

REQUEST FOR PROPOSAL FOR SELECTION OF AGENCY FOR SUPPLY OF MANPOWER

Tender Reference No : F.18(59)/DIT/S&WD/2022 Dated 08.12.2023

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

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Section - A

1.1 Important dates in connection with this bid

SL	Information	Details
1	Tender No.	
2	Tender Publication Detail	The tender form can be seen and downloaded from the website http://www.tripuratenders.gov.in .
3	Publication of Tender	18-12-2023
4	Date of commencement of Bid	19-12-2023
5	Last Date & Time of Receiving Queries	22-12-2023
6	Last Date and Time for Receipt of e-Bid	08-01-2024 : 3:30 PM
7	Date of Opening of Tenders	09-01-2024
8	Date & Time for opening of commercial bids	Will be intimated later
9	Bid Validity Period	180 days from the last date for submission of bids.
10	Tender Fee	Rs. 1,000/- (Non-refundable to be paid online through the e-Tender portal https://tripuratenders.gov.in .)
11	EMD Amount	Rs. 72,000/-
12	Performance Bid Security (PBG) Amount	5% of 1 year work order value
13	Address for communication/Pre-Bid / Opening of Bid	IT Bhavan, Indranagar, Agartala, 799006
14	Contact person	Sri Kabir Dey, Jt. Director, Directorate of Information Technology, Govt. of Tripura
15	Contact email	kabir.dey@gov.in
16	Contact Phone No.	9862220208

1. Section – B

2.1 Introduction and Invitation of Bids

e-Tenders are invited by the Directorate of Information Technology (DIT) proposes to hire IT Manpower from reputed and experienced Companies/Firms under Two Bid System i.e. Technical Bid and Financial Bid for engagement of IT technical Manpower to DIT for one year, which is extendable for another one year on satisfactory performance and mutual consent of the Competent Authority and the agency on the terms and conditions mentioned in the tender document or unless terminated in accordance with the terms and conditions mentioned herein.

2.2 Name and address of the authority

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

2.3 Distribution of tender document

The tender document can be downloaded from www.tripuratenders.gov.in portal.

2.4 Contact person

For any Clarifications, contact
Mr. Kabir Dey, Joint Director,
Directorate of Information Technology, Phone: 9862220208, email-kabir.dey@gov.in

2.5 Instruction to the bidders for pursuing the e-tender

2.5.1 Eligible bidders shall participate in tender online through the government e-procurement portal only at <http://tripuratenders.gov.in>. No need to submit any hard copy of any document to DIT office. Tender shall be a two-stage bidding system:

- Technical bid
- Financial bid

2.5.2 Bidders willing to take part in the process of e-tendering are required to obtain a valid Class 3 Digital Signature certificate (DSC) from any of the certifying authorities, enlisted by Controller of Certifying Authorities (CCA) at <http://cca.gov.in>.

2.5.3 Bidding will be conducted through the domestic competitive bidding procedures as per the provisions of Bid Document and the contract shall be executed as per the provisions of the terms of Contract.

2.5.4 Bid Security shall be paid online through e-tender portal. Payment can be made by online banking facility.

2.5.5 The Bidding Documents are meant for the exclusive purpose of bidding against this specification 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.

2.5.6 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.

2.6 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 contract. 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.

Tenders are to be submitted in two covers at a time for the work, one for Technical Proposal and the other for Financial Proposal. 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 virus 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.

An indicative organization of 'My Document' COVER and the related documents are indicated here under.

2.7 Submission of Financial Bids

2.7.1 Financial Bid

The Bidder needs to fill up their name and rates for all the items in the designated Cells of the downloaded BOQ for the related work and upload the same in the designated location of Financial Bid. Document to be submitted in the Financial Bid is: BoQ in .xls format.

Bidders will quote the rates as per the given BoQ 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 of agency charge in amount only (upto the ceiling of 10%), for all items in the Bill of Quantity (BoQ). Other components like salary and GST etc. will be fixed. Bidder quoting agency charge more than 10% would be summarily rejected.**

2.7.2 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.

2.8 Pre-bid Meeting

All prospective Bidders, requiring clarification on the RFP shall notify to the DIT on e-mail **kabir.dey@gov.in**. A Pre-bid Meeting would be held as per notified in this RFP in the Conference Room of the Directorate of Information Technology, IT Bhavan, Indranagar, Agartala, Tripura-799006, to clarify queries, if any, regarding the RFP. All queries would be addressed only during the Pre-bid meeting. Interested agencies may attend the pre-bid meeting on the said date/time.

Bidders should submit the queries only in the format given below:

S. No	Page No	Clause No	Description	Clarification sought	Additional remarks

2.9 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.

2.10 Important Instruction to the Bidder

- 2.10.1 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 blacklisting and their EMD will be forfeited.
- 2.10.2 The concerned company/firm who stands blacklisted/banned /debarred either by Tender inviting authority or Govt. of Tripura or by any other State/ Central Govt. and its procurement agencies on the date of bid submission shall not be eligible to participate in the tender.
- 2.10.3 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.
- 2.10.4 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.

2.10.5 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.

2.11 Minimum Eligibility Criteria

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

2.11.1 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.

2.11.2 The bidding agency must have at least **Rs.1.80 Cr** average turn-over in Financial Year 2020-21, 2021-2022, 2022-23. 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.

2.11.3 The bidder must have PAN and GST registration.

2.11.4 The Bidder must have a single Work order for Supply of Technical Manpower in the domain of Information Technology like Software Developer/Engineer, Web Developer, Data Scientist/Analyst, Network Engineer, Systems Administrator, Cyber security Specialist, DevOps Engineer, Cloud Engineer, Database Administrator (DBA), AI/ML Engineer, IT Support Specialist and UX/UI Designer or equivalent except data entry operator/Assistant /security personnel services/housekeeping) with value of more than Rs. **36 Lakh** in last 3 (three) Financial Years i.e. 2020-21, 2021-2022, 2022-23 with Central Government / State Government/PSU in India. Work Order/ Letter of Intent/ Client Certificate/ Contract/ Agreement must be uploaded

2.11.5 Satisfactory Services/Completion Certificate (for Supply of Technical Manpower in State/Central Government /Public sector) to be submitted

2.11.6 The Bidder having experience (Work Order) in providing Supply of Technical Manpower in State /Central Govt./ public sector to be submitted

2.11.7 The Bidder should not be under a Declaration of Ineligibility for corrupt or fraudulent practices with any Government departments/ agencies/ ministries or PSU's and should not be blacklisted by any government departments/agency/Ministries or PSUs. The bidder must upload a self-certified declaration.

2.11.8 The bidder should be registered with the Employees Provident Fund Organization (EPFO) and Employees State Insurance Corporation (ESIC) on the date of bid submission.

2.12 Period of Contract

The agency would be initially engaged for a period of one year. The contract is extendable up to 1 year on satisfactory performance and mutual consent of both the parties on the terms and conditions mentioned in the tender document or unless terminated in accordance with the terms and conditions mentioned herein.

2.13 Documents to be uploaded

Sl.	Documents to be uploaded
1	Certificate of Incorporation / Registration certificate as per Companies Act 1956/2013 and Tax related document: copy of PAN and GST registration
2	Financial details: "Audited Balance Sheets of last three financial years (2020-21, 2021-22,2022-23) or consolidated auditor's certificate regarding annual turnover from the business indicating Net worth of each financial year.
3	Experience: all relevant work orders as per minimum eligibility criteria and Technical score conditions
4	Satisfactory Services/Completion Certificate for Supply of Technical Manpower in State/Central Government/Public sector
5	Signed RFP Documents including Corrigendum, if published.
6	Self-declaration of non-blacklisting
7	Any other document relevant to minimum eligibility and Technical score sheet
8	Appendixes

2. Section - C

3.1 Scope of Work

Number of Manpower to be supplied as: Number may be increase or decrease depending on the requirement

SI	Position	Number
1	Project Manager	1
2	Database Administrator	1
3	UI Designer	1
4	Full Stack Developer	2
5	Content Developer	2

Role of Manpower

- ✓ Security Auditing and Testing: There is requirement of conduct regular security audits and vulnerability assessments to identify potential weaknesses and threats to the web application/ website every year. During security audit rectification/ patching of vulnerabilities is the responsibility of Maintenance Team.
- ✓ Regular Updates and Patching: Keep the web applications software, frameworks, libraries, and plugins up to date. Apply security patches and bug fixes provided by the software vendors to address vulnerabilities and improve stability.
- ✓ Monitoring system performance and identifying problems that arise. Responding in a timely manner to user-reported errors. Protecting the database against threats or unauthorized access. Ensuring that the database is adequately backed up and able to be recovered in the event of memory loss.
- ✓ Reporting on metrics regarding usage and performance. Suggesting changes and improvements for database maintenance or protection. Regularly liaising with IT

project managers and database programmers. Designing databases with both front-end and back-end users in mind.

- ✓ **Monitoring and Alerting:** Set up monitoring tools and systems to track the performance, availability, and security of the web application. Configure alerts to notify administrators in case of any anomalies, such as downtime, high resource usage, or security breaches.
- ✓ **Backup and Disaster Recovery:** Implement a robust backup strategy to regularly back up the web application's data, configurations, and content. Verify the backup integrity and periodically test the restoration process. Develop a disaster recovery plan to minimize downtime and data loss in case of emergencies.
- ✓ **Performance Optimization:** Monitor the web application's performance metrics, such as response times, page load speeds, and server resource utilization. Optimize database queries, code, and caching mechanisms to improve performance. Consider implementing content delivery networks (CDNs) for faster content delivery.
- ✓ **User Feedback and Bug Reporting:** Establish a mechanism for users to report bugs, provide feedback, and suggest improvements. Regularly review and address user-reported issues to enhance the user experience and resolve any functionality or usability problems.
- ✓ **Content Management:** Regularly update and manage the web application's content, including text, images, and media files. Remove outdated or irrelevant content and ensure that all information is accurate and up to date. Implement a content publishing workflow if multiple contributors are involved.
- ✓ **User Account Management:** Regularly review user accounts, permissions, and access levels. Disable or remove inactive or unnecessary accounts. Enforce strong password policies and educate users about secure account management practices.
- ✓ **Log Analysis and Monitoring:** Monitor and analyze system logs, error logs, and access logs for the web application. Detect and investigate any unusual or suspicious activities. Log analysis helps identify security incidents, performance bottlenecks, and operational issues.
- ✓ **Documentation and Knowledge Base:** Maintain up-to-date documentation for the web application, including system configurations, deployment procedures, troubleshooting guides, and user manuals. Develop a knowledge base or FAQ section to address common user queries and provide self-help resources.

3.2 Manpower Requirement

SI	Designation	Minimum Qualification	Experience
1	Project Manager	B.E./B.Tech (Computer Science/IT)/MCA	(i) Minimum 3 years' experience in the area of IT OR ITES projects (ii) Knowledge of IT concepts & architectures, coupled with practical knowledge of problem management, principles & processes of implementing and delivering IT services. (iii) Preferably have worked on laying down guidelines for S/w development quality assurance framework, etc. (iv) Minimum 2 years of experience in the implementation of IT projects with Government.

2	Database Administrator	B.E./ B.Tech (Computer Science /IT) / MCA	(i) A minimum of 2.5 years' experience as a database handling. (ii) Proficiency in data manipulation languages, including MS SQL, Oracle Database, Hadoop, or PostgreSQL. (iii) Analytical mindset and good problem-solving skills. Excellent verbal and written communication skills. (iv) Highly organized and responsible. Capable of working under pressure. (v) Up-to-date with trends and developments in database administration.
3	UI Designer	B.E./B.Tech (Computer Science/IT)/ MCA	i) Minimum 2 years' experience in designing for IT OR software development OR IT System projects OR Website Development OR Mobile Application Development. (ii) Minimum of 2 years' experience in UI/UX design and development experience for digital products or services. (iii) Experience in professional UI/UX design work for both web and mobile platforms (iv) Proficiency in creating concepts, wireframes, designs and mock-ups that lead to intuitive user experiences.
4	Full Stack Developer	B.E./B.Tech (Computer Science/IT)/ MCA	(i) Minimum 2 years' experience in IT OR software development OR IT System projects OR Website Development OR Mobile Application Development, etc. (ii) Experience in complete lifecycle of web application development. Experience as a full stack developer
5	Content Developer	Graduation or above	Having at least 1+ years of post-qualification relevant work experience in Content Writing OR Translation Skills.

3.3 Minimum monthly in hand salary of resources

SI	Position	Minimum Monthly Salary (in hand)
1	Project Manager	50000
2	Database Administrator	45000
3	UI Designer	35000
4	Full Stack Developer	35000
5	Content Developer	18000

The selected agency must provide pay slip to the deputed manpower. If any unjustified deduction has been done from the minimum salary, strict action will be taken by the authority.

3.4 Leave Policy

Leave: The manpower resources deployed under the contract shall be entitled to have 12 (twelve) days Casual Leave (CL) in a calendar year

3. 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 condition 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. The Proposal shall be signed by the Bidder or duly authorized person(s).
- iv. 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 **Rs. 1,000/- (One Thousand Only)** as Tender fees and **Rs. 72,000/- (Rs. Seventy-two Thousand only)** as Bid Security (EMD) at the time of uploading the bids in e-tender portal. The bidder has to pay Tender Fees and EMD amount through e-tender portal online net banking facility.

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 signing of the Concession Agreement 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 the Work Order within the time provided for the same.
- iii. Preferred /Successful Bidder fails to pay the Bid Value within the time specified for it.
- iv. Successful Bidder fails to execute the Agreement within the stipulated time period.

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, which submits or participates in more than one Proposal will be disqualified from all its bids and will also cause the disqualification of the Bids as a Bidder / Consortia of which it is a member, as the case may be.

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

4.8.1 Part 1 (Tender Fees and Bid Security)

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

4.8.2 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 further evaluation.

4.8.3 Opening and Evaluation of Technical Bids

The Tender Committee would evaluate the technical bids. Bidder should be ready to give clarifications to the queries raised by the tender committee in front of the Tender Committee at a date, time and venue determined by DIT **if desired**.

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.

4.8.4 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.

After evaluating the Technical Bids, Directorate of Information Technology (DIT) shall notify the bidders whose Technical Bids were considered and acceptable, indicating the date, time and place for opening of the Commercial Bids.

The bidder quoted lowest in total amount combining all manpower would be considered as the successful bidder (i.e., L1 bidder). Line-item wise rate will not be considered.

4.8.5 Technical Bid Evaluation Criteria

Sr.	Parameters	Max Score	Documents to be uploaded
01	Existence of the bidder as per company incorporation certificate: - <ul style="list-style-type: none"> ➤ From 3 years to 5 years = 5 marks, ➤ Beyond 5 years = 10 marks. 	10	Company incorporation certificated issued by MCA, Govt. of India.
02	Annual average turnover for the last three financial year (2020-21, 2021-22, 2022-23): <ul style="list-style-type: none"> ➤ From Rs. 1.8 Cr. to Rs. 3.6 Cr. = 8 marks, ➤ From Rs. 3.6 Cr. to 7.2 Cr. = 10 marks, ➤ Beyond Rs. 7.2 Cr = 15 marks. 	15	Audited balance sheet or consolidated report signed by CA.
03	The bidder must have number of work orders with minimum value of Rs. 36 Lakh for similar kind of scope of work: - <ul style="list-style-type: none"> ➤ 1 Work order = 7 marks, ➤ 2 Work orders = 10 marks, ➤ 3 Work orders = 15 marks. 	15	Work Order/ Completion Certificate/ Agreement / Ongoing Certificate must be uploaded.
04	Satisfactory Services/completion Certificate (Supply of Technical manpower in State/Central Government/public sector). <ul style="list-style-type: none"> ➤ At least 1 Clients =3 Marks ➤ Upto 5 Clients =5 Marks ➤ More than 5 Clients =10 Marks 	10	Certificate to be provided signed by the Client
05	The Bidder having experience (Work Order) in providing Technical manpower in State/Central Government/public sector). <ul style="list-style-type: none"> ➤ 1 - 5 Clients =5 Marks ➤ 10 Clients =10 Marks ➤ More than 10 Clients =15 Marks 	15	Copy of Work order and certificate of completion (if applicable)
06	The bidder having number of employees on its payroll: -- <ul style="list-style-type: none"> ➤ Upto 30 = 6 marks, ➤ More than 30 but less than 50 = 8 marks, ➤ More than 50 = 10 marks. 	10	Self-declaration to be uploaded
07	Profile of the proposed manpower		Proposed resources and their profile
	Project Manager= 1 Number	5	
	Database Administrator = 1 Number	4	
	UI Designer = 1 number	4	
	Full Stack Developer = 2 number	8	
	Content Developer = 2 number	4	
Total		100	

4.8.6 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.

4.8.7 Contract / Work Order

On selection of the agency and acceptance of financial quote submitted by the selected agency, a Work Order would be issued to the 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 of receiving the work order.

4.8.8 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 Director, Directorate of Information Technology (DIT), Agartala. In case of any deficiency and unsatisfactory performance by the respective manpower, 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.

4.8.9 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, if any, 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 bidder will be required to indicate the name of the Bank & Branch, account no. (i.e. bank name, IFSC 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.

4.8.10 Additional Information to the Bidders

- i. Period of validity of the Tender is 180 days from the closing date of the Proposal. If need be 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. **Conditional, erroneous and incomplete Bids will be rejected outright.**
- 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. Any amendments / corrigendum to the RFP document would be uploaded on www.tripuratenders.gov.in.
- vii. The agency would indemnify DIT against any claim of copyright violation / plagiarism etc.

4.8.11 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 in sufficiency 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.

4.8.12 Penalty

The Performance Guarantee submitted by the agency shall be liable to be forfeited in full or part in case of delay in deployment/replacement of manpower 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:

Delay in deployment of manpower	Penalty clause
Deployment of manpower within 15 days from the date of work order	No penalty
More than 15 days but less than 30 days from the date of work order	5% of the one-year work order value of that particular manpower
More than 30 days but less than 45 days from the date of work order	10% of the one-year work order value of that particular manpower
More than 45 days from the date of work order	DIT may cancel the order and may take suitable action along-with forfeiture of PBG.

4.8.13 Repeat Order

DIT may place order for supply of additional similar kind of manpower in future in same rate if the agency agrees to same terms and conditions mentioned in this RFP.

4.8.14 Termination

DIT may terminate the Contract 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 Contract.
- 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 promptly any conflict-of-interest DIT.
- v. If the Agency fails to provide the quality services as envisaged under this Contract. 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 Contract.

4.8.15 **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 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 areas one 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.

4.8.16 **Jurisdiction**

The contract 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.

4. 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):

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

Madam / Sir,

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

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:

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.

Madam / Sir,

This has reference to the Directorate of Information Technology RFP No..... dated for selection of agency for supply 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 to be assigned by the authority of Directorate of Information Technology (DIT).

Thanking you,

Name of the Bidder:

Authorized Signatory:

Name:

Seal:

Date:

Place:

5.4 Appendix – 4

Checklist

Sr.	Parameters	Name of the Document	Page number
01	Existence of the bidder as per company incorporation certificate: -		
02	Annual average turnover for the last three financial year (2020-21, 2021-22, 2022-23):		
03	The bidder must have number of work orders with minimum value of Rs. 36 Lakh for similar kind of scope of work: -		
04	Satisfactory Services/completion Certificate (Supply of Technical manpower in State/Central Government /public sector).		
05	The Bidder having experience (Work Order) in providing Supply of Technical manpower in State /Central Govt. /public sector		
06	Profile of the proposed manpower		
	Project Manager= 1 Number		
	Database Administrator = 1 Number		
	UI Designer = 1 number		
	Full Stack Developer = 2 number		
	Content Developer = 2 number		
7	PAN and GST registration.		
8	Any other Documents submitted as per RFP		

5.5 Appendix – 5

Check List

Sl.	Documents to be uploaded	Page Number
1	Certificate of Incorporation / Registration certificate as per Companies Act 1956/2013 and Tax related document: copy of PAN and GST registration	
2	Financial details: "Audited Balance Sheets of last three financial years (2020-21, 2021-22, 2022-23) or consolidated auditor's certificate regarding annual turnover from the business indicating Net worth of each financial year.	
3	Experience: all relevant work orders as per minimum eligibility criteria and Technical score conditions	
4	Satisfactory Services/Completion Certificate for Supply of Technical Manpower in State/Central Government/Public sector	
5	Signed RFP Documents including Corrigendum, if published.	
6	Self-declaration of non-blacklisting	
7	Any other document relevant to minimum eligibility and Technical score sheet	
8	Appendixes	