



**AGARTALA MUNICIPAL COUNCIL
OFFICE OF THE CHIEF EXECUTIVE OFFICER
CITY CENTRE, PHONE-0381-2325507, 2325646, 2325149 FAX-0381-2325149**

No. F.2/e-Governance/AMC/2010

Date : ___/05/2010

Notice Inviting Expression of Interest

Agartala Municipal Council invites expression of interest (Eoi) from reputed national and international System Integration Company for System study and analysis of all the existing eGovernance application modules with Agartala Municipal Council - Requirements as per the guidelines on National Mission Mode Project (NMMP) on e-Governance in municipalities and National e-Governance Plan (NeGP) and design, development, implementation and maintenance of "Integrated eGovernance Application Suite" as per the guidelines on NMMP on e-governance under JNNURM and National e-Governance Plan (NeGP) for Agartala Municipal Council

Expression of interest should be submitted in the sealed envelope superscribing "Expression of Interest for Designing, development and implementation of eGovernance application Suite" along with all previous experiences by the firm on or before **01-06-2010** addressing Chief Executive Officer, Agartala Municipal Council, City Center, Paradise Chowmuhani, Agartala, on any working day & time at the Receive & Dispatch Section, 1st Floor of AMC Head Office.

The firm should have more than 3 years experience in Application package Development, System integration, implementing solutions Government/PSU/Government Undertaking organisation, and must have imparted consultancy on e-governance implementation to any Urban Local Body (ULB) and developed one application package for any Urban Local Bodies (ULB) in India. Preference will be given to the companies having prior experience in Northeast India. The firm has to have an annual financial turnover of Rs. 50 crore for each of last three consecutive financial years.

Undersigned reserves the right to accept or reject the offer in part or full without assigning any reason whatsoever.

The details of Eoi and requirements may be seen in www.agartalacity.nic.in or <http://tsu.trp.nic.in/tender/>

(Mr. Kiran Gitte, IAS)
Chief Executive Officer
Agartala Municipal Council

The Agartala Municipal Council proposes to implement a complete Integrated eGovernance Solution as part of JNNURM reforms. The solution is to be developed as per the guidelines on National Mission Mode Project (NMMP) on e-Governance in municipalities and National e-Governance Plan (NeGP). The list of eGovernance application required by AMC are provided in (Annexure - I)

The Information Technology Firms/Solution Integrators with an experience of minimum 3 Years are hereby invited to submit their proposals for System Study, Analysis, Design, Development, Implementation and maintenance of Integrated eGovernance Application Suite as required

SCOPE OF WORK:

1. To prepare a Software Requirement Specification (SRS) Report – based on an independent assessment of the requirements of the GoT, individual section and the functional requirements as specified in this RFP for designing, development and implementing of eGovernance Application Suite as per NMMP and NeGP.
2. To design and develop the software solution – based on Requirement Specifications, Technological and Operational Requirements.
3. Data Migration from existing running application to the new system with zero data loss and minimal downtime for switch-over.
4. To design appropriate Network Architecture.
5. Recommending software, hardware and connectivity in accordance with architecture suggested.
6. To test and implement the proposed software – based on an independent assessment of the software, user acceptance and testing.
7. To ensure that the software design and implementation takes care of necessary security aspects such as data safety, access controls, integrity, backup measures and disaster recovery.
8. To provide training and handholding support - the software vendor should ensure that the users are suitably trained for using their respective application areas.
9. To provide full documentation of the design, installation and implementation of the software and user manuals both in hard copy and soft copy.
10. To provide One years maintenance support of the software.
11. The application has to be quality compliant and it will be tested by designated agency as and when AMC feel necessary.

Deliverables

The deliverables of the project would be as follows:

- Detail Project Plan and Schedule.
- System Requirement Specification Report.
- System Design Report including the user interfaces and network design.
- Integrated eGovernance Application Suite to be provided and deployed at a central server.
- Setting up of help desk during warranty period.

Documents to be provided

- User Manual of the application
- Technical Manual of the application
- Training Manual
- Installation Manual
- Implementation Strategy

Project Status Reports - monthly progress reports summarizing:

- Results accomplished during the period
- Cumulative deviations to date from schedule of progress on milestones
- Corrective actions to be taken to return to planned schedule of progress
- Proposed revisions to planned schedule
- Other issues and outstanding problems and actions proposed to be taken

Minimum Eligibility Criteria

1. The firm should be a reputed IT Consulting/System Integration companies, engaged in providing end to end Information Technology solutions.
2. The firm should have more than 3 years experience in Application package Development, System integration, implementing solutions Government/PSU/Government Undertaking organisation, and imparted consultancy on e-governance implementation to any Urban Local Body (ULB) and must have successfully executed one application package for any Urban Local Bodies (ULB) in India.
3. The firm has to have an annual financial turnover of Rs. 50 crore for last three consecutive financial years.
4. The firm shall not be under declaration of ineligibility for corrupt or fraudulent practices.
5. The AMC reserves the right to carry out the capability assessment of the Company and the decision shall be final in this regard.
6. The individual signing the tender or other document, in connection with the tender must certify as to whether he or she has signed as:
 - a. A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.

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- b. A partner of the firm, if be partnership, in which case he must have authority to refer to arbitration, disputes concerning the business partnership, either by the virtue of partnership agreement or a power of attorney. In the alternative all the partners should sign the tender.
7. The firm should not have been Black listed by any State or Central Government in India. **An undertaking must be submitted duly attested by the notary, by the bidder.**
8. The firm should have a local office at Agartala and shall provide the supporting documents for the same. Otherwise the bidder will declare on receipt of order will establish an office at Agartala within 1 months time".
9. The firm should be an IT Solution Provider in operation for the last three years as on date and successful developed minimum three application packages for state government/central government/PSU/Government Undertaking organisation. The firm should have good understanding of Municipal Domain.
10. The firm should have demonstrated capability to integrate diverse data sources / applications and generate MIS / Business Intelligence in terms of standard reports, ad-hoc reports, drill-down reports, etc.
11. AMC proposes to use the existing IT infrastructure as far as possible, if any, available with the implementing Department and will buy the additional items either centrally or at its own discretion as per the specification given by the solution provider. The vendor should have capacity to suggest the Network and IT Infrastructure details.
12. AMC wishes to have a single vendor responsible for the smooth operation of the solution preferably on a turnkey basis covering design, supply and implementation for complete roll out and post implementation support for various departments across AMC. Hence the vendor should have sufficient experience in System development, Integration activities including Hardware & Software installation, Networking, Security, Facility Management support etc. and should be willing to extend the same to all location.

A summary of the solution developed/provided, implemented must be submitted with the following details:

- Name of client
- Nature of project
- Scope of the project
- Architecture of the solution
- Name of the person who can be referred to from Clients' side, with name, designation, postal address, contact phone, fax number, e-mail id etc.

(Above details are MANDATORY. Without the above details, the Eoi shall not be taken into consideration).

The firm failing to meet these criteria or not submitting requisite supporting proof as specified in **Format I** is liable to be rejected during evaluation.

Submission of Proposals

- i. The proposals will be sealed in a large envelope which will bear the address of Agartala Municipal Council, Tender notice for “Expression of Interest for Designing, development and implementation of eGovernance application Suite”
1. AMC assumes no responsibility for the misplacement of the contents of the Bid submitted in case the envelope is not sealed and marked as instructed above,
2. This outer envelope will contain two separate sealed envelopes, one clearly marked "Technical Proposal", the other clearly marked "Financial Proposal"
3. The Technical Proposal and Financial Proposal must be prepared in indelible ink and must be signed by the Authorised Representative of the Applicant. All pages of the original Technical Bid and Financial Bid must be numbered and initialled by the authorised signatory.
4. The Proposal must contain no interlineations or overwriting except as necessary to correct errors made by the Applicants themselves, in which cases such corrections must be initialled by the authorised signatory.
5. The complete Proposal must be delivered on or before the specified time on the Due Date.
6. Proposals submitted by fax or telegram or e-mail will not be accepted. AMC reserves the right to reject any Proposal that is not submitted according to instructions stipulated in the EoI format.
7. The rates should be quoted in Indian rupees only.

Selection process

AMC will evaluate proposals of the vender on the basis of Technical Capability of the vender and also the track record of successful delivering /implementation of the products/services. Therefore, vender should submit necessary details that would help evaluation. However, AMC in its sole/absolute discretion can apply whatever criteria deemed appropriate in determining the responsiveness of the EoI submitted by the vender.

After evaluation, only those respondents who have been short-listed by the AMC shall be duly informed in writing.

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SL No	Criteria	Marks
1	<i>Specific Proven experience</i> in developing software packages for ULB	20
2	<i>Proposed work plan and methodology and understanding of project.</i>	25
3	<i>Deployment of Manpower, Qualifications and competence of the key staff for the Assignment</i>	10
4	Experience of working in Tripura State and presence in Tripura or in Northeast region.	20
5	Proposed utilization of the existing IT infrastructure	15
6	Meeting the financial Criteria	10
TOTAL		100

The bidder securing less than cut off marks 65% in technical evaluation will be communicated that they have not qualified in the technical bid and their Financial Bid will be returned unopened after the completion of the selection process.

Annexure – I

(List of eGovernance application)

SL No	eGovernance Module	Present Status	Developed By
1	Property Tax	Running	NIC, Agartala
2	Touji	Running	3 rd Party
3	Accounting		
4	Water supply & other utilities	Running	NIC, Agartala
5	Birth & Death registration	Running	NIC, Agartala
6	Citizen's Grievance Monitoring		
7	Personal Management System		
8	Procurement & monitoring of projects		
9	E-Procurement		
10	Project/ward works		
11	Building Plan approval		
12	Health Programs		
13	Licenses		
14	Solid Waste Management		
15	Vehicle Management.		

Expression of Interest (Eoi)

Format - I

Proforma to be used for submitting information

Please ensure that all rows under "Response" are filled up without ambiguity. If any additional schedules or documents are submitted to support the response, it should be ensured that they are clearly cross-referenced to the relevant "Particulars".

PART – I. Basic Information of the Vendor

SL No.	Particulars	Response
1	The registered name of the company	
2	Name and Designation of the authorised official	
3	Contact telephone number, fax number and E-mail address, Website	
4	Registration number Registered Office	
5	Brief description of the organization, list of major business areas and divisions, list of products and services provided, key milestones in the organization (Not more than one A4 size sheet)	
6	Financials: (Rs. Lakh) (i) Turnover: (a) 2007-2008 (b) 2008-2009 (c) 2009-2010 (ii) Copies of audited financial statements viz., Balance sheet & Profit & Loss A/c for the last 3 years to be enclosed.	
7	Geographical spread in India: (i) Development Center (ii) Support Center at Tripura (iii) Manpower details with skill sets details available with the organization	No. of <u>locations</u> Total <u>Staff</u>
8	List of major customers with contact details and products / services rendered to them	
9	Certifications (i) Name and level of certified international quality standards obtained by the Company or its employee.	
10	Profile of persons, who could be undertaking the project for GoT	
11	Any other relevant details	

NB: Separate sheet may be enclosed, wherever required with proper references.

PART II. Technical details:

A. Give the following details about any three works executed in the last two years each in a separate sheet:

- 1 Name of client
- 2 Nature of project
- 3 Scope of the project
- 4 Architecture of the solution
- 5 Name of the person who can be referred to from Clients' side, with name, designation, postal address, contact phone, fax number, e-mail id etc.

B. Give a brief write-up about the solution proposed explaining how it meets the requirements as mentioned in the EoI.

Format - II

(Proposal Proforma)

[Companies are required to submit the covering letter as given here on their letterhead]

Date:

Reference No. :

To

The Chief Executive Officer,

Agartala Municipal Council

City Center, Paradise Chowmuhani,

Agartala-799001, Tripura.

Subject: Proposal for “Designing, development and implementation of eGovernance application Suite”

Dear Sir,

1. We, the undersigned bidder, having read and examined in detail the requirement and all bidding in respect of Implementation of “Designing, development and implementation of eGovernance application Suite”, do hereby propose to provide the services as specified in the bidding document.
2. We hereby also declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this tender. And we are not black listed by any Central / State Government / PSU in India.
3. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you,

Yours faithfully,

(Signature)

Date: Name:

Place: Designation:

Business Address: Seal:

Document forming part of the bid:

We have enclosed the following:

- (i) Format I: Company Profile
- (ii) Format II: Prior experience

(iii) Format III: Format for Proposal

FORMAT - III
(FORMAT FOR PROPOSAL)

The organization should submit a PROPOSAL separately as per the format given below.

Proposal:

1. A brief description of the Company's organization and an outline of recent project undertaken.
2. Scope of the work and understanding of project
3. Proposed solution
 - a. Overview
 - b. Proposed system Architecture
 - c. Technical features
4. Approach and methodology
 - a. Approach
 - b. Methodology
 - c. Work plan
 - d. Quality Management
5. A Complete Project Management Methodology

PRICE BID FORMAT - A

Note: Venders are requested to quote separately for the Pilot project and full implementation separately

A) Integrated eGovernance Application Suit

Sl. No	Description	Amount in Rupees
a.	Integrated eGovernance application Suit for Agartala Municipal Council with Licenses, customisation, configuration & Implementation Cost, handholding (as per Eoi).	
b.	Applicable Taxes (if Any)	
c.	Training cost per person – For Administrators Training Cost per person – For users	
d.	Handholding support charges per man month. Onsite support charges per man month	

Signature and Seal of the Vendor