F.No D-14011/44/2016-GA
Request for Proposal

For

Design, Development, Implementation and Maintenance of responsive web portal for Ministry of Skill Development and Entrepreneurship (MSDE)

Address: 2nd Floor Shivaji Stadium Annexe, Connaught Place, New Delhi
1. Invitation for the Proposal

To build the Web Portal, MSDE would like to invite the proposals from the Limited parties through e-procurement portal (no tender will be accepted through Hard Copy / mail etc) The bidding parties are requested to study this RFP document carefully before submitting the response to this bidding document. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications. The complete bidding document has been published on MSDE Web Portal [http://www.msde.gov.in and “eprocure.gov.in”] for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the bidding process subject to the submission of required tender/ bidding document fee and EMD.

2. Key Events & Dates

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Advertising Date</td>
<td>21.04.2017</td>
</tr>
<tr>
<td>2</td>
<td>Download Date</td>
<td>21.04.2017</td>
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<tr>
<td>3</td>
<td>Last date to send in request for clarification</td>
<td>02.05.2017</td>
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<tr>
<td>4</td>
<td>Date / Time and Place for Pre bid conference</td>
<td>02.05.2017 / 14.00 hrs at Conference Hall of MSDE</td>
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<td>5</td>
<td>Release of response to queries</td>
<td>03.05.2017</td>
</tr>
<tr>
<td>6</td>
<td>Last date for submission of bids</td>
<td>05.05.2017</td>
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<tr>
<td>7</td>
<td>Opening of bids</td>
<td>08.05.2017</td>
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</tbody>
</table>

Other Important Information related to Bid

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Earnest Money Deposit</td>
<td>Rs 50,000/-</td>
</tr>
<tr>
<td>2</td>
<td>Tender Fee</td>
<td>N.A</td>
</tr>
<tr>
<td>3</td>
<td>Bid Validity Period</td>
<td>180 days</td>
</tr>
<tr>
<td>4</td>
<td>Last date for submission of Performance Security to MSDE</td>
<td>Within 30 days from the date of LOI</td>
</tr>
<tr>
<td>5</td>
<td>Performance Security Value</td>
<td>10% of the contract value / Bid value of the successful bidder</td>
</tr>
<tr>
<td>6</td>
<td>Performance Bank Guarantee Validity Period</td>
<td>PGB should be valid for till 30 days from the end of the date of contract.</td>
</tr>
<tr>
<td>7</td>
<td>Last date of signing the contract</td>
<td>As intimated in the Work Order by MSDE</td>
</tr>
</tbody>
</table>

Contact Person: Shri Puran Chand, Under Secretary to the Government of India, Ministry of Skill Development, 2nd Floor Shivaji Stadium Annexe, Connaught Place, New Delhi.
3. Instruction to Bidders

Cost of RFP

Tender Fee is NIL.

Consortium and Joint Ventures

Consortium or Joint Ventures is not allowed.

Completeness of Response

i. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done, after careful study and examination of the RFP document with full understanding of its implications.

ii. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document will be at the Bidder's risk and may result in rejection of its Proposal.

Proposal Preparation Cost

iii. The bidder shall submit the bid at its cost and, MSDE shall not be held responsible for any cost incurred by the bidder. Submission of a bid does not entitle the bidder to claim any cost and rights over MSDE and MSDE shall be at liberty to cancel any or all bids without giving any reason thereof.

iv. All materials submitted by the bidder shall be the absolute property of MSDE and no copyright/patent etc. shall be entertained by MSDE.

Amendment to RFP document

i. If MSDE deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

ii. All the amendments made in the document would be published at MSDE Web Site and e-procurement portal and shall be part of RFP.

iii. The bidders are advised to visit the aforementioned Web Site on regular basis for checking latest updates of this RFP document. The MSDE also reserves the rights to amend the dates mentioned in this RFP for successful bid process.

Right to Terminate the Process

MSDE may terminate the RFP process at any time and without assigning any reason thereof. MSDE shall not be held responsible for any cost incurred by the bidder in bid preparation. MSDE reserves the right to amend/edit/add delete any clause of this Bid Document. However, this will be informed to all and will become part of the bid /RFP.
Earnest Money Deposit (EMD) and Performance Bank Guarantee

Earnest Money Deposit

i. An EMD of Rs. 50,000.00 (Rupee Fifty Thousand Only), in the form of Demand Draft (DD) drawn in favour of DDO, Ministry of Skill Development & Entrepreneurship, payable at New Delhi has to be submitted physically in MSDE.

ii. Proposal not accompanied by EMD shall be rejected as non-responsive.

iii. Exemption to MSEs / NSIC from payment of Tender Fee / EMD/Bid Security if any.

iv. No interest shall be payable by the Employer for the sum deposited as EMD.

v. No bank guarantee will be accepted in lieu of the earnest money deposit.

vi. The EMD of the unsuccessful bidders would be returned back within 45 days of award of job.

The EMD shall be forfeited by the Employer in the following events:

i. If proposal is withdrawn during the validity period or any extension agreed by the consultant thereof.

ii. If the Proposal is varied or modified in a manner not acceptable to the Employer after opening of Proposal during the validity period or any extension thereof.

iii. If the bidder tries to influence the evaluation process.

iv. If the first ranked bidder withdraws his proposal during financial negotiations (failure to arrive at consensus by both the parties shall not be construed as withdrawal of proposal by the consultant).

Performance Bank Guarantee

The successful bidder will have to submit Performance Bank Guarantee equivalent to 10% of value of project awarded with validity period till completion of Assignment/Job.

Language of Bid

This bid should be submitted in English language only.

Bid Submission Format

The entire proposal shall be submitted strictly as per the format specified in this Request for Proposal. Bids with deviation from this format are liable for rejection.

Submission of Bids

The bids are strictly to be submitted online through e-procurement portal. No Hard copy will be accepted. The bids submitted by the Bidder shall comprise of the following two envelopes. A Two envelope/ cover system shall be followed for the bid –
i. Tender Fees, EMD and Pre-Qualification Criteria, Technical bid.

ii. Financial bid. (separate sealed cover)

The bid shall include following documents.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Document Type</th>
<th>Document Format</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Technical Envelope</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Tender Fee</td>
<td>N.A.</td>
</tr>
<tr>
<td>2</td>
<td>EMD</td>
<td>Rs 50,000/- in form of Demand draft in favour of DDO, Ministry of Skill Development &amp; Entrepreneurship, payable at New Delhi</td>
</tr>
<tr>
<td>3</td>
<td>Pre-Qualification</td>
<td>As per the format mentioned in eligibility criteria clause</td>
</tr>
<tr>
<td>4</td>
<td>Technical Proposal</td>
<td>As per the format mentioned in RFP</td>
</tr>
<tr>
<td></td>
<td>Financial Envelope</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Financial Bid</td>
<td>Refer Financial Bid document in RFP</td>
</tr>
</tbody>
</table>

Disqualification

The Proposal is liable to be disqualified in the following cases or in case the Bidder fails to meet the bidding requirements as indicated in this RFP:

i. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming Proposal.

ii. During validity of the Proposal, or its extended period, if any, the Bidder increases his quoted prices.

iii. The Bidder qualifies the Proposal with his own conditions.

iv. Proposal is received incomplete.

v. Proposal is received after due date and time.

vi. Proposal is not accompanied by all the requisite documents.

vii. Proposal is not accompanied by the EMD.

viii. If the Bidder provides quotation only for a part of the Project.

ix. Information submitted in Technical Proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the Contract (no matter at what stage)

x. Financial Proposal is enclosed with the Technical Proposal.

xi. Bidder tries to influence the Proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the Bid process.

xii. In case any one Bidder submits multiple Proposals or if common interests are found in two or more Bidders, the Bidders are likely to be disqualified, unless additional Proposals/Bidders are withdrawn upon notice immediately.

xiii. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a Contract within 30 Days of the date of issue of Letter of Intent or within such extended period, as may be specified by the MSDE.
xv. The validity of the bids submitted before deadline shall be till 180 days from the date of opening of the Financial Bid.

xvi. While evaluating the Proposals, if it comes to the MSDE knowledge expressly or implied, that some Bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of Proposal then the Bidders so involved are liable to be disqualified for this Contract as well as for a further period of three years from participation in any of the RFPs floated by the MSDE.

xvii. If the Bid Security Pre-Qualification Proposal, Technical Proposal contain any information on price, pricing policy, pricing mechanism or any information indicative of the Financial aspects of the Bid

Bid Opening

i. At the end of the evaluation of the Technical Proposals, MSDE shall invite bidders who have qualified for the opening of the Financial Proposals. The date, time, and location of the opening of Financial Proposals will be informed by MSDE separately and individually to qualified bidders.

4. Evaluation Process

ii. The Bid Evaluation Committee constituted by the MSDE shall evaluate the bids.

iii. The Bid Evaluation Committee shall evaluate the Technical bid and financial bids and submit its recommendation to Competent Authority whose decision shall be final and binding upon the bidders.

Pre-Qualification Criteria

The bidder shall fulfill all of the following eligibility criteria independently on date of submission of bid. The bidder shall substantiate with adequate supporting documents to ensure compliance to pre-qualification criteria as mentioned below.

(A) Average Turnover & Net worth

i. The bidder should have average turnover per annum of Rs. 2 Crore in the last three years (2013-14, 2014-15 and 2015-16)

ii. Bidder should have positive net-worth.

(B) Development Process, Operation, Certifications

i. Bidder should have been in operation since last 5 years

(2) Development, Hosting and Mobility Experience

i. Bidder should have designed/ developed/ hosted and maintenance/ Web Portals in last 3 years

(2) Black Listing

Bidders should not be blacklisted or penalized by any Central /State Government /PSU organization for failure to perform or deliver services during the last 2 years (2014-15, 2015-16)
The financial proposals of the agencies who qualify after the technical evaluation will be opened by the Financial Evaluation Committee. The agencies shall ensure that financial bids should include the type and cost of resources.

The agency with the overall highest composite score will be treated as L1

Financial Evaluation Criteria
MSDE shall evaluate Financial Proposals of eligible bidders. If there is a discrepancy between words and figures, the amount in words shall prevail. Any calculation/summation errors shall be rectified before arriving at financial offer.

Award Criteria
Prior to expiry of the validity period, MSDE will notify in writing that the successful bidder’s proposal has been accepted. Upon the successful bidder’s furnishing of a Performance Bank Guarantee, the contract signing process will commence. In case the successful bidder is unable to furnish the Performance Bank Guarantee and execute contract within 21 days, MSDE shall forfeit the Earnest Money deposit and shall invite the bidder ranked second in the financial bid subject to the condition that the second rank bidder shall match the price quoted by the earlier successful bidder.

Signing of Contract
Once MSDE notifies the successful bidder that its proposal has been accepted, MSDE shall enter into a separate Agreement, incorporating the conditions of the RFP and its amendments and any special conditions during negotiations between the MSDE and the successful bidder.

5. Scope of Work
   1. This Request for Proposal is for the Design, Development, Implementation and Maintenance of responsive Web Portal for Ministry of Skill Development and Entrepreneurship and is a limited tender.
   2. The agencies submitting the proposal will have to comply with all the conditions of the tender.
   3. The scope of work shall include the following:
      b. STQC certification of the Web Portal
      c. The Web Portal must be mobile phone and tablet ready and should also be QR code enabled.
      d. The Web Portal will have to be in both English and Hindi Language with smart translation service.
      e. The new Web Portal will be CMS (Content Management System) Enabled with one Super Admin control. This should be able to create multiple sub-admin control users who can manage the contents of respective divisions/sections.
      f. The Design of the Web Portal pages, the overall look of the home page, the use of smart-icons for highly user-friendly information dissemination and other creative aspects will be subject to the requirements of MSDE and the developer team shall cater to the needs put up by MSDE.
g. The Design of Web Portal will include Detailed Requirement gathering and analysis, Study and analysis of existing /Similar Web Portal and Mobile apps and include best practices in draft design, to submit detailed Report covering requirement & functional aspects. The selected agency shall also be required to undertake the following tasks: Coordination and collection of required content from the concerned stakeholder, Information Integration and Consolidation of data and information, Approval of prototype (design interface) developed by vendor should be taken from the stakeholder, Preparation of Content Structure/ Information Architecture for the Web Portal/mobile app, Approval on the content gathered by the client department & Client Sign-off for Design finalization.

h. Since the Web Portal will be CMS based, the vendor will have to recognize and provide for the training requirements of staff on-site.

i. There must be linkages provided to various social media portals like Facebook, Twitter, MyGov, PIB releases etc.

j. There has to be a feedback, opinion poll counter, page visits counter, RTI, Tenders, news and notices archives feature inbuilt in the Web Portal, which may require a database. Apart from that no other application or database may be required.

k. The Web Portal will be in open source environment with development tools and database, the support of which is available in NIC Cloud / Data Centers.

l. There must be a feature of calendar of events which can be updated and also gives flash reminders on homepage.

m. The Standard CMS development tools are to be used such as Drupal/Joomla/WordPress.

4. The project timeline for development is 1.5 months and a total of 3 months from start of project for development, audit and certification. However, the training support and maintenance support must continue for at least six months from the hosting of Web Portal online.

5. The vendor will be selected based on the L1 criteria.

6. The proposals must clearly give their project timelines and PERT based analysis for the project.

7. While it is not mandatory, it is desirable that dedicated teams are put into the project. The teams must also be ready to come on-site at the office of MSDE for integrating various inputs and data from the MSDE officials when the development is underway. However, the vendors may choose to distribute/allocate the resources as per their convenience, subject to the condition that timelines and quality of this project do not suffer.

Standards/Guidelines

- ISO/IEEE Standards for Software Development
- Guidelines for Indian Government Web Portals
- E-Governance Standards

2. Project Monitoring Mechanism

MSDE will constitute a committee to provide and finalize the requirements and monitor the progress of the project. The agencies will be required to submit the progress report on regular basis to MSDE.
8. Payment Terms

The payment to the vendor for the performance of the works under the contract will be made by MSDE as per the guidelines and Conditions specified herein. The final payment will be made on completion of all the works and on fulfillment by the vendor's obligations under the contract subject to acceptance by MSDE. The payment will be made to the successful bidder after the award of work, in the following manner:

- All Payments shall be made in Indian Rupees only as per the following schedule:
- For Design, Development, Testing, Commissioning and Publishing of Web Portal on all platforms including security audit:
  
  (a) 35% payment: On Award of the Contract.
  (b) 35% payment: After Go Live subject to acceptance of MSDE.
  (c) 30% payment: In next 3 years on quarterly advance basis.

- All Payments to be made in INR only and subject to liquidated damages and taxes, duties, levies as applicable, if any.

2. Tax Deduction at Source:

Income Tax and any other taxes etc. as may be applicable from time to time during the currency of contract shall be deducted at source from the running bill(s).

11. Submission of Offers

Sealed offers (Technical and Financial separate cover) should be submitted on e-procurement portal on or before 05-05-2011.
## Financial Proposal

Name of the Bidder: -

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Item Description/ Particulars</th>
<th>Total Amount (Inclusive Tax)</th>
</tr>
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<tbody>
<tr>
<td>2.</td>
<td>Maintenance of Web portal after 6 Months go live. Rates to be quoted on per month basis.</td>
<td></td>
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<tr>
<td>3.</td>
<td>Cost of per man day for any change request or new development. (If Required)</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Cost of Security Audit of the Web Portal.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Cost of GIGW compliance Certificate from STQC.</td>
<td></td>
</tr>
</tbody>
</table>

**Grand Total (All inclusive)**

Note:

1. The prices shall remain FIXED AND FIRM till entire contract period/completion of the Assignment.
2. The prices to be quoted would be inclusive of all taxes & duties.
3. Price quoted by bidders with any deviation or any conditionality, the offer will be treated as incomplete and will be rejected.
4. Any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD/PBG of said bidder.

Authorized Signatory: ................................

Company Seal: ...........................................

Name & Address: ...........................................