

Tender Document

**Tender/Request for Proposal (RFP) for development of a web
portal with monitoring and analytical dashboards to collect
trade data in services**

FOR

DGCI&S, Kolkata

Govt. of India
Directorate General of Commercial Intelligence & Statistics
Ministry of Commerce & Industry
565, Anandapur, Ward No. 108, Sector– 1, Plot No. 22, ECADP
Kolkata – 700107

A. General Terms and Conditions

1. Directorate General of Commercial Intelligence and Statistics (DGCI&S) invites online tender offers from eligible bidders for Request for Proposal (RFP) to develop web enabled Services Trade Portal for collection, collation, and compilation of Services Trade data for developing Services Trade Database at DGCI&S.
2. All costs and expenses incurred by Bidders in any way associated with the development, preparation, and submission of their responses to the RFP will be borne entirely and exclusively by the Bidder and DGCI&S shall not be liable for any costs and/or expenses in relation to responses to the RFP.
3. Each Bidder acknowledges and accepts that DGCI&S may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this document.
4. The issuance of document is merely an invitation to offer and must not be construed as any agreement or work order or arrangement nor would it be construed as material for any investigation or review to be carried out by a Bidder.
5. No binding legal relationship will exist between any of the Bidders and DGCI&S until execution of a definitive legal agreement.
6. Any form of canvassing/lobbying/influence/cartelization, etc. by the Bidder may result in disqualification of such Bidder.
7. A Bidder will, by responding to DGCI&S's RFP document, be deemed to have fully read, understood and accepted all the terms as stated in this RFP document.
8. Bidders should notify DGCI&S of any error, omission, or discrepancy found in this document.
9. Wilful misrepresentation of any fact within the Bid will lead to the cancellation of the definitive agreement, without prejudice to the other actions that the Company may take.
10. All responses received after the due date/time would be considered late and would be rejected.
11. It will be a two-stage bidding process namely QCBS (Quality and Cost Based Selection). Technical bids will be opened first. Financial bids will be opened only for those who qualifies in the technical bid.
12. The proposal should be valid for a minimum period of 60 days.
13. The vendor must have servicing outlet in West Bengal
14. Non-Blacklisted certificate need to be submitted.
15. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this Directorate.
16. The tenderer will be bound by the details furnished by him/her to this Directorate 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 for legal action besides termination of contract.
17. The whole contract and/or part of the terminate can be terminated by this Directorate at any time without assigning any reasons after giving a month's notice and the decision of this Directorate shall be final and binding.
18. The project must be completed within one year. The warranty of the entire project upon completion shall be for three months following which the AMC period of one year shall commence. The AMC shall be extendable for further one year on the same terms and conditions.

19. No extra payment, whatsoever, on account of natural calamities or otherwise will be made except what is permitted under this contract.
20. During the continuance of AMC, if the portal becomes obsolete/ unserviceable, then the contract will be terminated in that month itself in which the portal becomes obsolete/unserviceable.
21. The successful Company/Firm/Agency shall maintain all statutory registers under the Law. The agency shall produce the same on demand to the concerned authority of this Directorate or any other authority under the Law.
22. During the course of development and maintenance period this directorate shall not be liable for any damage or loss direct, indirect or consequential to any person or property/procurement of the Agency, as a result of operation/breakdown or accident of this machine or any other circumstances beyond the control of this directorate.
23. The bidder must provide escalation matrix of telephone numbers for service support.
24. In case, the person employed by the successful Company/Firm/Agency commits any act of omission/commission that amounts to misconduct/ indiscipline/ incompetence, the successful Company/Firm/Agency will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required.
25. It will be the responsibility of the service providing Company/Firm/Agency to meet transportation, food, medical and any other requirements in respect of the persons deployed in this Directorate and this Directorate will have no liabilities in this regard.
26. The persons deployed by the service providing agency shall neither claim nor shall be entitled to pay, perks and other facilities admissible to regular/confirmed employees of this Directorate during the contract period or after expiry of the contract.
27. In case of any dispute in the service contract, the decision of the Head of Department, Directorate General of Commercial Intelligence and statistics, shall be final and binding on the vendor.
28. Payment terms as follows:
 - a. No advance payment will be made.
 - b. The payment shall be made as per terms mentioned in the tender document.
29. The successful Company/Firm/Agency shall also be liable for depositing all taxes, levies, educational Cess, etc. to concerned tax collection authorities from time to time as per extant rules and regulations on account of services rendered by it to this Directorate.
30. Should any statutory levy or tax of any nature, including Service Tax become applicable to this agreement at any time, it is understood and agreed that such incidents will be borne by the Agency.

B. Earnest Money Deposit (EMD) /Bid Security

EARNEST MONEY DEPOSIT (EMD):

- a. Bid Security deposit equal to an amount of Rs. 50000/- (Rupees Fifty Thousands Only) in the form of A/C Payee Demand Draft from a commercial Bank/Bank Guarantee from a Commercial Bank which should remain valid at least for a period of 180 days beyond the final bid validity period payable to Director General, DGCI&S, Kolkata, must accompany the tender. Tender not accompanied with prescribed EMD or EMD submitted in any other form i.e. Cheque or Cash will not be considered for evaluation.
- b. EMD/Bank Guarantee should not be included with Technical or Commercial bid. It should be in separate cover to be handed over to the Company.

- c. All existing guidelines of Government of India for EMD exemption is inherent with this tender

FOREFEITURE OF EMD: The EMD will be forfeited under the following conditions:

- a. If the tenderer withdraws or amend, impairs or derogates from the tender in any respect within the period of the validity of the tender.
- b. If the bidder withdraws the bid before the expiry of the validity period of the bid or within the time frame of the extension given by Head of Department, DGCI&S, Kolkata in special case communicated before the expiry of the bid.
- c. If the bidder fails to comply with any of the provisions of the terms and conditions of the bid document.
- d. If the selected bidder fails to execute agreement in prescribed format furnish the bank guarantee within the prescribed time.
- e. In case the successful Bidder fails to provide the performance guarantee of 5% of contract value within 30 days from the date of issuance of Purchase Order by DGCI&S or signing of the contract, whichever is earlier, for any reason whatsoever, the EMD will be forfeited.

RETURN OF EMD

- a. The earnest money of all the unsuccessful bidders will be returned as early as possible after the expiry of the period of the bid validity but not later than 30 days of the issue of the work order to the successful bidder.
- b. The EMD of the successful bidder shall be returned after receiving the Bank Guarantee.

No interest will be paid by this office on the Earnest Money Deposit.

C. Performance Guarantee

- a. A performance security amount of 5% is to be provided by the successful bidder immediately after being awarded the contract in the form of Demand Draft/Pay Order drawn in favour of Director General, DGCI&S, Kolkata payable at Kolkata or Bank Guarantee issued by a reputed Bank or fixed Deposit Receipt (FDR) made in the name of the agency but hypothecated in favour of Director General, DGCI&S, Kolkata valid for 60 days beyond the expiry of period of guarantee period.
- b. The successful vendor shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier. The guarantee should be of that of a Scheduled Commercial Bank only. If the Performance guarantee is not submitted within the stipulated time, DGCI&S reserves the right to cancel the order / contract and the earnest money deposit taken from the vendor, will be forfeited.
- c. In the event of non-performance of obligation or failure to meet terms of this RFP DGCI&S shall be entitled to invoke the performance guarantee without notice or right of demur to the vendor.

The project will be deemed complete only when all the solutions contracted for by DGCI&S are delivered in good condition, installed, commissioned, implemented, tested and accepted along with the associated documentation and training provided to DGCI&S's employees in compliance with the terms of this RFP and as per the requirements of the contract executed between DGCI&S and the selected bidder and the acceptance criteria defined in this document is met.

D. Force Majeure

The Selected Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. Notwithstanding above, the decision of DGCI&S shall be final and binding on the Selected Bidder.

E. Resolution of Disputes

DGCI&S and the selected bidder shall make every effort to resolve amicably, by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract. If they are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution through formal arbitration.

F. Arbitration

Any dispute, controversy or claims arising out of or relating to this RFP/ subsequent contract, its validity, breach while carrying out of the work whether during the progress of the work or after the completion or termination thereof, shall be settled by arbitration in accordance with the provisions of the Indian Arbitration and Conciliation Act, 1996 and shall be referred to arbitration by a sole Arbitrator to be appointed by the Parties. The place of arbitration shall be at Kolkata. The arbitral procedure shall be conducted in the English and any award or awards shall be rendered in English.

G. Governing Law and Jurisdiction

This RFP and subsequent agreement with the Selected Bidders shall be governed and construed in accordance with the laws of India and courts in Kolkata will have the exclusive jurisdiction to determine the issues arising out of this RFP.

H. Service Level Agreement

The selected vendor shall execute Service Level Agreement (SLA), which must include all the services and terms and conditions of the services to be extended as detailed herein, and as may be prescribed or recommended by DGCI&S. The same shall be executed within one month from the date of acceptance of letter of appointment (Work Order) or as intimated by DGCI&S. The stamp duty or any other associated charges to execute the above-mentioned document shall be borne by the successful bidder. The warranty of the entire project upon completion shall be for three months following which the AMC period of one year shall commence. The AMC shall be extendable for further one year on the same terms and conditions.

I. Penal Provision

DGCI&S expects that the selected bidder completes the scope of the Project within the timeframe specified. Inability of the selected bidder to either provide the requirements as per the scope or to meet the timelines as specified would be treated as breach of contract and would invoke the penalty clause. DGCI&S at its discretion may apply this rule to any major non delivery, non- adherence, non-conformity, non-submission of agreed or mandatory documents as part of the Project.

Thereafter, at the discretion of DGCI&S, the contract may be cancelled. DGCI&S also has the right to invoke the Performance Guarantee, Penalty Clause on delay which is not attributable to DGCI&S and is attributable to the selected Bidder.

The amount of penalty that may be levied pursuant to clause above shall be determined by DGCI&S which shall not exceed 10% of the Total Contract value.

No penalty if delay due to DGCI&S.

J. Set Off

Without prejudice to other rights and remedies available, DGCI&S shall be entitled to earmark, set-off or adjust any amounts due to DGCI&S, under any clause of the RFP, from the selected bidder against payments due and payable by DGCI&S to the selected bidder/Service Provider for the services rendered.

The provisions of this Clause shall override all other clauses and shall survive the termination of this Agreement.

K. Information Ownership

All information processed, stored, or transmitted by equipment belongs to DGCI&S. By having the responsibility to maintain the portal, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

L. Confidentiality

Selected bidder would have to mandatorily sign Non-Disclosure Agreement (NDA) with DGCI&S to ensure confidentiality of collected data and collected data cannot be shared with any third-party ever. in the future.

The vendor shall not disclose any proprietary or confidential information relating to the Software to any person without the prior written consent of DGCI&S.

The vendor is expected to adhere to the terms of this RFP document and no deviations to the same would be accepted, unless expressly overridden by the specific agreement to be entered into between the DGCI&S and the vendor.

M. Termination of Contract

DGCI&S shall have the option to terminate any subsequent agreement and / or any particular order, in whole or in part by giving Vendor at least 30 days prior notice in writing. It is clarified that the Vendor shall not terminate the subsequent Agreement for convenience.

In the event of a termination of the Contract by DGCI&S, it shall impose the liquidated damages. In the event of DGCI&S communicating its intention to terminate the Contract, selected bidder shall continue to render such Services as it is required to under this RFP/bid and

subsequent Contract, until such time that DGCI&S indicates that it has been able to make alternative arrangements for the provision of such Services.

- a. **Termination for Default :** DGCI&S may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the vendor/contractor, terminate the contract in whole or in part if :
 - i. The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract, of any extension thereof granted by DGCI&S.
 - ii. The qualified Bidder fails to perform any other obligation(s) under the contract.
- b. **Termination for Insolvency, Dissolution etc.** DGCI&S may at any time terminate the contract by giving written notice to the Contractor without compensation to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to DGCI&S.
- c. **Termination for Convenience:** DGCI&S reserves the right to terminate by prior written notice, the whole or part of the contract. The notice of termination shall specify that termination be for DGCI&S's convenience, the extent to which performance of work under the contract is terminated and the date on which such termination becomes effective.

N. Instructions for Tender Submission

1. The Price Bid is to be submitted in the Prescribed Format with all the necessary documents attached. Tenders submitted otherwise shall not be considered.
2. For any clarification, interested vendors may contact Miss. Susmita Sardar, Assistant Director, DGCI&S on telephone no. (033)24434055 [extn-317] on any working day.
3. The Soft copy of the tender RFP will be made available on
 - a. Government e-marketplace (GeM) portal: <http://gem.gov.in>
 - b. DGCIS's website: <http://www.dgciskol.gov.in>The bid responses need to be submitted online (GeM only) and no hardcopy response need to be submitted.
4. In case of any contradiction with GEM generic terms & conditions, the condition laid down in this document shall prevail.

BRIEF DESCRIPTION OF THE SOFTWARE APPLICATION NAMEDLY, SERVICES TRADE PORTAL

Trade in services has been expanding rapidly, at a faster pace than trade in merchandise. There has been an increasing demand for detailed, relevant, and internationally comparable statistical information on trade in services. Directorate General of Commercial Intelligence and Statistics (DGCI&S) is involved in collection compilation and publication of Services Trade Statistics in India. Currently DGCI&S collects Services Export data from Special Economic Zones (SEZ) and Software Technology Park of India (STPI) and a report namely Service Export Reporting Form (SERF) is annually published based on the said database. To facilitate better collation and compilation of Services Trade Data, DGCI&S envisages to set up a Web Portal for maintaining a business directory on services trade sector and periodic updation of the same, for sending

indicative notices/survey questionnaires with embedded validations to selected entities from the business directory for collection of data and to present a dashboard for monitoring and with analytical data and graphs based on collected data. The format of the Web Portal should have option for sending multiple reminders to selected entities till the data is obtained within the stipulated cut-off date.

SCOPE OF WORK IN SERVICES TRADE DIVISION

Project Overview

The project involves the design, development, and deployment of a web-based platform for collecting, processing and analysing services trade statistics. The system must handle heavy data traffic (approx. 10,000 users at a time) during peak time of survey periods, typically lasting three months with possible extensions. Open-Source Technology should be used with adequate enterprise support provisions to develop the web-based platform and licences procured, if any, are to be registered in the name of DGCI&S.

Submission Requirements:

- **Company Profile:** Details of the company, including relevant experience and past projects.
- **Technical Proposal:** Detailed technical approach, architecture design, and development plan.
- **Financial Proposal:** Cost breakdown for development, deployment, and ongoing support.

System Architecture Scalability:

- The system must be scalable to handle high traffic loads, particularly during peak survey periods (approx. 10,000 users at a time).
- Ensure that the portal includes all necessary functionalities (e.g., user registration, content management, features viz. search, edit, save draft, etc.).
- **Web Model Design:** The design and architecture should be agile, user-friendly and should allow for easy updates and maintenance.
- **High Availability:** Ensure the system is highly available with minimal downtime.
- No cloud resources to be used in developing the Web Portal; however, the Web Portal Platform once operationalized should be cloud ready.

User Management Authentication:

- Secure user authentication using multi-factor authentication (MFA).
- **Role-Based Access Control (RBAC):** Different levels of access for administrators, data collectors, and respondents.

Data Collection Instrument:

- **Design:** Ensure the platform is accessible on various devices (desktops, laptops, tablets, and smartphones).
- The website should include a database with checkboxes to select entities from the comprehensive Business Directory/Sampling Frame for sharing the survey link. The emails should be sent automatically without human intervention with provision for integrating bulk

email solutions with the application. It must be ensured that emails sent are not classified as junk or spam especially by leading e-mail service providers such as Gmail, Yahoo, Hotmail, and Outlook.

- **Form Management:** Create customizable survey forms with different question types (multiple choice, text input, date pickers, etc.) and provision for Captcha/Verification Code entry.
- **Data Validation:** Implement real-time data validation to ensure the accuracy and completeness of submitted data.

Database Management:

- A robust and scalable database solution has to be used (e.g., PostgreSQL, MySQL, MongoDB), open sourced. However, the operational modalities would require detailed discussions during pre-bid survey.
- Enterprise version of database or technology stack should be used for smooth and continuous running of the web portal and procurement as well as management of software/technology would be the complete responsibility of selected bidder.
- The data collected through survey should be transferred to a dedicated SQL based database.
- Analytical dashboard for analysing and presenting the collected data has to be developed along with user-friendly provisions for generating reports/graphs/charts, etc.
- Implement robust security measures to protect user data and prevent unauthorized access.
- Provide documentation of the portal architecture and software codebase.
- **Data Encryption:** Encrypt sensitive data both in transit and at rest.
- Servers would be provided by DGCI&S as per requirement of selected bidder.
- Vendor has to mandatorily implement regular data backup and a disaster recovery plan.

Performance Requirements Load Handling:

- The system must handle at least 10,000 concurrent users and 10,000 data submissions per minute during peak periods.
- The platform should have a maximum response time of 200-500 milliseconds under load.

Security Requirements Compliance:

- Ensure compliance with relevant data protection regulations (e.g., GDPR).
- **Vulnerability Management:** Regular security assessments and timely patching of vulnerabilities.
- **Audit Trails:** Maintain comprehensive logs of user activities for auditing purposes.
- Selected bidder would have to mandatorily sign Non-Disclosure Agreement (NDA) with DGCI&S to ensure confidentiality of collected data and collected data cannot be shared with any third-party in the future.

Integration Capabilities API Support:

- Provide RESTful APIs for integration with other systems and tools.
- **Interoperability:** Ensure compatibility with common data formats (e.g., CSV, JSON) for import/export.

Reporting and Analytics Dashboard:

- Develop an admin dashboard for monitoring survey progress and system performance. The website must show number of users registered, number of logins at a time, number of survey submissions, number of pending users to whom mail has been sent, etc.
- Customised Reports: Allow users to generate customised reports/ tables/graphs/charts based on collected data.
- Data Visualization: Include tools for visualizing data trends and patterns.

Project Management Timeline:

- Pre-bid submission site survey has to be undertaken to holistically understand the contours of the project work.
- All details/particulars of the project to be finalised in Software Requirement Specification (SRS) stage.
- Detailed project timeline with key milestones.
- Deliverables: Clearly define all deliverables (e.g., design documents, source code, test plans).
- Testing: Comprehensive testing plan including unit, integration, system, and user acceptance testing (UAT).
- During development stage, progress report has to be submitted on the last working day of every week.
- The vendor must provide a list of necessary hardware, including servers and other equipment, required to establish the Development, Staging, and Production Ecosystem. This list should include detailed configuration specifications and must be submitted as part of the Technical Bid. It is preferable if the web hosting is conducted on the existing server of DGCI&S.

Maintenance and Support:

- In accordance with the terms of this agreement the vendor shall provide maintenance for the period of one year as required and extendable upto one year based on terms and conditions.
- Service Level Agreement (SLA): Define SLAs for uptime, response time for support requests, and issue resolution.

Evaluation Criteria:

- Assessment of the proposed technical solution and company's expertise, performance and Turnover
- Review of previous experience with similar projects especially in the Government Sector.
- Analysis of overall projected cost based on value for money principle.
- Support and Maintenance: Quality and scope of post-deployment support.
- QCBS (Quality and Cost Based Selection) to be judged based on presentation and documentation standards with 80% weightage on Technical Bid (Stage-I) and 20% weightage on Financial/Commercial Bid (Stage-II).
- Only those vendors who qualify in the eligibility criteria of annexure I be short- listed for Technical Bid (Stage-I) followed by Financial/Commercial Bid Evaluation (Stage-II).
- The bidder must have qualified the eligibility criteria mentioned in Annexure I. The technical bid of Stage -I will be evaluated for qualified bidders only.

- Stage-I (Technical Bid) would have the following components of evaluation:

Sl No.	Criteria	Slab	Marks
1.	Average Annual Turnover of last three financial years	<=20 Lacs	3
		> 20 to <=30 Lacs	5
		>30 to <=40 Lacs	7
		>40 Lacs	10
2.	Experience of developing open-sourced SQL based web-portal	<2 Years	3
		2 - 5 Years	7
		> 5 Years	10
3.	Experience of No. of Government Projects delivered in last 3 years.	< = 1 Year	5
		> 1 Year	10
4.	Presentation	Understanding of entire project work	14
		Development of Web-Portal Platform Design	28
		Development of monitoring Dash-board	14
		Development of Analytical Dash-board	14

During evaluation of the Tenders, DGCI&S, at its discretion, may ask the Vendor for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted. DGCI&S reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of DGCI&S shall be final and binding on all the vendors. Eligibility criterion for the Vendor to qualify this stage is clearly mentioned in the tender document. It is requested to go through the tender document properly. The vendor would need to provide supporting documents as part of the eligibility proof.

Maintenance and Training:

- **Objective:**
 - Provide ongoing maintenance and support for the website portal.
 - Train staff on how to handle the website and perform basic maintenance tasks.
- **Requirements:**
 - Offer a maintenance plan covering updates, bug fixes, and security patches.
 - Provide a detailed schedule for regular maintenance activities.
 - Conduct training sessions for staff, including training materials and hands-on sessions.
 - Offer a support contact for addressing any urgent issues or questions.

The responsibility for creating the training materials will rest with the selected bidder. The materials developed by the service provider/vendor should cover the usage of application

features, database administration, and its maintenance, specifically for the officers and staff directly involved in using the applications for their work.

The training to be given by the vendor within 15 days of launch of the portal:

- 4 days for staffs at management level
- 4 days for staffs at operational level

Further training shall be provided for the officers and staff engaged in house-keeping and maintenance of the application as well as the users when the application is modified/updated. The training may also be given on the direction of DG, DGCIS when he/she feels that it is required.

APPLICATION SOFTWARE MAINTENANCE FOR SERVICES TRADE STATISTICS DIVISION

Once the portal and associated dashboards become operational, successfully and followed by three months of warranty period, Annual Maintenance Contract (AMC) period on the developed modules that would start. The scope of maintenance will not be limited to trouble free running, fixing of problems and minor changes with respect to website layout/presentation only. During this period, provisions should be made for updation of Meta data, generation of administrative reports, keeping back-up with option for deletion of records.

PROJECT DOCUMENTATION

The successful bidder has to create and document the project for submission at the end of the project both in printed form as also in the soft form. All the programmes and methodology used in the project to be submitted so that it may be maintained and modified. The vendor will submit the following documents after completion and during handover of the system:

- Source code of the projects
- System design documents
- Use operation Manuals

The updated Source Codes, System Design Documents (SDDs) and User Operational Manual will be the property of DGCI&S. The vendor shall submit an SRS (Software Requirement Specification) within not more than 15 days from the date of awarding the contract. And all other documents should be submitted after the successful implementation of the project. The work has to be completed and handed over to DGCI&S within a period of 03 month from the date of awarding the contract.

End of Sales/ End of Support

The Vendor has to ensure that any application, related software supplied / put to use as part of this RFP should not have reached end of support. In the event if any equipment/ software supplied / put to use by the vendor reaches end of support, within the contract period from the date of use, the vendor has to replace the equipment/ software at no additional cost to DGCI&S before end of support.

Price

- a. Currency: All prices should be quoted in Indian Rupee (INR).

- b. The price should consist of two parts:
 - a. Development of the portal including monitoring and analytical dashboard: Portal needs to be developed on page-to-page basis viz. the first web page may exhibit details of DGCI&S, second page about services trade survey, etc.
 - b. Maintenance of the portal
- c. Firm Prices: Prices must be fixed and not subject to variation or escalation during the contract period and any extensions thereof.
- d. Inclusive Pricing: Prices quoted should be all-inclusive, covering all applicable taxes, duties, levies, and charges except GST, which will be paid extra, if applicable.

The Bidder is requested to quote in Indian Rupee (INR). The prices and other terms offered by bidders must be fixed for an acceptance period of 180 days from the opening of the commercial bid.

Terms of payment as indicated in DGCI&S issued purchase contract will be final and binding on the selected bidder and no interest will be payable by DGCI&S on outstanding amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the purchase contract, Terms of payment as indicated in the Purchase Contract will prevail and remain binding

Payment Terms: The payment will cover two parts:

1. Implementation of the project.

The vendor should submit Software Requirements Specification (SRS) within 15 days of awarding of the tender and complete the whole project within 365 days of the awarding of the tender.

- T⁰= Contract Signing/ Work order issued
- Software Requirements Specification (SRS) within 15 days
- Service Level Agreement (SLA) within 30 days (1 Month)

Sl. No.	Project Activity Level	% of Payment released	Time Frame	Penalty for Delay
1	SRS for data collection portal along with monitoring Dashboard.	5%	Within 1 month from T ⁰	0.01% of 5% of total Project cost for delay of each week subject to condition that penalty amount should not exceed 10% of the total contract value*
2	Development	20%	Within 3 months from T ⁰	
3	Testing	10%	Within 4 months from T ⁰	
4	Go-Live with monitoring Dashboard	30%	Within 5 months from T ⁰	
5	Development of Analytical Dashboard	30%	Within 10 months from T ⁰	
6	End of Cycle	5%	Within 12 months from T ⁰	

*No penalty if delay due to DGCI&S.

2. Service period of the portal

- a. The Service period will start from the end of the project development and implementation period.
- b. DGCI&S may ask for certain modification in the service period to launch the portal for further survey. The payment will be made on page-to-page basis based on total cost of the portal development and number of fields for which changes are required.
- c. All payment related to satisfactory services provided (as per SLA and performance of the portal) will be honoured by DGCI&S depending on mutual agreement.
- d. For AMC part, the payment will be made quarterly after providing satisfactory services

Eligibility Criteria for Bidders

SUBMISSION OF TECHNICAL BID

(Attach Relevant Documents)

Eligibility Criteria

- a. Registration/Incorporation Certificate in support of Company.
- b. All pages of the tender document (including all Annexure) duly signed with office seal as a token of acceptance of our standard terms & conditions.
- c. Copy of PAN Card and Goods and Service Tax (GST) Registration Number.
- d. The firm(s)/ service provider should not be blacklisted. Non-Blacklisted certificate need to be submitted.
- e. The bidder must provide escalation matrix of telephone numbers for service support.
- f. Non-bankruptcy certificate
- g. The vendor must have servicing outlet in West Bengal

(TO BE TYPED ON BIDDER'S LETTERHEAD)

SUBMISSION OF TECHNICAL BID

(Attach Relevant Documents)

1. Name of the Bidding Agency :
2. Contact Address :
3. Contact No./Details :
 - a. Landline No. :
 - b. Fax No. :
 - c. Mobile No. :
 - d. E-mail ID. :
 - e. Website (if any):
 - f. Toll Free Number:
4. PAN :
5. EMD submitted (Yes/No):
6. G.S.T. Registration No. :
7. MSME Certificate, if any:
8. Service centre in West Bengal, startup certificate, if any:
9. Bidder Financial standing (last 3 years) (certified copy).

S.No.	Financial Year	Turnover (In Rupees)
1.		
2.		
3.		

10. Documents supporting of working experience in Govt. offices:
11. Experience Certificate of developing web portal using open sourced SQL:
12. The vendor must provide a list of necessary hardware, including servers and other equipment, required to establish the Development, Staging, and Production Ecosystem. This list should include detailed configuration specifications It is preferable if the web hosting is conducted on the existing server of DGCI&S.
13. Additional Information, if any

SEAL

Signature of the Authorized Signatory / Bidder

Date _____

Annexure-III

(To be provided in BOQ)

Charges to DGCI&S, Kolkata including customisation, implementation and installation of the system with support services may be submitted in the following format (The price should not be written over here):

<u>Sl. No.</u>	<u>Description of Work</u>	<u>Basic Rate (In Rs.)</u>	<u>Duties and Taxes (In Rs.)</u>	<u>Rate Inclusive of Duties and Taxes</u>
		<u>Development</u>	<u>GST/Taxes</u>	
1.	Development of Data collection Portal along with the monitoring Dash-board.			
2.	AMC for 2 year with year wise bifurcation			
<i>Total Amount inclusive of Duties & Taxes</i> <i>(Amount in words.....)</i>				

TENDERER

SEAL

DECLARATION

I, Son/Daughter/Wife of
....., Proprietor/Director/Authorized signatory of the
Company/Firm/Agency, mentioned above, is competent to sign this declaration and execute this
tender document.

I have carefully read and understood all the terms and conditions of the tender and
undertake to abide by them.

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 tender
at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized Person

Name:

Seal:

Date:

Place: