

REQUEST FOR PROPOSAL

FOR

SELECTION OF E-GOVERNANCE CONSULTANT FOR BUSINESS
PROCESS REENGINEERING STUDY AND IMPLEMENTATION SUPPORT
OF DEPARTMENT OF PLANNING, GOVT. OF ARUNACHAL PRADESH

RFP NO. DIT/S&T/128/2010



AP STATE COUNCIL FOR SCIENCE & TECHNOLOGY
DEPARTMENT OF IT AND SCIENCE & TECHNOLOGY

GOVERNMENT OF ARUNACHAL PRADESH

ESS-SECTOR, MAUNG-PHI COMPLEX,

ITANAGAR, ARUNACHAL PRADESH

TEL: 0360-2290833, FAX: 0360-2212934

GOVERNMENT OF ARUNACHAL PRADESH
A.P. STATE COUNCIL FOR SCIENCE & TECHNOLOGY
ITANAGAR, ARUNACHAL PRADESH

CHAPTER I – REQUEST FOR PROPOSAL

1. Arunachal Pradesh State Council for Science and Technology (APSCST), Department of IT and Science & Technology, Government of Arunachal Pradesh (GoAP), invites technical and financial proposals from reputed management consultancy firms of national and international repute in e-governance consulting (in sealed cover), to undertake Business Process Re-engineering (BPR) Study and Implementation Support in the Planning Department of Government of Arunachal Pradesh, as detailed in the enclosed Terms of Reference
2. The Details of the RFP and key calendar events is as follows:

RFP NO.	DIT/S&T/128/2010
TENDER INVITING AUTHORITY – NAME OF CLIENT	Arunachal Pradesh State Council for Science & Technology, Department of IT and Science & Technology, Government of Arunachal Pradesh
NAME OF THE WORK	Selection of e-Governance Consultant for Business Process Reengineering Study and Implementation Support in the Planning Department of Government of Arunachal Pradesh
THE OBJECTIVES, AND DESCRIPTION OF THE ASSIGNMENT	As per ToR in Chapter III
THE METHOD OF SELECTION	Quality and Cost Based Selection(QCBS)
SALE OF RFP	The RFP document can be purchased on payment of Cost of Tender document as specified in this Chapter from following address or the RFP can also be downloaded from www.arunachalpradesh.gov.in in which case the bidder should submit the cost of the document as specified below along with the technical bid AP State Council for Science & Technology Department of IT and Science & Technology Government of Arunachal Pradesh ESS-Sector, Maung-Phi Complex Itanagar, Arunachal Pradesh, PIN-791111
START DATE FOR THE SALE OF TENDER DOCUMENTS	23rd July 2010, 10.00 am
LAST DATE & TIME FOR SALE OF TENDER DOCUMENTS	29th July 2010, 5.00 pm
COST OF TENDER DOCUMENT	Rs. 10,000 (Rupees Ten thousand only), Demand Draft in favour of Director cum Member Secretary, Arunachal Pradesh State Council for Science & Technology, Government of Arunachal Pradesh, payable at Itanagar
EARNEST MONEY DEPOSIT (EMD)	Rs. 5,00,000/- (Rupees Five Lakhs) only). Demand Draft in favour of Director cum Member Secretary, Arunachal Pradesh State Council for Science & Technology, Government of Arunachal Pradesh, payable at Itanagar
PERIOD FOR SEEKING CLARIFICATION	Till 4th August 2010, 5 PM

LAST DATE AND TIME FOR SUBMISSION OF BIDS	16th August 2010, 3.00 pm
ADDRESS TO WHICH PROPOSAL IS TO BE SUBMITTED	AP State Council for Science & Technology Department of IT and Science & Technology Government of Arunachal Pradesh ESS-Sector, Maung-Phi Complex Itanagar, Arunachal Pradesh, PIN-791111 The proposal is required to be submitted in person along with all specified documentation and EMD. Bidder is requested to obtain due acknowledgement of submission of proposal
OPENING OF TECHNICAL PROPOSAL	17th August 11.00 AM
PLACE OF OPENING OF TECHNICAL PROPOSAL	AP State Council for Science & Technology Government of Arunachal Pradesh ESS-Sector, Maung-Phi Complex Itanagar, Arunachal Pradesh, PIN-791111
OPENING OF FINANCIAL PROPOSAL	To be intimated later to Technically qualified bidders only
CONTACT PERSON AND DESIGNATION	The Director cum Member Secretary AP State Council for Science & Technology Department of IT and Science & Technology Government of Arunachal Pradesh ESS-Sector, Maung-Phi Complex Itanagar, Arunachal Pradesh, PIN-791111
ADDRESS FOR COMMUNICATION	AP State Council for Science & Technology Department of IT and Science & Technology Government of Arunachal Pradesh ESS-Sector, Maung-Phi Complex Itanagar, Arunachal Pradesh Tel: 0360-2290833 Fax: 0360-2212934 Email: cdmungyak@gmail.com
Other important criteria specified by the Tender Inviting Authority: <ul style="list-style-type: none"> • Detailed eligibility criteria is given in the RFP Document • Two - Bid System (i.e.) Technical Bid will be followed by Financial Bid. • Proposal received after due date and time will be summarily rejected. 	

3. The RFP includes the following documents:

- Chapter I – Request for Proposal
- Chapter II – Information to Consultants (including Data Sheet)
- Chapter III – Terms of Reference
- Chapter IV – Background Note on the Department.
- Chapter V – Technical Proposal - Standard Forms
- Chapter VI - Financial Proposal - Standard Forms

Sd/-

Director cum Member Secretary,
AP State Council for Science & Technology
Government of Arunachal Pradesh

CHAPTER II – INFORMATION TO BIDDERS

(This section provides all the necessary information required for responding to the RFP.)

No.	Section	Details
1.0	Introduction	<ul style="list-style-type: none"> i) The Bidders are invited to submit a Technical Proposal and a Financial proposal for e-Governance Consultancy for Business Process Reengineering Study and Implementation Support for the Planning Department, Government of Arunachal Pradesh. The proposal will be the basis for contract negotiations and ultimately for a signed contract with the selected firm. The Client, named in the Chapter I, will select a firm/ company in accordance to the selection method specified in the Chapter I. ii) The Request for Proposal (RFP) document can be collected from the office of AP State Council for Science & Technology, Government of Arunachal Pradesh located at ESS-Sector, Maung-Phi Complex, Itanagar, Arunachal Pradesh on payment of a non-refundable amount specified in the Chapter I. The amount has to be paid by an A/C Payee demand draft from a scheduled bank in favour of the “Director cum Member Secretary, Arunachal Pradesh State Council for Science & Technology, Government of Arunachal Pradesh” iii) The Technical Proposal and Financial Proposal should be submitted in the manner specified in this Chapter. iv) The assignment shall be implemented in accordance with the phasing indicated in the Terms of Reference (TOR). When the assignment includes several phases, the performance of the Vendor under each phase must be to the Client's satisfaction before work begins on the next phase. v) Please note that (i) the costs of preparing the proposal and of negotiating the contract, including a visit or visits to the Client, are not reimbursable as a direct cost of the assignment; and (ii) the Client reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders. vi) The Client requires that Bidders provide professional, objective, and impartial advice and at all times hold the Client’s interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. Bidders shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interest of the Client. vii) No Consortium of Firms will be allowed
2.0	Eligibility criteria	<ul style="list-style-type: none"> i) The Bidder should be a Company registered under the Indian Companies Act, 1956 and should have its registered offices in India.

		<p>It should also be registered with the Service Tax Authorities, and should be registered with the appropriate authorities for all applicable statutory taxes/duties. The Bidder should produce copies of (i) PAN card (ii) VAT registration and valid clearance certificate (iii) current payment schedule of service tax (iv) Professional tax clearance certificate and (v) audited balance sheet and audit income statement for the last financial year.</p> <p>ii) The Bidder should be an organization of repute, in operation for the last 5 years as on 31-12-2009 in India with its core business operations in the consulting services.</p> <p>iii) The Bidder should have been profitable in the last three(3) financial Years (FY 08-09, FY 07-08, FY 06-07) as revealed by Audited Accounts / Audited Balance Sheet</p> <p>iv) The Bidder should have an annual turnover of at least Rs 50 crores in Management Consulting in the last three financial years as revealed from the Audited Annual Financial Statements.</p> <p>v) The Bidder should have had experience in handling at least three e-Governance consultancy projects in Business Process Reengineering, with an order value of a minimum of Rs. 30 lakhs in the last 3 years as on 31st March 2010.</p> <p>vi) The Bidder should have been associated with the Indian central/state government/public sector undertaking/autonomous bodies in implementation of at least 3 IT/development projects involving ICT of the value of at least Rs.10 crores each from conceptualization to implementation as consultant during the last three years</p> <p>vii) The Bidder should have undertaken at least one web-based project development for Indian central/state government/public sector undertaking/autonomous bodies of value at least one crore INR in IT Services</p>
3.0	Earnest Money Deposit	<p>i) The Bidder shall furnish, as part of the Technical Proposal, an earnest money deposit amounting to Rs. 5.00 lakh (Rupees Five lakh only).</p> <p>ii) The EMD shall be in Indian Rupees and in the form of a demand draft drawn in the name of 'Director cum Member Secretary, Arunachal Pradesh State Council for Science & Technology, Govt. of Arunachal Pradesh' payable at Itanagar. The instrument should be issued by a scheduled bank having at least one branch in Itanagar.</p> <p>iii) EMD should be valid for a period of 180 days from the last date for Proposal submission.</p> <p>iv) Unsuccessful Bidders' EMD will be refunded without any interest after finalization of the RFP process.</p> <p>v) EMD of the successful Bidders will be released once the bidder signs the agreement and furnishes the performance guarantee.</p> <p>vi) EMD will be forfeited on account of one or more of the following reasons:</p> <p>a. Bidder does not respond to request for clarification of their proposal.</p>

		<p>b. Bidder fails to cooperate during the Proposal evaluation process.</p> <p>c. In case of a successful Bidder, the Bidder fails to either sign the agreement in time or to furnish the performance guarantee in time.</p>
4.0	Clarification to RFP Document	<p>Clarification may be requested in writing, by email, up to the date as specified in Chapter I. Client will respond through standard electronic means. Mails for clarification may be addressed to:</p> <p>The Director cum Member Secretary AP State Council for Science & Technology Government of Arunachal Pradesh ESS-Sector, Maung-Phi Complex Itanagar, Arunachal Pradesh Email: cdmungyak@gmail.com</p>
5.0	Amendment/ Cancellation of RFP.	<p>i) The Tendering Authority reserves the right to cancel this RFP at any time without any obligation to the Bidders and without assigning any reason thereof.</p> <p>ii) The Tendering Authority at any time, prior to the deadline for submission of Proposals, may amend the RFP by issuing an addendum in writing or by standard electronic means. The addendum will be binding on all the Bidders. Bidders shall acknowledge receipt of all amendments. To give Bidders reasonable time in which to take an amendment into account in their Proposals, the Tendering Authority may, if the amendment is substantial, extend the deadline for the submission of Proposals.</p> <p>iii) The Tendering Authority reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of contract, without incurring any liability to the bidders or without any obligation to assign reasons thereof.</p>
6.0	Validity of the Proposal	The Proposal shall be valid for 180 days from the last date for submission of the Proposal. A Proposal that is valid for a shorter period shall be rejected as non-responsive.
7.0	Language of the Proposal	Proposals shall be submitted in English only
8.0	Proposal Preparation and submission	<p>i) Bidders are requested to submit proposal written in English only</p> <p>ii) The Proposal shall be submitted signed by the authorized signatories. The representative's authorization is to be confirmed by a written power of attorney accompanying the proposal.</p> <p>iii) The Proposal must be signed and duly sealed in all the pages and any erasures/amendments in the Proposals, duly attested.</p> <p>iv) Bidders may submit only one Proposal. If a Bidder submits or participates in more than one Proposal, such Proposals shall be disqualified.</p> <p>v) Bidders should familiarize themselves with local conditions and take them into account in preparing their Proposals.</p> <p>vi) Bidders shall bear all costs associated with the preparation and submission of their Proposals, site visits and contract negotiation.</p>

		<p>vii) Proposals will be accepted from those Bidders who have purchased the Tender document as specified in Chapter I</p> <p>viii) The Bidder should submit all the requisite documents, and EMD in person latest by Date as mentioned in Chapter I. Proposals, without EMD of Rs. 500,000.00 will be rejected.</p> <p>ix) Any proposal received after the closing time for submission of proposals shall be rejected and returned unopened</p>
8.1	Technical Proposal	<p>i) In preparing the Technical Proposal, Bidders are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.</p> <p>ii) The Technical Proposal shall provide the following information using the attached Standard Forms (Chapter V) :</p> <p>a) Organisational details including (i) Turn over in crores – current and average for the last three years (ii) No. of qualified full time technical staff relevant to the current requirements (iii) Domain Presence and a focus to serve financial services with esteemed clients</p> <p>b) A detailed description of the methodology and work plan for performing the assignment including (i) industry standard methodology for projects of similar nature (ii) Alignment of the proposed methodology in compliance with the current requirements</p> <p>c) Project Plan including (i) Detailed Project plan with a clear break down of efforts in terms of calendar months & man months (ii) Well defined Communication Strategy comprising project reviews, steering committee presentations, escalation management, Project Management etc (iii) The extent to which the project plan exhaustively covers the functional requirements as stated in the RFP</p> <p>d) Milestone based deliverables including (i) Phase wise breakdown of deliverables with quality checks & stage gate review mechanisms for the given milestones (ii) Knowledge transfer methodology between the Bidders and the government during the pre-defined milestones in the proposal</p> <p>e) Technology base for solution : Technology and environment of the proposed solution</p> <p>f) Team composition and task assignment including (i) Well defined roles and responsibilities of the project members with relevant experience (Expertise in Government Process Re-engineering and application development), (ii) Curriculum Vitae of Domain Experts, Business Process Reengineering Consultants, Solution Architects, Software Professionals who will be actually deployed. The CVs should be aligned to the current scope of work (iii) Well defined Project Governance structure to manage & execute the project (Project Sponsor, Steering Committee, Client Co-ordination, Project Management, Project Execution team etc)</p>

		<p>g) Details of (i) Government Process Re-engineering projects relevant to the current scope as per Chapter-V (ii) Relevant experience in creating RFP document and assist the clients in finalizing and installing the Hardware required for such implementations</p> <p>h) Overall time schedule of the project: (i) Timelines provided by the Bidders are reasonable and achievable in completing the project (end-to-end) within the time frame laid down in the Data Sheet</p> <p>i) A detailed description of the proposed methodology, staffing, and management of training</p> <p>j) The Technical Proposal shall not include any financial information.</p>
8.2	Financial Proposal	<p>i) In preparing the Financial Proposal, Bidders are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Chapter VI). It should list all costs associated with the assignment including (a) reimbursable expenses such as subsistence (per diem, housing), transportation (for mobilization and demobilization), services and equipment (vehicles, office equipment, consumables, furniture, and supplies), office rent, insurance, printing of documents etc.</p> <p>ii) The Financial Proposal should clearly estimate, as a separate amount, all taxes, duties, fees, levies, and any other charges imposed under the applicable law. The Taxes will be reimbursed to the Bidders as per the Tax Laws of the country.</p> <p>iii) The Proposal must remain valid after the submission date as per the validity mentioned in this Chapter. During this period, the Bidder is expected to keep available the professional staff proposed for the assignment. The Client will make its best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the Bidders who do not agree have the right not to extend the validity of their proposals.</p>
8.3	Submission, receipt and opening of proposals	<p>i) The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initiated by the persons or person who sign(s) the proposals.</p> <p>ii) For each proposal, the Bidders shall prepare the 2 copies. Each Technical Proposal and Financial Proposal shall be marked "ORIGINAL" or "COPY" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original governs.</p> <p>iii) The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL" and the original and all copies of the Financial Proposal in a sealed envelope clearly marked "FINANCIAL PROPOSAL" and warning: "DO NOT OPEN WITH THE TECHNICAL PROPOSAL." Both envelopes shall</p>

		<p>be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, "DO NOT OPEN, EXCEPT IN PRESENCE OF THE EVALUATION COMMITTEE."</p> <p>iv) The completed Technical and Financial Proposals must be delivered at the submission address on or before the time and date stated in the Chapter I.</p>
9.0	Modification and withdrawal of proposal	<p>i) The Bidder may modify or withdraw their submitted Proposal prior to the prescribed last date and time for submission of Proposal. Such withdrawal/modification should be in writing and in conformance with the terms and conditions specified for submission of the original Proposal.</p> <p>ii) No Proposal can be modified or withdrawn subsequent to the deadline for submission of Proposals.</p>
10.0	Opening of Technical and Financial Proposals	<p>i) After the deadline for submission of proposals, the Technical Proposal shall be opened as per schedule mentioned in Chapter I by the evaluation committee.</p> <p>ii) The representatives of Bidders, who are present, shall sign a register evidencing their attendance.</p> <p>iii) The Financial Proposal shall remain sealed and deposited with an authorized officer until all submitted technical proposals are opened publicly and evaluated. The time, date and location of opening of Financial Proposal will be intimated in writing, by email or fax by the Client to the technically qualified Bidders.</p>
11.0	Evaluation of Proposal	<p>i) From the time the bids are opened to the time the contract is awarded, if any Bidder wishes to contact the Client on any matter related to its Proposal, it should do so in writing at the address indicated in the Chapter I. Any effort by the firm to influence the Client in the Client's proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the Bidder's proposal.</p> <p>ii) Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation, including the Client's review and decision, is concluded.</p> <p>iii) A two-stage procedure will be adopted in evaluating the Proposals viz. a technical evaluation and a financial evaluation.</p> <p>iv) Firms will be ranked using a combined technical cum financial score. The minimum qualification score for the technical evaluation is 70 out of 100.</p> <p>v) After the evaluation of quality is completed, the Client shall notify those Bidders whose proposals did not meet the minimum qualifying mark or were considered non responsive to the RFP and Terms of Reference, indicating that their Financial Proposals will be returned unopened after completing the selection process. The Client shall simultaneously notify the Bidders that have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals. The notification may be sent by registered letter, cable, telex, facsimile, or electronic mail.</p>

		<ul style="list-style-type: none"> vi) Financial Proposals of only those bidders will be opened who satisfy all the eligibility criteria mentioned and who score 70% or above in the technical evaluation. vii) Technical Proposal will be given 55% weightage and the Financial Proposal will be given 45% weightage. viii) The Client will select the firm among those that passed the minimum technical score. The proposed weighting for quality (technical) and cost (financial) will be as specified in the Data Sheet. The firm obtaining the highest total score shall be invited for negotiations. ix) The Scoring methodology is as below: <ul style="list-style-type: none"> a. Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in this RFP. b. The lowest financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The financial scores of all the Proposals will be computed as follows: $Sf = 100 \times Fm/F$ (F - amount of financial Proposal). c. Proposals will finally be ranked according to their combined technical (St) and financial (Sf) scores using a weight of 55% for technical Proposal and 45% for financial Proposal : $S = St \times 0.55 + Sf \times 0.45$ x) The Tendering Authority reserves the right to accept or reject in part or full any or all of the offers without assigning any reason.
11.1	Evaluation of Technical Proposal	<ul style="list-style-type: none"> i) The Tendering Authority will first undertake a preliminary evaluation of the technical Proposals to check compliance with the eligibility criteria and with reference to completeness of the Proposals including if properly signed and whether the Proposals are generally in order. ii) Proposals found to be non-responsive for any reason or not meeting the minimum eligibility criteria, as specified in this RFP will be rejected and not included for further detailed technical evaluation. iii) The Tendering Authority will thereafter undertake a detailed evaluation of the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub criteria, and point system specified in this paragraph. iv) Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, particularly the Terms of Reference or if it fails to achieve the minimum technical score. v) Criteria, sub-criteria, and point system for the evaluation of Technical Proposals are:

		Criteria for Evaluation of Technical Bid	
		Evaluation Criteria	% of Marks
		Specific experience of the Consultants relevant to the assignment on the basis of the complexity and comprehensiveness of the assignment: <ul style="list-style-type: none"> • Business Process Reengineering Projects • Solution architecture design • RFP Preparation • Design and Development of Web based applications • Program/ Project Management 	30
		Specific Experience of the Bidder in local conditions in North Eastern States and especially in Arunachal Pradesh	30
		Adequacy of the proposed methodology and work plan in responding to the Terms of Reference: <ul style="list-style-type: none"> • Technical approach and methodology including detailed work plan • Change Management /CB Plan and implementation support methodology 	20
		Key professional staff qualifications and competence for the assignment <ul style="list-style-type: none"> • Team composition and structure • Qualification, competence and experience of key staff 	20
		Total	100
		NB: The Technical aspects are details of bidder's plans to provide technical support and they do not reveal the financial details for such support directly or indirectly. The minimum technical score required to pass is: 70 points out of a maximum of 100 points also the bidder should have 70% in each of the above criteria specified in the table above.	
11.2	Opening and Evaluation of Financial Proposal	i) After the technical evaluation is completed the Tendering Authority will invite those Consultants, who have qualified in the technical evaluation to attend the opening of Financial Proposals. ii) The date, time and location of opening of Financial Proposal will be intimated at the appropriate time. iii) The Bidder's name, the total amount of Financial Proposal and such other details as considered appropriate by the Tendering Authority shall be read out at the opening of Financial Proposal. The Consultants' representatives shall sign a register in evidence of their attendance. iv) During evaluation, the Tendering Authority will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures, the former will prevail. In	

		<p>addition to the above corrections, the Tendering Authority will also check whether the Bidders have costed all items of the corresponding Technical Proposals; if not, the Client will cost them and add their cost to the initial price.</p>
12.0	Disqualification of Proposals	<p>The Tendering Authority, may at its sole discretion, and at any time during the processing of the Proposal, disqualify any Bidder from the Bidding process if the Bidder has:</p> <ul style="list-style-type: none"> • Submitted the Proposal after the date and time of submission of Proposals. • Made misleading or false representations. • Violated any of the terms laid down in Section 18 of Chapter II. • If found to have a record of poor performance. • Submitted Proposal documents not accompanied by EMD. • Submitted Proposal document which is nonresponsive or not accompanied by required documentation as specified in this RFP. • Failed to provide clarification, when sought. • Submitted more than one Proposal • Failed to submit Proposal in accordance with the terms and conditions of this RFP. • Failed to submit a Proposal not valid for at least 180 days. • Any other reasons, as deemed appropriate by the Tendering Authority.
13.0	Negotiations	<p>i) Prior to the expiration period of Proposal validity, the Tendering Authority will notify the successful Bidder who submitted the highest scoring Proposal in writing by email or facsimile or in person and invite the Bidder to negotiate the Contract.</p> <p>ii) Negotiations will commence with a discussion of the Technical Proposal, the proposed methodology (work plan), staffing and any suggestions the Bidder may have made to improve the TORs. Agreement will then be reached on the final TORs, the staffing and staff months, logistics and reporting. Special attention will be paid to optimize the required outputs from the Consultants within the available budget and to define clearly the inputs required from the Client to ensure satisfactory implementation of the Assignment.</p> <p>iii) Changes agreed upon may then be reflected in the financial Proposal using proposed unit rates.</p> <p>iv) Having selected the successful Bidder, among other things, on the basis of an evaluation of the proposed key professional staff, the Client expects to negotiate a contract on the basis of these staff named in the Proposal. Therefore, prior to contract the Client will require written assurance of the staff who will be actually available. The Client will not consider substitutions during contract negotiations except in cases of unexpected delays in the starting date or incapacity of key professional staff for reasons of health or any other unavoidable reason.</p> <p>v) The negotiations will be concluded with a review of the draft form of Contract to be made available to the Bidder at the appropriate</p>

		<p>time. The Client and the Bidder will finalize the contract to conclude negotiations. The Contract will be awarded after successful negotiations, to the successful Consultant.</p> <p>vi) If negotiations fail, the Client will invite the Bidder having obtained the second highest score to Contract negotiations.</p>
14.0	Award of Contract	<p>i) After completing negotiations Tendering Authority shall award the Contract to the selected Bidder who is expected to commence the assignment within a fortnight of signing of the Contract.</p> <p>ii) After Contract signature, Tendering Authority shall return the unopened Financial Proposals to the unsuccessful Bidders.</p> <p>iii) Decision of the Tendering Authority shall be final and binding.</p>
15.0	Performance Security	<p>i) The successful Bidder to whom the contract is awarded will have to execute an agreement on a Non-Judicial Stamp Paper of appropriate value within a period of 15 days of receipt of order and deposit Performance Security equal to 10% of the total order value prior to signing of agreement.</p> <p>ii) Performance Security shall be furnished in the form of Bank Draft / Bank Guarantee duly discharged in favour of Director cum Member Secretary, Arunachal Pradesh State Council for Science & Technology, Govt. of Arunachal Pradesh payable at Itanagar. The Bank Guarantee should remain valid till the next three months from the date of closure of the contract.</p> <p>iii) No interest will be paid by the client on the performance security.</p> <p>iv) Performance Security may be forfeited in full or part in the following cases:</p> <ol style="list-style-type: none"> a. When the terms and conditions of contract are breached. b. When the Bidder fails to supply services satisfactorily. c. When contract is being terminated due to nonperformance of the Bidder. <p>v) Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of the Tendering Authority in this regard shall be final.</p> <p>vi) Failure of the successful Bidder to comply with the requirement of furnishing the required Performance Security in time shall constitute sufficient grounds for the annulment of the award, in which event the Tendering Authority may make the award to the next best ranked Bidder or call for new Proposals.</p> <p>vii) The Performance Security will be released 3 months after Tendering Authority certifies successful closure of the contract</p>
16.0	Payment Terms	<p>The indicative mode of payments to be made in consideration of the work to be performed by the Bidder shall be as follows:</p> <ul style="list-style-type: none"> • 10% of contract value – Mobilization Advance on signing of the Contract and Submission of Performance Bank Guarantee for an equivalent amount. • 10% of contract value - On submission of the “As-Is Study Report”, conduct of validation workshop and approval by Client. • 20% of contract value - On submission of “BPR recommendation Document on the re-engineering of key process” including focus

		<p>reports on e-governance, citizen centric administration, comparative report, distinguishing between current processes and the proposed redefined processes and due acceptance by the Client.</p> <ul style="list-style-type: none">• 10% of contract value- On submission of Functional Requirement Specification Document.• 10% of contract value – Successful Implementation of Pilot Project.• 10% of contract value – On selection of the vendor for supply of Hardware/ System Software.• 10% of contract value - On successful completion of training.• 10% of contract value – On completion of rollout.• 10% of contract value – On successful closure of the project and issue of a closure certificate by the Client. <p>Note: All payments shall be made on submission of pre-receipted bills by the Bidder in duplicate for respective stages. It may also be noted that all key stages will require report of orientation/validation meetings and workshops with key stakeholders for due approval by the client.</p>
17.0	Confidentiality	Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Proposals or to other persons not officially concerned with the process, until the winning firm has been notified.

CHAPTER III – TERMS OF REFERENCE

(Business Process Reengineering and Implementation Support for the Department of Planning,
Government of Arunachal Pradesh.)

BACKGROUND

Government of Arunachal Pradesh is pursuing wide ranging governance reforms to bring about effective and sustained governance. As a part of its multi-pronged reform approach, Government of Arunachal Pradesh is addressing challenges with regard to monitoring of financial parameters and implementation of Schemes by many departments.

It is in this context that the Planning Department desires to undertake a comprehensive Business Process Reengineering (BPR) exercise, to enable the department to improve its operational performance, monitoring and evaluation capability, and to achieve responsive, effective, and accountable governance. A brief overview of the role, functions of the department is given in Chapter IV.

SCOPE OF WORK – KEY TASKS

The scope of work for the assignment is as given below:

Phase I: Assessment

1. Study of the present structure, functions and services of the department.
2. Study of the existing back-end processes in the Department
3. Identify the key Processes of the department for Government Process Reengineering (GPR) and E-Enablement.

Phase II: Design

1. Design of the re-engineered processes (for the prioritized services/ functions) to make effective use of IT for improving the efficiency of the department.
2. Identify the needs and requirement of the interfacing with other in the state.
3. Identify the MIS requirements of the Department/Directorate and design a system for the identified projects
4. Identify workflows and prepare Functional Requirement for e-Enablement of Reengineered Government Processes of the Planning Department
5. Assist the Department/Directorate in identification of regulatory/statutory changes and help the Directorate in drafting the changes

Phase III: Construct

1. Prepare the Solution Architecture Report
2. Prepare the Functional Specification Requirements (FRS) document for the Re-engineered Government Processes of the Planning Department
3. Conduct Training Need Assessment (TNA) for the Change in Business Processes
4. Prepare a Change Management and Communication Strategies
5. Suggest hardware requirements which will be procured directly by the tendering authority through appropriate means and assist the tenderer in finalizing the following:
 - a. Hardware/software (system/ license Software)/networking requirements (including Bill of Material (BoM) and specification of Hardware etc)
 - b. Information security requirements
 - c. Data digitization requirements

Phase IV: Implement

1. Solution Design, Development, Testing, Implementation and Maintenance of the Web based application for the Department as per the Functional Requirement Specification of the Re-engineered processes as per the following:

Design and Development

1. To prepare a System Requirement Specification (SRS) report – based on existing requirements of the Department/Directorate, the functional requirements, the “To-Be” Process flows for e-enabling the services identified in the first phase.
2. To develop the web based solution based on the specifications finalized through the System Requirement Specifications (SRS) and solution design.
3. To develop the application in Open Standards.
4. Application should be designed in such a way that it can allow necessary interface like CSC, SWAN, SDC and other existing/in future applications when ever required.
5. Application should be Public Key Infrastructure (PKI) enabled for provision of Digital Signature
6. Application developer should develop solution in accordance with e-Gov standards given by Department of Information Technology, Government of India.

Application Software Testing

1. To design Test Cases for the solution testing using the data, to be digitized separately
2. To prepare the testing approach and plan
3. To perform the testing of the solution based on the approved test plan, document the results and fixing of the bugs found during testing

Installation

1. Installation and Configuration of the application
2. Installation/integration of Operating System, Database, Application Server etc.
3. Configuration of Users, providing access as per roles defined
4. Updation of Installation Manuals with lessons learnt/identified Gaps

Implementation

1. To implement the solution at locations – as required by the Department/Directorate and identified in the first phase.
2. The application should be based on centralized architecture and the Servers will be placed in the State Data Center. In case the SDC is not operational before the application goes live the Servers will be hosted on a location as decided by the Department of Planning, Government of Arunachal Pradesh. After the completion of the SDC the Servers will have to be migrated to the SDC. Cost of migration is to be borne by the Bidder.
3. To ensure that the software design and implementation takes care of necessary security aspects such as data safety, access controls, integrity, back up measures and disaster recovery
4. The Bidder is expected to incorporate all changes in business requirement in the application during the term of the project if any such changes arise. The bidders are expected to capture all the business requirements at the time of SRS study. However during the term of the contract, only in case of a change in business requirement due to change in Act/ Rule/ Circulars/ GOs ect for the respective services, Govt. of Arunachal Pradesh will pay the bidder the additional change request amount. The bidder is required to indicate the man-month rate for Change Management separately
5. Implementation and roll out of the solution at all the implementation locations

Handholding

1. The bidder is required to depute adequate number of personnel at the user sites as application support engineers for a period of 6 months (could be extended by GoAP at mutually agreed terms)

Training

1. To impart training to the stakeholders as per the Training plan prepared by the Consultant in the Phase I and duly approved by the Planning Department.
 2. To train the designated technical and end user staff to enable them to effectively operate the system
 3. To prepare training manuals
2. Development of dynamic Portal for Web based monitoring of performances of the Departments
 3. Assist the Planning Department in achieving ISO certification

Technical Requirements of the Application

System Architecture:

The Architecture of the system should be component based where the components can be separated or integrated easily. The components must be well defined so that modules can be reused where and when required, with adoption of the Modular approach of design. The Bidder must identify some of these modules and describe in his technical proposal document how this would be achieved. It is expected that Bidders would add more value to our solution by incorporating suggestions and recommendations, which will address Performance, High Availability, Security, Scalability, and Manageability and Data Integrity.

Audit Trails and Time Series data

The audit trail feature would be available in the proposed system, which will inform when and who has created or modified the data. The system should also be able to capture and preserve time series data so that certain information is not lost with passage of time and repeated updating.

Platform and Technology

- ✓ The proposed system should be developed in an n-tier architecture, Service Oriented Architecture (SOA) enabled, developed in Open Standard.
- ✓ The application should be web-enabled developed in a centralized architecture. The application should have features to work in LAN environment with appropriate built-in facility to replicate and store data at centralized database.
- ✓ The necessary inputs and the possible outputs that could be generated from the system should strictly conform to the Standards prescribed at www.egovstandards.gov.in.
- ✓ The reporting will have to be done graphically as well as in text/tabular form. The report generation in the proposed system would have two categories, the standard reports and ad hoc reports. The standard reports will be designed and uploaded during the implementation and for ad hoc reports; the system will have a customized Query Builder feature.

In case the Bidder chooses to propose any third-party tool(s) for the solution for tuning performance, adding security features, or rapid application development, or any specific add-in software package required for analysis and processing data, full justifications and cost must be provided in the proposal.

Security Feature

The software must have standard security features inbuilt so that the software has all the checks and balances to ensure integrity of data and the software does not have any flaws or bugs which inadvertently or by design, permit the users to tamper, alter or modify any data without the appropriate permissions. The Bidder should ensure the confidentiality, integrity and availability of data. At the same time, the Bidder should ensure that the system is not vulnerable to threats such as unauthorized modification/ alteration, repudiation of origin, denial of receipt, delay and denial of service.

The software should provide highest degree of security in the architecture. The Bidder must suggest a suitable security components required in software. In case of any failure, Bidder shall be liable for penalty. The following are some of the security issues, but not limited to, which must be addressed in the proposal.

- The system would ensure that the users follow login procedures.
- All the servers should be physically located at some place where the access will be limited only to few concerned people/system administrators.
- The access to the database should be based on the role of the user in the organization.
- A proper audit trail must be built within the proposed system.

Overall the Application must conform the security features as prescribed in the IT Act and Rules thereunder.

Scope exclusion:

The scope of work is as given above and the following exclusions apply:

1. The consultant's scope is limited to providing assistance to the department in identification and drafting the procedural and statutory changes. The actual process of changes to procedural/ statutory provision is outside the scope of work for this assignment.

Project Location:

Since the project requires regular interaction with the officers of concerned department, it is essential that the selected consultant set up a project office at Itanagar with the required number of resources. It is also required that the consultant appoint a Project Leader, with sufficient experience in e-Governance project to lead the team on-site and provide overall guidance to the team and consultancy to the department.

KEY TASKS, DELIVERABLES AND TIMELINES

The following table provides a detailed Key Tasks to be performed by the Consultant at each phase of the assignment, Timelines and the deliverables thereof.

Phase	Activities	Deliverables	Timelines
Phase I - Assess	<ul style="list-style-type: none"> Study of the present structure, functions and services of the department. Study of the existing back-end processes in the Departments Identify the key Processes of the departments for Government Process Reengineering (GPR) and E-Enablement. 	<ul style="list-style-type: none"> As-Is Assessment Report 	3 Weeks
Phase II - Design	<ul style="list-style-type: none"> Study the existing processes for the identified services for e-Governance enablement Design of the re-engineered processes (for the prioritized services) to make effective use of IT for improving the efficiency of the department. Identify the MIS requirements of the department and design a system for the identified projects Assist the department in identification of regulatory/statutory changes and help the department in drafting the changes. Prepare the Training and re-orientation plan for the department. 	<ul style="list-style-type: none"> Project Envision Report including To-Be process Maps Draft of regulatory/statutory changes 	5 Weeks
Phase III - Construct	<ul style="list-style-type: none"> Prepare the Solution Architecture Report Prepare the Functional Specification Requirements (FRS) document for the Re-engineered Government Processes of the Finance and Planning Departments Conduct Training Need Assessment (TNA) for the Change in Business Processes Prepare a Change Management and Communication Strategies Prepare Request for Proposal (RFP)/Notice Inviting Tender (NIT) 	<ul style="list-style-type: none"> Solution Architecture Report Functional Specification Report Change Management and Training Plan Request for Proposals 	4 Weeks
Phase IV - Implement	<ul style="list-style-type: none"> Solution Design, Development, Testing, Implementation and Maintenance of the Web based application Development of dynamic Portal for Web based monitoring of performances of the Departments Assist the Planning Department in achieving ISO certification 	<ul style="list-style-type: none"> System Requirement Specification document System Design Document Testing Plan and Testing Strategy Report Complete Solution Documentation and user Manuals Application Training Report 	20 Weeks

GENERAL METHODOLOGY FOR CONSULTANCY

- Review of existing administrative processes, procedures, and systems (both horizontal and vertical administrative levels) for the Department.
- Consultative meetings with the stakeholders.
- Review of extant rules, procedures, legislative documents and program related documentation.
- Consultation and collaboration with other ongoing and relevant consultancies (if any).
- Focus group discussions including with officials at all levels of administration, citizens, program beneficiaries, civil society organizations, NGOs, and other sectoral representatives.
- Verification and validation workshops.
- Review of best practices.

The above methodology is a generic outline and the consultant is free to suggest approaches and methodologies based on their own experience and expertise.

ROLE AND RESPONSIBILITIES OF THE PLANNING DEPARTMENT

The Department will undertake the following responsibilities for the smooth execution of the assignment:-

- Provide all documents / data related to the project that are readily available.
- Ensure active participation of Administration at all levels in implementation of the project
- Facilitate consultation with Departmental officers and other stakeholders.
- Provide necessary infrastructure for conduct of workshops, training and other consultations.
- Identify and constitute Project Champions from within the Department at various levels to aid the consultants in execution of the assignment
- Constitute Project Steering Committee and undertake periodical reviews and extend all the support to the Consultants
- Facilitate prompt feedback on reports and approvals of documentation submitted by the consultant.
- Facilitate Change Management and training programs to be undertaken by the consultant.
- The consultant will be responsible for all travel, transport and accommodation costs in relation to the assignment.

GOVERNANCE STRUCTURE AND OWNERSHIP

The Planning Department will constitute a Steering Committee for periodical monitoring of the assignment and for providing necessary guidance and coordination from time to time.

CHAPTER IV – BACKGROUND NOTE ON THE DEPARTMENTS

(Role and Functions of the Department of Planning and Department of Finance, Government of Arunachal Pradesh.)

INTRODUCTION

Arunachal Pradesh is now emerging as a State of Information Technology and it has been exemplified by the increasing interest and investment in the domain of Information Technology in the State. The Government of Arunachal Pradesh proposes to use IT as an effective tool in providing the services to the citizens in an efficient and effective manner. The state feels that e-Governance shall help achieve the promise of good governance to the citizens.

Information Technology is vastly changing the way Information is captured, summarized and communicated. However, the introduction of an IT system should not just be seen as a technology fix. Simply automating inefficient processes will not necessarily make them any more efficient. Rather an IT implementation should be seen as a reform that affects how things are done across government. It requires changes in workflow, roles and responsibilities etc.

It will thus provide an opportunity to:

- Shift from a department/ government agency centric approach to a citizen centric approach
- Shift from a function oriented work performance to a service oriented performance
- Shift from output based assessment to well defined outcome based assessments
- Shift from an ad hoc piecemeal view of performance and information to an integrated data driven view

Government Process Reengineering is therefore a critical aspect of any IT solution. This will require review of all systems, functional processes, methods, rules and regulation, legislation and related processes. New processes and procedures have to be established and standardized throughout government.

It is in this context that the Planning Department is seeking the assistance of an organization with the requisite expertise and experience to assist the Department in the Reengineering its core processes, design, development and implementation of the e-Governance solutions.

DEPARTMENT OF PLANNING

The work of the Planning Department is staff oriented. As per the instructions and guidelines of the Planning Commission, a systematic effort has been made to strengthen the State Planning Machinery and District Planning Machinery. Support against those two schemes has been discontinued by the Planning Commission from the 1st Year of 9th Plan. Full requirement for the Planning Machinery is thus now provided under State Plan.

The key functions of the Planning Department are as follows:

- Formulation and preparation of Five Year Plans,
- Annual Plans and other specific developmental Plans like NEC,
- Non-Lapsable Central Pool of Resources,
- Border Area Development Programme,
- District Level Planning,
- Servicing of State Planning Board,

- Matters relating to MPLADS, MLALADS,
- Monitoring and review of implementation of State Planning Schemes

The State Government has taken the initiative of strengthening the Planning Department. As a first step, the department has been bifurcated into two technical wings during 2007-08 which are headed by (i) Director (Planning) and (ii) Director (State Plan). The Director (State Plan) is looking after all matters relating to State Plan and Director (Planning) is looking after the Micro – Planning Division (MLALADS/MPLADS/BADP/RIDF/Untied Fund//Twenty Point Programme) and the Project Division (NEC/NLCPR/Training) besides all administrative and establishment matters of the department. The District Planning Units, attached to the office of the Deputy Commissioners, are headed by the District Planning Officers (DPOs).

Process Reengineering and Implementation Support

The Government of Arunachal Pradesh implements over 200 schemes, targeted at different beneficiary groups. Currently these schemes are conceived of and implemented through different line departments be they state schemes or central schemes. Monitoring of these schemes is also done by individual departments and is often limited to monitoring financial and physical targets set out in the scheme. Thus it is felt that different government schemes are developed and implemented in silos, without taking into account the entire gamut of needs of the citizen.

Hence, it is proposed to develop an effective system for monitoring the implementation of Plan schemes and programmes, so that feedback from the same could be used for time to time correction of sectoral strategy and removal of bottleneck in implementation. It is also proposed to undertake large computerization of the functioning of the Planning Department to accomplish speed and accuracy in the matter of compilation of reports and returns, monitoring of implementation, regular processing of data of various departments and their analysis. The key objectives of the program are as follows:

- Single Window for all Schemes for citizen implemented by all Departments of GoAP
- Integrated view of all Government Schemes monitored by the Planning Department
- Breaking silo among schemes and implementing departments/ agencies
- Creation of a central repository of all schemes, objectives of schemes, expected benefits, outcomes etc

The envisaged computerized system would provide a consolidated view of all government schemes being implemented from the perspective of the entire set of needs of each target group and finally the citizen. It would provide an opportunity for ascertaining the impact of these schemes through an appropriate institutionalized mechanism and thus allow the government to move from an output based to an outcome based approach.

The computerized system will envision an integrated solution which will cater to the services of the Department in holistic manner. The following functionalities should be covered in the application.

1. Design, developments of a Monitoring / Management software for an Integrated view of the following schemes (but not limited to):
 - a) NLCPR schemes
 - b) NEC schemes
 - c) RIDF schemes
 - d) BADP schemes
 - e) 10% Non-lapsable pool of resources schemes
 - f) State Plan schemes

- g) State Plan expenditure monitoring
 - h) Preparation of Annual Plan / Budgetary Estimates and Revised Estimates
 - i) Linking of Annual Plan with Budget branch of Finance Dept.
 - j) SPA schemes
 - k) National Flagship (CSS) schemes
2. Dynamic (re-designed) public website of the department. Present - www.arunachalplan.gov.in
 3. Employee management software
 4. File management software
 5. Software for maintaining details of all employees of State Govt. under PLAN head and generating reports thereupon

The Consultant should also assist the Department in getting ISO 9000 certificate

Note: These functionalities have been listed at a broad level. Bidder must ensure that its proposed solution meets the requirements of the Department and can incorporate the detailed requirements of each of the above functions.

CHAPTER V – TECHNICAL PROPOSAL - STANDARD FORMS

(Comments in brackets [] provide guidance to the Bidders for the preparation of their Technical Proposals; they should be deleted from the Technical Proposals to be submitted)

The following standard forms are enclosed here.

- Form TECH 1: Cover letter for submission of Technical Proposal.
- Form TECH 2: Bidder's Organisation and Experience (Part A – Organization details of the Bidder)
- Form TECH 2: Bidder's Organisation and Experience (Part B– Compliance with Eligibility Criteria)
- Form TECH 2: Bidder's Organisation and Experience (Part C– Bidder's experience in similar projects, specifically for State/Central governments.)
- Form TECH 3: Description of Approach, Methodology and Work Plan for performing the Assignment.
- Form TECH 4: CV for proposed professional staff.
- Form TECH 5: Work Schedule.

Form TECH-1. Cover Letter for Submission of Technical Proposal

(On company Letterhead of the Bidder)

[Location, Date]

To:

The Director cum Member Secretary
AP State Council for Science & Technology
Department of IT and Science & Technology
Government of Arunachal Pradesh
ESS-Sector, Maung-Phi Complex
Itanagar, Arunachal Pradesh, PIN-791111

Subject: Technical Proposal in response to Request for Proposal for Business Process Reengineering Study & Implementation Support for Planning Department, Government of Arunachal Pradesh

Ref: < Bidder to input reference >

Dear Sir:

We, the undersigned, offer to provide the consulting services for Business Process Reengineering Study & Implementation Support for Planning Department, Government of Arunachal Pradesh in accordance with your Request for Proposal dated [Insert Ref No. Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope. The EMD is enclosed along with this Proposal. [Insert details of fees and EMD]

We hereby declare that all the information and statements made in this Proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in Clause 9 of Chapter 2, we undertake to negotiate on the basis of the proposed staff and costs. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive and reserves the right to reject any proposal without assigning any reason thereof.

It is hereby affirmed that I/We are duly authorized to act on behalf of our organization and empowered to sign this document as well as such other documents that bind our organization into legal agreements with the (insert name of the Tendering authority) as may be required with reference to the subject mentioned above. We hereby enclose a copy of our Board Resolution/ Power of attorney / Others¹, in support of the same.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal of the Firm : _____

NOTE 1: Please specify as relevant

Enclosed: [Please list all relevant enclosures with page references]

Form TECH-2. Bidder's Organization and Experience

Part A -Organization Details of the Consultant

(All Contact information should be complete and include telephone, fax and email details and duly signed and sealed.)

Name of the Organization	
Registered Office Address	
Year of Establishment in India	
Year of Establishment	
Core Business of the Organization	
Legal Basis if Organization in India (Public Limited Company, Private Limited Company, Partnership Firm, Others-Pl. Specify)	
Registration Number and Certificate under applicable law. (Refer page number of Proposal where proof is attached)	
Name, Title & Contacts of the Head of the Organization in India.	
Name, Title and Contacts of the Authorized Signatory	
Name, Title and Contacts of the Person to whom all communication is to be addressed.	
Total Annual Turnover (Enclose audited annual financial statements)	Year Audited(Y/N) 2008-09 2007-08 2006-07
Annual Turnover from Consulting Activities (Enclose certificate from Chartered Accountant)	Year Audited(Y/N) 2008-09 2007-08 2006-07
Total number of permanent employees in the organization in India.	

PART B – Compliance with Eligibility Criteria

(This form is to be filled up for each of the Eligibility Criteria mentioned in Clause 2 of Chapter II. Fill in the conformance details in the respective columns of the table)

RFP Ref No.:

Name of the Organization:

Sl No	Criteria	Meets (Y/N)	Supporting Details with Reference to Annexure/ Page numbers in the Technical Proposal.
1	The Bidder should be a Company registered under the Indian Companies Act, 1956 and should have its registered offices in India. It should also be registered with the Service Tax Authorities, and should be registered with the appropriate authorities for all applicable statutory taxes/duties. The Bidder should produce copies of (i) PAN card (ii) VAT registration and valid clearance certificate (iii) current payment schedule of service tax (iv) Professional tax clearance certificate and (v) audited balance sheet and audit income statement for the last financial year.		
2	The Bidder should be an organization of repute, in operation for the last 5 years as on 31-12-2009 in India with its core business operations in the consulting services.		
3	The Bidder should have been profitable in the last three(3) financial Years (FY 08-09, FY 07-08, FY 06-07) as revealed by Audited Accounts / Audited Balance Sheet		
4	The Bidder should have an annual turnover of at least Rs 50 crores in Management Consulting in the last three financial years as revealed from the Audited Annual Financial Statements.		
5	The Bidder should have had experience in handling at least three e-Governance consultancy projects in Business Process Reengineering, with an order value of a minimum of Rs. 30 lakhs in the last 3 years as on 31st March 2010.		
6	The Bidder should have been associated with the Indian central/state government/public sector undertaking/ autonomous bodies in implementation of at least 3 IT/ development projects involving ICT of the value of at least Rs.10 crores each from coceptualization to implementation as consultant during the last three years		
7	The Bidder should have undertaken at least one web-based project development for Indian central/state government/ public sector undertaking/autonomous bodies of value at least one crore INR in IT Services		

PART C - Bidder's Experience, specifically for State/Central Governments.

(Using the format below, provide information on each assignment for which your organisation was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment. Please fill separate forms for each assignment. The Tendering Authority will be free to contact any or all of the references as a part of the evaluation diligence process.)

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		No. of Staff:
Address:		No. of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Rupees):
Profile of Senior Staff (Project Director cum Member Secretary/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Firm's Name:

Full Name and Signature of Authorized Representative: _____

Form TECH-3. Description of Approach, Methodology and Work Plan for Performing the Assignment

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (inclusive of charts and diagrams) divided into the following three chapters:

- (a) Technical Approach and Methodology,
 - (b) Work Plan, and
 - (c) Organization and Staffing,
- (a) **Technical Approach and Methodology.** In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.
- (b) **Work Plan.** In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be provided as per the Table below:

Name of Staff	Qualification and Area of Expertise	Position Assigned	Task Assigned

- (c) **Organization and Staffing.** In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff. The Staffing should be consistent with the Table above

Form TECH-4. Curriculum Vitae (CV) for Proposed Professional Staff

1. Proposed Position: _____
2. Name of Firm [Insert name of firm proposing the staff]: _____
3. Name of Staff [Insert full name]: _____
4. Date of Birth: Nationality: _____
5. Education (Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment): _____
6. Membership of Professional Associations (as relevant to the current assignment): _____
7. Other Training and Certification (Indicate significant training and certification as relevant to the current assignment): _____
8. Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]: _____
9. Employment Record [Starting with present position, list in reverse order every employment held by staff member for last 10 years in descending order giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]: _____
10. Detailed Tasks Assigned [List all tasks to be performed under this assignment]: _____
11. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned [Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 10.]: _____

Name of assignment or project:	
Year:	
Location:	
Client:	
Main project features:	
Positions held:	
Activities performed:	

12. Certification: I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

_____ Date _____
 [Signature of staff member or authorized representative of the staff] Day/Month/Year

Full name of authorized representative: _____

Form TECH-5. Work Schedule

(For each phase of work as mentioned in the ToR, please provide breakdown of work schedule. The Reports mentioned should be in conformance with the Deliverables mentioned in Chapter III – Terms of Reference)

SI No	Activity/ Submission of Reports ¹	Months ²									
		1	2	3	4	5	6	7	8	9	n

1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. Indicate activities, delivery of reports, and benchmarks separately for each phase.

2 Duration of activities shall be indicated in the form of a bar chart.

CHAPTER VI – FINANCIAL PROPOSAL - STANDARD FORMS

(Comments in brackets [] provide guidance to the Bidders for the preparation of their Financial Proposals; they should be deleted from the Financial Proposals to be submitted)

The standard forms include:

Form FIN-1: Cover Letter For Submission Of Financial Proposal.

Form FIN-2: Financial Proposal.

Form FIN-1. Cover Letter for Submission of Financial Proposal

(On company Letterhead of the Bidder)

[Location, Date]

To:

The Director cum Member Secretary
AP State Council for Science & Technology
Department of IT and Science & Technology
Government of Arunachal Pradesh
ESS-Sector, Maung-Phi Complex
Itanagar, Arunachal Pradesh, PIN-791111

Subject: Financial Proposal in response to Request for Proposal for Business Process Reengineering Study & Implementation Support for Planning Department, Government of Arunachal Pradesh

RFP Ref No.: < Bidder to input reference >

Dear Sir:

We, the undersigned, offer to provide the consulting services for Business Process Reengineering Study & Implementation Support for Planning Department, Government of Arunachal Pradesh in accordance with your Request for Proposal dated [Insert Ref No. Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures¹].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period as specified in Clause 13 of Chapter II.

We understand you are not bound to accept any Proposal you receive and reserves the right to reject any proposal without assigning any reason thereof.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal of the Firm : _____

1. Amounts must coincide with the ones indicated under Total Cost of Financial Proposal in Form FIN-2.

Form FIN-2. Financial Proposal

Item	Cost in INR
Total Costs of Financial Proposal for Consultancy Service for BPR Study & Implementation Support to Planning Department, GoAP ¹ .	
Taxes	
Total	

1. Indicate the total costs excluding taxes to be paid by Tendering Authority. Such total costs must be comprehensive and inclusive of all services to be provided as per the scope of work mentioned in the TOR. The Costs quoted above shall be inclusive of costs pertaining to travel/stay, per diem and any other allowances payable to the staff deployed for the assignment.