
2	Name of the Contact Person and contact details for the project	
Project Details		
3	Name of the project	
4	Start Date / end Date	
5	Current Status (work in progress, completed)	
6	Contract tenure	
Size of the project		
7	Order Value of the Project (in Rs. Lakhs)	
8	Total cost of the services provided (by the Bidder)	
Project Classification		
Please specify under which of the following area does the Project fall under:		
* Enterprise Content Management * Strategic Planning * Project Consultancy * Project Implementation and support * Post Implementation services * Others: <i>(Please specify)</i>		
Narrative description of Project:		

Description of actual services provided by your staff within the assignment:

Bidder's Signature, Designation

Place & Date:

3.2.2 Form 3 : Details of Experience of Bidder

Details of Assignments Undertaken in Last Three Years

S.No.	Name of the Client	Assignment Undertaken	Duration (from date to date)	Cost (INR)	Development Platform	Scope of the application developed
1						
2						
3						
4						
5						

Note :

1. All pages are to be signed by Authorised Signatory
2. Attach order copies / completion certificates for completed projects, from clients for all the assignments mentioned above.

Date:

(Authorised Signatory of accompany)

Place:

Seal of Company

3.2.3 Form 4 : Details of Experience of Bidder**CASE STUDIES OF SIMILAR ASSIGNMENTS UNDERTAKEN IN THE
LAST THREE YEARS.**

Assignment Name:	Country:	
Location within Country:	Professional Staff Provided by Company:	
Name of Client:	No. of Support Staff:	
Address & Contact Details:	Duration of assignments:	
Start Date	Completion Date	Approx. Value of Services.
Name of Associated Consultants, if any:	No. of Months of Professional Staff, provided by Associated Consultants(if any)	
Name of Senior Staff involved and functions performed:		
Narrative Description of Project:		

Date:

Signature
Designation

3.3 Form 5: Bid Security Form

Whereas é é é é é é é é é é é . (hereinafter called the Bidder) has submitted its EOI dated é é é é é é é .. for submission of EOI for setting up an Enterprise Content Management System at PSCI (hereinafter called the Bid) to Assistant Director (Training), PSCI on behalf of the President of India.

KNOW ALL MEN these presents that WE é é é é é of é é é é é having our registered office at é é é é é é é é é (hereinafter called the Bank) are bound unto the Assistant Director (Training), Postal Staff College India on behalf of the President of India (hereinafter called the Purchaser) in the sum of é é é . for which payment well and truly to be made to the said Purchaser, the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this é é é .. day of é é é 2008.

THE CONDITIONS OF THIS OBLIGATION ARE :

1. If the Bidder having its bid withdraw during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid.
 - a) Withdraws his participation from the bid during the period of validity of bid document:
 - b) Fails or refuses to participate in the subsequent Tender process after having been short listed.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 180 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

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(Authorised Signatory of the Bank)

Seal

Date