

DIT Tripura: RFP: Engagement of Manpower for setting up PMU

REQUEST FOR PROPOSAL (RFP)
FOR
Selection of Agency for Engagement
Of Manpower for Setting up of PMU for Beneficiary
Management System

Tender No.F.5(56)/DIT/Acctt/2021

Directorate of Information Technology (DIT),
Govt. of Tripura
IT Bhavan, ITI Road, Indranagar
Agartala-799006

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1 Section - A**1.1 Important dates in connection with this bid**

SL	Information	Details
1	Tender No.	Tender No.F.5(56)/DIT/Acctt/2021
2	Tender Publication Detail	The tender form can be seen and downloaded from the website https://tripuratenders.gov.in .
3	Date of commencement of Bid	07.10.2024
4	Last Date & Time of Receiving Queries	19.10.2024 at 5.00 PM
5	Pre-Bid Meeting	21.10.2024 at 12.30 PM
6	Corrigendum (if any)	
7	Last Date and Time for Submission of e-Bid	28.10.2024 upto 5.00 PM
8	Date and Time of Opening of Tenders	29.10.2024 at 4.00 PM
9	Date & Time for opening of commercial bids	Will be intimated later
10	Bid Validity Period	180 days from the last date for submission of bids.
11	Tender Fee	Rs. 1,000/- (Non-refundable)
12	EMD Amount	Rs. 50,000/- (Refundable)
13	Performance Bid Security (PBG) Amount	5% of work order value
14	Address for communication / Opening of Bid	IT Bhavan, Indranagar, Agartala, Tripura - 799006
15	Contact person	Shri Bidyut Datta, Additional Director, IT, Govt. of Tripura
16	Contact email and Phone No.	bidyut.datta@nic.in (M- 7005440358) pprasen.purakayastha@gov.in (M- 8732822469)

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2 Section – B

2.1 Introduction

An application for Beneficiary Management System (BMS) cum Direct Benefit Transfer (DBT) has been developed by NIC to enable departments for data management of beneficiary's and facilitation of DBT for any beneficiary-oriented scheme for any department (both cash and kind). Tripura Ration Card database is taken as the base Citizen database to establish identity of beneficiaries. BMS has 3 major components viz. i) Legacy Data Management, ii) Online DBT and iii) Analytical Dashboard.

- i) Legacy Data Management:** Details of beneficiaries (covered through cash or kind benefit schemes) since April 2018 are being collected and uploaded in prescribed formats. This legacy data uploading will be continued till the scheme is onboarded in BMS DBT platform. As on date, around 277 schemes (including scheme components) have been onboarded in BMS Legacy Data system.
- ii) Online DBT:** DBT payments are to be done through BMS DBT platform. Treasury system is already integrated with BMS. Integration with PFMS, NACH are also planned. As of now, around 92 such DBT schemes have been onboarded. Work is progress to onboard more nos. of schemes on this platform.
- iii) Analytical Dashboard:** Verified and approved data are reflected in the public dashboard to address transparency.

Scheme information collections from various departments, scheme analysis, onboarding, user creation, handholding etc. are crucial for successful implementation of the BMS project.

2.2 Invitation of Bids and Terms & Conditions

e-Tenders are invited by the Directorate of Information Technology (DIT)(hereafter termed as DIT) from reputed and experienced Agencies under Three Bid System i.e. Pre-Qualification, Technical Bid and Financial Bid for engagement of Manpower for setting up of the Project Management Unit (PMU) to work for DIT/Govt. of Tripura for managing / monitoring / running of Beneficiary Management System (BMS) related works for initially 1 (one) year with an option to extend the contract period at mutually agreeable terms on the terms and conditions mentioned in the tender document or unless terminated in accordance with the terms and conditions mentioned herein. If extended, an increment of 7% of manpower remuneration to be given.

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2.3 Name and address of the authority

The Director
Directorate of Information Technology (DIT),
IT Bhavan, ITI Road, Indranagar, Agartala, Tripura
PIN – 799006

2.4 Distribution of tender document

The tender document can be downloaded from <https://tripuratenders.gov.in> portal.

2.5 Contact person

For any clarifications: -
Shri Bidyut Datta, Additional Director,
Directorate of Information Technology,
Phone: +91 7005440358, +91 8732822469
Email: bidyut.datta@nic.in, pprasen.purakayastha@gov.in

2.6 Instruction to the bidders for pursuing the e-tender.

- A. Eligible bidders shall participate in tender online through the government e-procurement portal only at <https://tripuratenders.gov.in>. No need to submit any hard copy of any document to DIT office. A three-stage procedure will be adopted for evaluation of bids, with the prequalification being completed (as per pre-qualification criteria) in first stage, technical evaluation at second stage and financial evaluation at third stage.
- B. Bidders willing to take part in the process of e-tendering are required to obtain a valid Class 2/Class 3 Digital Signature certificate (DSC), from any of the certifying authorities, enlisted by the Controller of Certifying Authorities (CCA) at <https://cca.gov.in>.
- C. Bidding will be conducted through the domestic competitive bidding procedures as per the provisions of Bid Document and the work order shall be executed as per the provisions of the terms of work order.
- D. Tender Fees and Bid Security (EMD) shall be paid online through e-tender portal. Payment can be made by using the available online net banking facility in the e-tender portal.
- E. The Bidding Documents are meant for the exclusive purpose of bidding against this tender document and shall not be transferred to any other party or reproduced or used otherwise for any purpose other than for which they are specifically issued.
- F. Downloaded NIT, Bid Document are to be uploaded back and digitally signed as a part of technical bid, and as a proof of acceptance of all terms and conditions in NIT and Bid Document.

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2.7 Modes of Submission

Bidders must submit the Bid response in 4 (four) parts, post registration in <https://tripuratenders.gov.in>, as under:

PART-I:

Tender Fee and EMD: Bidders need to submit a tender fee of Rs.1,000 /- (non-refundable) to be paid online in the <https://tripuratenders.gov.in> portal. The bidders have to submit EMD of Rs.**50,000**/- (Rupees **Fifty** thousand only) to be paid online in the <https://tripuratenders.gov.in> portal. No other fee like Tender Processing Fee etc. except Tender Fee and EMD are applicable for this RFP.

Online payment of Tender Fee is to be paid electronically using the Online Payment Facility provided in the Portal. For online payment of Tender Fee please follow the following process.

- a) After initiating the Bid Submission Process from "My Tender" option, an "Online Payment" page will appear which will display the total Tender Fee.
- b) On submission of Tender Fee payment option, System will redirect to the SBI Bank MOPS window.
- c) SBI MOPS will have two options for Net Banking- "SBI" & "Other Banks". Bidder can choose any of the options as desired and can complete the Online Payment process.
- d) Tenders which are not accompanied by Tender fee or incomplete in any respect will be rejected out-rightly.

Submission of EMD:

- a) EMD is to be paid electronically using the Online Payment Facility provided in the Portal.
- b) EMD of the bidder may be forfeited if in any case found to have made in false Declaration or Claims.
- c) Bidders exempted under specific Government order/ rules from submitting EMD have to furnish Scan copy of the related Governments order/rules in English language, along with the tender in support of their claim exemption.

PART-II:

Pre-qualification Bid: Pre-qualification bid response documents need to be digitally signed before uploading in the above said portal. All documents to be submitted as pre-qualification bid responses are free-format. For all the free-format documents, Bidder is expected to scan the relevant documents into PDF format (in 100 dpi scan resolution).

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PART-III:

Bill of Material as per templates at section 5, profiles of the proposed manpower & any other relevant documents.

PART-IV:

Financial Bid: Complete financial details as per BoQ.

A bid submitted without the tender fee (to be submitted online) and EMD (to be submitted online) and incomplete bids shall not be considered and the same will be rejected.

2.8 Submission of Technical Bids

Bids are to be submitted online through the e-tender portal as prescribed in this document. All the documents uploaded by the bidder form an integral part of the bid. Bidders are required to upload all the bidding documents along with the other documents, as asked for in the Bid, through the above website and within the stipulated date and time mentioned in the Tender.

The Bidder shall carefully go through the requirements and prepare the required documents to be uploaded. The bidder shall scan all the documents before uploading and all scanned documents shall be of 100 dpi resolution in Portable Document Format (PDF). The scanned documents shall be uploaded in the designated locations of Technical Bid and Financial Bid, as prompted by the e-Procurement website.

The Bidder should ensure that the documents uploaded are scanned and digitally signed using the Digital Signature Certificate (DSC). Bidders shall specially take note of all the addendum/corrigendum if any related to the tender and upload the latest updates as part of the tender.

The Technical Bid should contain scanned copies and/or declarations in the following standardized formats.

My Document

All the required and appropriate documents /certificates related to minimum eligibility criteria and Technical Scoring sheet are to be uploaded with digital signature in the '**My Document**' COVER option available after login in the e-procurement portal <http://tripuratenders.gov.in>. Bidders are requested to scan the necessary documents in 100 dpi resolution into PDF. 'My Document' shall be populated prior to real time bidding so that the uploaded documents/certificates stored in 'My Document' could be appropriately clubbed / Checked for incorporation in the Bid during real time bidding.

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2.9 Submission of Financial Bids

A. Financial Bid

The Bidder needs to fill up their name and rates for all the items and in the designated cells of the downloaded BoQ for the related work and upload the same in the designated location of Financial Bid. **Bidders will quote only the agency service charge in the given BoQ format and other components like remuneration, rate of GST etc. will be fixed.**

Documents to be submitted in the Financial Bid are:

- i) BoQ in .xls format

Note: Bill of Quantity (BoQ) i.e., Price schedule, which is the Rate quoting sheet in MS-Excel shall be downloaded, filled up properly and uploaded in the financial bid after digital signing. The Bidder shall always open the BoQ sheet with Macros Enabled. The Bidder shall quote rates in figures only, for all items in the Bill of Quantity (BoQ).

B. BoQ (Price Schedule) Tampering

The BoQ (Price schedule) as specified in this document is meant for downloading by the Bidders for filling up the relevant fields stipulated for rates & bidder's particulars that leads to eventual uploading as Financial Bid. The BoQ Excel Sheet is Macro enabled and working with the Sheet requires the Macro to be allowed/enabled to run.

Bidders are hereby requested not to tamper the Excel Sheet, make copies and work in a copied Sheet or break through the default Work-Sheet Security. Such BoQs with stated violations will be treated as Tampered BoQs and Bids uploaded with Tampered BoQs will be summarily rejected.

2.10 Addendum/amendments/corrigendum

Before the last date for uploading of Tenders, the authority may modify any of the Contents of the Tender Notice, Tender documents by issuing amendment / Addendum/corrigendum.

Any addendum/amendments/corrigendum issued by the authority shall be part of the tender Document and it shall be published in the e-procurement portal at <http://www.tripuratenders.gov.in>. Registered Bidders shall be notified of the related Corrigendum(s) by e-mail. However, the DIT shall bear no responsibility or liability arising out of non-receipt of the same in time or otherwise. Bidders are requested to visit the site frequently in order to keep themselves updated for taking further course of action from their end.

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2.11 Important Instruction to the Bidder

- A. Bidder shall take separate printout of all Appendixes and shall fill the necessary information & put signature with stamp/seal and then scan them into PDF (in 100 dpi resolutions). Finally, those documents should be uploaded (with digital signing) in Bidder's COVER "My Document". If any of the certificates/documents furnished by the Bidder, found to be false / fabricated / bogus, the bidder will be liable for blacklisting and their EMD will be forfeited.
- B. The concerned agency, which stands blacklisted/banned /debarred either by any tender inviting authority or any State/ Central Govt. and its procurement agencies on the date of bid submission, shall not be eligible to participate in the tender. An affidavit for non-blacklisting/banned /debarred either by any Tender inviting authority or any State/ Central Govt. and its procurement agencies should be submitted as on the date on bid submission.
- C. Bid Opening: The Bid will be opened online by the designated Bid Openers at the office of DIT, Agartala, Tripura at the Time, Date and Venue as specified in the Bid Documents.
- D. Bid will be evaluated against the specified parameters / criteria set out in this document. The result of bids evaluation can be seen in the e-Procurement application <https://tripuratenders.gov.in> by all the bidders who participated in the bid.
- E. Tendering Authority reserves the right to cancel/withdraw this tender without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.
- F. The bidder should properly give page numbers for relevant documents mentioned in this tender.

2.12 Minimum Eligibility Criteria

The prospective bidder must have the below listed minimum eligibility criteria to participate in the bidding process.

- A. The bidder may either be a Private Company / LLP / Limited Company or a company incorporated in India under the Companies Act, 1956/2013 and subsequent amendments. The bidder must upload PAN and GST registration. The agencies should have registered before 01/04/2021.
- B. The bidding agency must have at least **Rs.100 Lakh** average turn-over in Financial Year 2021-22, 2022-23, 2023-24. The bidder should upload 3 years audited balance sheet or a single page consolidated report signed by chartered accountant indicating the year wise turn over.
- C. The Bidder must have Work order for Supply of Project Manager, Business Analyst or similar IT manpower with Central Government / State Government / PSU in India in any combination out of following :

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- a) single project with order values not less than Rs.18 Lakh
OR,
b) 2 projects order value not less than Rs.14 Lakh for each project
OR,
c) 3 projects order value not less than Rs.9 Lakh for each project.

These projects will be considered during the period from 1st April,2017 to previous day of floating of the tender. **Any one of above project categories (a or b or c) will be treated as 1(one) project unit.** Work order / Letter of Intent (LoI) and completion certificates/ partial completion certificates from the client must be uploaded.

D. The Bidder should not be under a Declaration of Ineligibility for corrupt or fraudulent practices with any Government Department/ Agency / Ministry or PSU and should not be blacklisted by any Government Department/ Agency/ Ministry or PSU. The bidder must upload a Notarized Affidavit in this regard.

2.13 Period of Engagement

The Agency would be initially appointed for a period of **1 (one) year** with an option to extend the contract period at mutually agreeable terms on the terms and conditions mentioned in the tender document or unless terminated in accordance with the terms and conditions mentioned herein. If extended, an increment of 7% of manpower remuneration to be given.

2.14 Documents to be uploaded

Sl.	Documents to be uploaded
1	Certificate of Incorporation / Registration certificate as per Companies Act 1956/2013.
2	Signed RFP Documents including Corrigendum, if published.
3	Tax related document: copy of PAN and GST registration.
4	Financial details: "Audited Balance Sheets of last three financial years (2021-22, 2022-23, 2023-24) or consolidated auditor's certificate regarding annual turnover from the business indicating Net worth of each financial year.
5	Experience: All relevant work orders /LoI and completion certificates/ partial completion certificates from the client as per minimum eligibility criteria and technical score conditions.
6	Notarized Affidavit of non-blacklisting.
7	Any other document relevant to minimum eligibility and technical score sheet.

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3 Section - C**3.1 Scope of Work**

The Directorate of Information Technology (DIT) is inviting bids to provide manpower for setting up of PMU (on outsourcing basis) for Directorate of Information Technology (DIT). The manpower shall be deployed at DIT and work for DIT for BMS related works in Tripura. The manpower shall work on any other related works assigned by DIT.

3.1.1. Categories of Manpower

Sl. No.	Name of Post	No. of Posts	Job Role	Qualification & Experience
1.	Project Manager (4+ years exp.)	01	<ul style="list-style-type: none"> • Coordination with Government line departments and NIC for BMS related activities. • Facilitating training / handholding to the departmental users. • Project management activities like planning, managing, work allocation and monitoring of PMU team members. • Preparation and submission of various MIS reports to the authority. • Any other related work allotted. 	<ul style="list-style-type: none"> • Must have Graduation in engineering (IT / CS / Electronics Communication) or MCA. Good to have an MBA / M.E. / M. Tech degree. • Must have in-depth knowledge and experience in IT project management. • Must have project management experience in at least one e-Governance project. • Excellent stakeholder management and communication skill. • 4+ years of experience in relevant field
2.	Senior Business Analyst (2+ years exp.)	01	<ul style="list-style-type: none"> • Collection and analysis of scheme details in coordination with the Departments involved. • Documentation of functional aspects of the scheme for onboarding on BMS platform. • Coordination with NIC for scheme onboarding, user acceptance testing 	<ul style="list-style-type: none"> • Must have Graduation in engineering (IT / CS / Electronics / Communication) or MCA. • Must have in-depth knowledge and experience in requirement gathering & analysis, functional documentation, functional testing, issue tracking etc. in IT domain. • Should have experience in at least one e-Governance

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Sl. No.	Name of Post	No. of Posts	Job Role	Qualification & Experience
			and issue reporting. <ul style="list-style-type: none"> • Providing training to the Departmental users; support the users with operational concerns. • Any other related work allotted. 	project. <ul style="list-style-type: none"> • Excellent stakeholder management and communication skill. • 2+ years of experience in relevant field.
3.	Junior Business Analyst (1+ years exp.)	02	<ul style="list-style-type: none"> • Collection and analysis of scheme details in coordination with the Departments involved. • Documentation of functional aspects of the scheme for onboarding on BMS platform. • User acceptance testing and issue reporting on behalf of the Departments. • Providing training to the Departmental users; support the users with operational concerns. • Any other related work allotted. 	<ul style="list-style-type: none"> • Must have Graduation in engineering (IT / CS / Electronics / Communication) or MCA. • Must have in-depth knowledge and experience in requirement gathering & analysis, functional documentation, functional testing, issue tracking etc. in IT domain. • Experience in e-Governance projects is preferred. • 1+ years of experience in relevant field

3.1.2 Profiles of the Proposed Manpower

The Bidder shall provide resumes of proposed manpower for Project Manager and Business Analysts as per the criteria mentioned in Categories of Manpower above in this RFP document. The proposed manpower shall be under the direct payroll of the Bidder

3.2 Terms of Engagement

The selected Agency is required to agree for the terms and conditions given below:

- (i). The manpower, to be deployed, will work for DIT, Govt. of Tripura. Such work will be for a definite period and will not amount to any kind of employment obligation on the part of DIT.
- (ii). The selected agency shall be solely responsible for hiring of suitable

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- and efficient resources for DIT. No additional cost shall be paid for hiring of manpower.
- (iii). At the commencement of the contract, the agency shall provide profile of manpower, if there is any replacement of profile which were submitted during the tender process to DIT and DIT will verify the suitability of the selected profile. DIT may request for alternate profile if the selected resource is not suitable for the position.
 - (iv). After deputing the selected manpower, the selected agency shall replace immediately any of its manpower who is found unacceptable because of underperformance/ security risks/ incompetence/ improper conduct etc. upon receiving a notice from DIT. Manpower could be cancelled with 30 days' notice period for knowledge transfer. New replacement of the manpower should be made available immediately after when notice period of cancelled manpower finished.
 - (v). If any manpower provided by the selected agency intends to resign then he/she should serve 30days' notice period. Agency must ensure that new replacement of the manpower should be made available immediately after notice period of resigned manpower finished. If he or she does not serve 30 days' notice period or does serve less than 30 days then payment will be deducted from the salary of the employee as per calculation given as Deduction for not complying notice period /day = Total Salary/ 24 (assuming 24 working days).
 - (vi). Manpower deployed under this contract is required to agree to be posted at any offices under Govt. of Tripura situated at any location in the State.
 - (vii). The manpower engaged under this contract to be made minimum monthly remuneration as mentioned in the Bill of Quantity (BoQ) by 4th day of every month without fail. If remuneration not given as per the date mentioned above, then there will be penalty for each day delay.
 - (viii). The selected agency needs to maintain database of deployed manpower and their detail like joining date, eligible leave, leave taken, total working days, monthly remuneration, payment date of last remuneration etc. and have to share it with DIT within 7thday of every month.

3.3 Leave policy

Casual Leave (CL): The employee deployed under the contract shall be entitled to 12(twelve) CL in a calendar year. If employee joins middle of the year, then eligible CL will be on pro-rata basis.

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3.4 Facilities for the resources

The resources will be facilitated with Desktop/ Laptop etc. by DIT for doing the work. All these assets have to be returned by them in working condition to DIT before leaving the job. However, if any, doesn't do so, the selected agency will be responsible to revert the same either from the engaged manpower or by themselves.

4 Section - D

4.1 Guidelines for Preparation of Proposals.

The Bidder must comply with the following instructions during preparation of Proposals:

- i. The Bidder is expected to carefully examine all the instructions, guidelines, terms and conditions and formats of the RFP Document. Failure to furnish all the necessary information as required by the RFP Document or submission of a proposal not substantially responsive to all the requirements of the RFP Document shall be at Bidder's own risk and may be liable for rejection.
- ii. The Proposal 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 Proposal.
- iii. No Bidder is allowed to modify, substitute or withdraw the Proposal after its submission.

4.2 Tender Fees and Bid Security (Earnest Money Deposit)

The Bidder shall pay Tender Fee for an amount of **Rs. 1,000/- (Rs. One Thousand only)** and Bid Security for an amount of **Rs. 50,000/- (Rs. Fifty Thousand only)** at time of uploading the bids in e-tender portal. The bidder has to pay Tender Fee and EMD amount through e-tender portal by using available online net banking facility in the e-tender portal. Without paying Tender Fee and EMD amount, bid cannot be uploaded in the e-tender portal.

The Bid Security of unsuccessful Bidders, except the second ranked Bidder will be returned automatically to the bank account from where the EMD amount was paid at the time of submission of bids through e-tender portal. However, the Bid Security of first and second ranked Bidder shall be returned on issuing of work order by the Successful Bidder through the portal only.

4.3 Forfeiter of EMD by DIT

- i. The Bidder withdraws its Bid after the proposal due date.
- ii. Preferred Bidder fails to accept Letter of Intent (LoI) within the time provided for the same and pay the specified amount payable at the LoI Stage.

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- iii. Preferred /Successful Bidder fails to pay the Performance Bank Guarantee within the time specified for it.

4.4 Validity of Proposal

Proposals shall remain valid for a period not less than 180 days from the Proposal Due Date. DIT reserves the right to reject any Proposal, which does not meet this requirement.

4.5 Number of Proposals

Each Bidder shall submit one and only one (1) Proposal in response to this RFP. Any Bidder, who submits or participates in more than one Proposal, will be disqualified from all its bids.

4.6 Language

The Proposal and all related correspondence and documents should be written in the English language. Supporting documents and printed literature furnished by Bidder with the Proposal in any other official language should be accompanied by appropriate translations of the pertinent passages in the English language duly and appropriately certified. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail.

4.7 Currency

The currency for the purpose of the Proposal shall be the Indian Rupee (INR).

4.8 Evaluation of bids

A. Part 1 (Bid Security)

Bidders who have paid EMD shall be considered for further evaluation.

B. Part 2 (Pre-Qualification Criteria)

The Tender Committee would evaluate the pre-qualification criteria. Bidders should be ready to give any clarification asked by the Tender Committee. If the Bidder does not fulfil all the conditions mentioned in the pre-qualification criteria, his Technical bid will not be considered for evaluation.

C. Evaluation of Technical Bids

The Tender Committee would evaluate the technical bids. Bidder should be ready to give the presentation on their proposal and the queries raised by the tender committee in front of the Tender Committee at a date, time and venue

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determined by Director, if desired. They are expected to reply to all the queries from the Tender Committee during the presentation. The presentation would be part of technical evaluation process.

In order to facilitate the Technical Bid evaluation, the technical criteria laid down along with the assigned weights have been presented in Technical Evaluation criteria. The marking scheme presented is an indication of the relative importance of the evaluation criteria.

Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further Commercial bid evaluation. Bids which do not secure the minimum specified technical score will be considered technically nonresponsive and hence debarred from being considered for Commercial evaluation.

D. Opening and Evaluation of Commercial Bids

Financial bids of only technically qualified bidders shall be evaluated. The bids, found lacking in strict compliance to the commercial bid format (BoQ Template) shall be rejected straightaway. On opening the financial bids, the Evaluation Committee shall read out the financial bids to all the technically qualified bidders and note the same. All the financial bids shall then be ranked according to the financial bid in increasing order with the bidder quoting the least amount ranked L1, bidder quoting next higher figure as L2 and so on. In case there is any tie in financial bids of one or more bidders, the bidder having the higher technical score will be given better ranking. In case the technical scores are also equal, all the technically qualified bidders shall be asked to resubmit the financial bid. However, in this case, the revised financial bids should be less than the lowest financial bid quoted earlier by the technically qualified bidders. L1 will be declared as successful bidder and his offer will be processed further. Bidder's representative (maximum 2 persons) may attend the commercial proposal opening at DIT, Agartala.

4.9 Rectification of Errors

Arithmetical errors in the Financial Bid will be rectified on the following basis.

- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and will be considered for future calculations.
- If there is a discrepancy between words and figures, the amount in words shall prevail.

Note: In any other case of discrepancy, DIT reserves the right to pick the value which it considers as beneficial to the government.

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4.10 Technical Bid Evaluation Criteria

	Parameters	Max Score	Documents to be uploaded
1.	Existence of the bidder as per company incorporation certificate: <ul style="list-style-type: none"> ➤ From 3 years to 5 years = 5 marks, ➤ From 5+ years to 8 years = 7 marks. ➤ Beyond 8 years = 10 marks 	10	Company incorporation certificated issued by MCA, Govt. of India.
2.	Cumulative annual average turnover for the last three financial year (2021-22, 2022-23, 2023-24): - <ul style="list-style-type: none"> ➤ From Rs.1Cr. to Rs.3 Cr. = 6 marks, ➤ From Rs.3+ Cr. to 6 Cr. = 8 marks, ➤ Beyond Rs. 6 Cr = 10 marks. 	10	Audited balance sheet or consolidated report signed by CA.
3.	The Bidder have Work order for Supply of Project Manager, Business Analyst or similar IT manpower with Central Government / State Government / PSU in India in any combination out of following : <ul style="list-style-type: none"> a) single project with order values not less than Rs.18 Lakh OR, b) 2 projects order value not less than Rs.14 Lakh for each project, OR, d) 3 projects order value not less than Rs.9 Lakh for each project. <p>These projects will be considered during the period from 1st April, 2015 to previous day of floating of the tender. Any one of above project categories (a or b or c) will be treated as 1(one) project unit.</p> <ul style="list-style-type: none"> 1 project unit= 12 marks 2 project unit= 16 marks 3 or more project unit= 20 marks 	20	Work Order/LoI and Completion Certificate/ Partial completion certificate from the client must be uploaded.
4.	The bidder having number of IT employees on its payroll: - <ul style="list-style-type: none"> ➤ Up to 30 = 6 marks, 	10	Self-declaration to be uploaded

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	Parameters	Max Score	Documents to be uploaded
	<ul style="list-style-type: none"> ➤ More than 30 but less than 50 = 8 marks, ➤ 50 or More than 50 = 10 marks. 		
5.	<p>Profile of Project Manager</p> <ul style="list-style-type: none"> ➤ Total years of experience: <ul style="list-style-type: none"> ○ 4 years to 7 years = 2 marks, ○ 7 +years = 5 marks. ➤ Experience in IT Project Management: <ul style="list-style-type: none"> ○ 1 years to 2 years = 2, ○ More than 2 years = 5 marks. ➤ Experience in e-Governance project = 3 marks. ➤ Having MBA / M.E. / M. Tech= 2 marks. 	15	Profile
8.	<p>Profile of senior Business Analyst (2+ years exp.)</p> <ul style="list-style-type: none"> ➤ Total years of experience: <ul style="list-style-type: none"> ○ 2 years to 3 years = 2 marks, ○ More than 3 years = 5 marks. ➤ Experience in IT project: <ul style="list-style-type: none"> ○ 1 years to 2 years = 2, ○ More than 2 years = 5 marks. ➤ Experience in e-Governance project = 5 marks. 	15	Profile
9.	<p>Profile of junior Business Analyst (1+ years exp.)</p> <p>Per resource: -</p> <ul style="list-style-type: none"> ➤ Total years of experience: <ul style="list-style-type: none"> ○ 1 years to 2 years = 2 marks, ○ More than 2 years = 4 marks. ➤ Experience in IT project: <ul style="list-style-type: none"> ○ 1 year to 2 years = 2 marks, ○ More than 2 years = 4 marks. ➤ Experience in e-Governance project = 2 marks 	20	Profiles

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	Parameters	Max Score	Documents to be uploaded
	Total 2 resources (maximum 10 marks each).		
	Total	100	

4.11 Contacting the DIT

Contact by Writing: No Bidder shall contact DIT on any matter relating to its Bid, from the time of Bid opening to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of DIT, it should be done in writing.

Rejection of Bid: Any effort by a Bidder to influence the DIT in its decisions on Bid evaluation, Bid comparison or contract award may result in rejection of the Bidder's Bid.

4.12 Contract / Work Order

On selection of the agency and acceptance of financial quote submitted by the selected agency, a detailed work order will be issued to the selected agency by DIT. On receipt of work order, the agency would submit a letter of acceptance along with a performance guarantee as detailed in this tender document within 15 working days and deploy the required manpower within 30 days.

4.13 Submission of Performance Guarantee

The selected agency will execute a Performance Guarantee for **5%** of the total work order value excluding taxes, in the form of Bank Guarantee from a Scheduled Bank in acceptable form to the Directorate of Information Technology (DIT), Agartala. In case of any deficiency and unsatisfactory performance by the resources, the Performance Guarantee is liable to be invoked and the payment due to the agency would be withheld. No interest will be paid by the DIT on the Performance Guarantee.

4.14 Terms of Payment

- i. Advance payment will **not** be allowed.
- ii. Payment to the selected agency would be made on bi-monthly basis.
- iii. On completion of two months, the agency would submit an invoice in triplicate with supporting documents and fund transfer details to the DIT for payment. After completion of the due procedures, in the DIT, payment will be made by electronic transfer of funds to the bank account of the agency concerned in Rupees.
- iv. Taxes / GST as applicable will be paid on actual.
- v. For facilitating Electronic Transfer of funds, the selected agency will be

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required to indicate the name of the Bank & Branch, account no. (i.e., bank name, IFS Code and Bank A/c No.) And also forward a cheque leaf duly cancelled, to verify the details furnished. These details should also be furnished on the body of every bill submitted for payments by the agency.

4.15 Additional Information to the Bidders

- i. Period of validity of the Tender is 180 days from the closing date of the Proposal. If needed necessary extension would be considered by the DIT.
- ii. DIT is however not bound to accept any tender or assign any reason for non-acceptance.
- iii. DIT reserves its right to summarily reject offer received from any agency on national security considerations, without any intimation to the bidder.
- iv. Agencies submitting proposals will not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
- v. DIT reserves its right not to accept bids from Agencies resorting to unethical practices or on whom investigation/enquiry proceedings have been initiated by Government Investigating Agencies / Vigilance Cell.
- vi. DIT reserves the right to place an order for the full or part quantities under any items of work under scope of work.
- vii. Any amendments / corrigendum to the RFP document would be uploaded on <https://tripuratenders.gov.in>.
- viii. The agency would indemnify DIT against any claim of copyright violation/ plagiaristic.

4.16 Force Majeure

Neither party will be liable in respect of failure to fulfill its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities

or catastrophe, epidemics or disturbances in the State. Force Majeure shall not include any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor any event which a diligent Party could reasonably have been expected both to take into account at the time of being assigned the work, and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder. Force Majeure shall not include insufficiency of funds or manpower or inability to make any payment required for execution of services under this work order.

A Party affected by an event of Force Majeure shall immediately notify the other Party of such event, providing sufficient and satisfactory evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

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4.17 Penalty

The Performance Guarantee submitted by the agency shall be liable to be forfeited in full or part in case of underperformance by the agency, besides other action, including blacklisting of the agency as may be deemed fit by the DIT, Agartala as per the details given below:

Sl. No.	Criteria	Penalty clause
1	Non-deployment of each manpower	Up to 15 days = 15 days salary + 20% of monthly salary of the respective resource, Up to 30 days = 30 days salary + 40% of monthly salary of the respective resource, More than 30 days = Actual days salary + 60% of monthly salary of the respective resource. Also, DIT may forfeit the PBG/ may take any other suitable action
2	Delay in Remuneration	Upto 3 days delay, 5% of the monthly remuneration of all the resources. Upto 6 days delay, 10% of the monthly remuneration of all the resources. Upto 10 days delay, 20% of the monthly remuneration of all the resources. More than 10 days delay, 50% of the monthly remuneration of all the resources. Also, DIT may forfeit the PBG/ may take any other suitable action

In case of any inordinate delay in execution of activities / items in the Scope of Work, a committee of officers of appropriate level decided by the competent authority will decide on penalty and / or other action be taken, after examining all aspects of the case. DIT reserves the right to deduct the penalty either from PBG or from pending invoices submitted for the work already performed by the agency.

4.18 Termination

DIT may terminate the work order of the agency in case of the occurrence of any of the events specified below:

- i. If the Agency becomes insolvent or goes into compulsory liquidation.
- ii. If the Agency, in the judgment of DIT, has engaged in corrupt or fraudulent practices in competing for or in executing this work order.
- iii. If the Agency submits DIT a false Statement which has a material effect on the rights, obligations or interests DIT.
- iv. If the Agency places itself in position of conflict of interest or fails to disclose

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promptly any conflict-of-interest to DIT.

- v. If the Agency fails to provide the quality services as envisaged under this work order. Reasons for the same would be recorded in writing.
- vi. In case of such an occurrence DIT shall give a written advance notice, not exceeding one (1) month before terminating the work order.
- vii. Non-deployment of manpower more than 60 days.

4.19 Arbitration

- i. In event of any dispute or difference between the DIT and the Agency, such disputes or differences shall be resolved amicably by mutual consultation. If such resolution is not possible, then the unresolved dispute or difference shall be referred to arbitration of the sole arbitrator to be appointed by the Director, DIT on the recommendation of the Secretary, Department of Legal Affairs ('Law Secretary') Government of Tripura. The provision of Arbitration and Conciliation Act, 1996 (No.26 of 1996) as amended in 2015 shall be applicable to the arbitration. The Venue of such arbitration shall be at Agartala or any other place, as may be decided by the arbitrator. The language of arbitration proceedings shall be English. The arbitrator shall make a reasoned award (the "Award"), which shall be final and binding on DIT and the Agency to the agreement. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.
- ii. Pending the submission of and /or decision on a dispute, difference or claim or until the arbitral award is published; DIT and the Agency shall continue to perform all of their obligations under this Agreement without prejudice to a final adjustment in accordance with such award.

4.20 Jurisdiction

The work order shall be governed by laws of the State of Tripura and all Government rules on purchase matter issued from time to time and are in force for the time being.

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5 Section – E

5.1 Appendix - 1

Details of Bidder

1. Bidder's information:
 - (a) Name:
 - (b) Country of incorporation:
 - (c) Address of the corporate headquarters and its branch office(s), if any, in India:
 - (d) Date of incorporation and/ or commencement of business:
2. Brief description of the Bidder including details of its main lines of business and proposed role and responsibilities in this Project:
3. Details of individual(s) who will serve as the point of contact/ communication for DIT:
 - (a) Name:
 - (b) Designation:
 - (c) Company:
 - (d) Address:
 - (e) Mobile Number:
 - (f) E-Mail Address:
4. Particular of Agartala Address (if available):

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5.2 Appendix - 2**Bid-Undertaking**

To
 The Director,
 Directorate of Information Technology (DIT),
 Govt. of Tripura
 IT Bhavan, ITI Road, Indranagar,
 Agartala, Tripura-799006

Sir / Madam,

This has reference to the Directorate of Information Technology (DIT)RFP No..... dated for selection of agency for engagement of manpower to Directorate of Information Technology (DIT), Govt. of Tripura.

In this context, I/we, as an authorized representative(s) of company, I/We certify that the agency will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the agency in the financial proposal.

Thanking you,

Name of the Bidder:

Authorized Signatory:.....

Name:

Seal:

Date:

Place:

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5.3 Appendix - 3**Certificate for Providing Qualified Manpower**

To,
 The Director
 Directorate of Information Technology (DIT),
 Govt. of Tripura
 IT Bhavan, ITI Road, Indranagar,
 Agartala, Tripura-799006

Subject: - Certificate for providing qualified manpower.

Sir / Madam,

This has reference to the Directorate of Information Technology (DIT)RFP No..... dated for selection of agency for engagement of manpower to Directorate of Information Technology (DIT).

In this context, I / We as an authorized representative(s) of company, certify that we shall be able to provide qualified, dedicated manpower for undertaking the work related to PMU for BMS for the Directorate of Information Technology (DIT), as per Scope of Work detailed in the above RFP.

Thanking you,

Name of the Bidder:

Authorized Signatory:

Name:

Seal:

Date:

Place:

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5.4 Appendix - 4**Format for Bill of Material (BoM)**

RFP No. Dated

Proposed Manpower Details: -

Sl. No.	Name of Post	No. of Posts	Name	Qualification	Experience
1	Project Manager (4+ years exp.)	01			
2	Sr. Business Analyst (2+ years exp.)	01			
3	Jr. Business Analyst (1+ years exp.)	02			

Thanking you,

Name of the Bidder:

Authorized Signatory:

Name:

Seal:

Date:

Place: