

Request for Proposal (RFP) for
***“Selection of a System Integrator (‘SI’) for
providing Software for Transformation Plan of
WDRA”***

**VOLUME 1- Structure of Proposal & Bid
Process Specifications**

Date: 31 January, 2017

Bid Reference # WDRA/2016/5-20/A&F



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Disclaimer

1. This Request for Proposal ("RFP") is issued by Warehousing Development and Regulatory Authority (WDRA).
2. The information contained in this Request for Proposal document ("RFP") or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the Warehousing Development and Regulatory Authority (the Purchaser) or any of its employees or advisors, is provided to Bidders, on the terms and conditions set out in this RFP.
3. This RFP is not a Contract and is not an offer by the Purchaser to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals in pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Purchaser, in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Purchaser, its employees or advisors to consider the objectives, technical expertise and particular needs of each party, who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct his own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.
4. Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The Purchaser, its employees and advisors make no representation or warranties and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.
5. The Purchaser also accepts no liability of any nature, whether resulting from negligence or otherwise, however caused, arising from reliance of any applicant upon the statements contained in this RFP.
6. The Purchaser may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP. The issue of this RFP does not imply that the Purchaser is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for this project and the Purchaser reserves the right to reject all or any of the proposals, without assigning any reason whatsoever.
7. WDRA reserves the right, without prior notice, to change the procedure for the selection of the Successful Bidder or terminate discussions and the delivery of information at any time before the signing of any agreement for the Project, without assigning reasons thereof.
8. The RFP Document does not address concerns relating to diverse investment objectives, financial situation and particular needs of each party. The RFP Document is not intended to provide the basis for any investment decision and each Bidder must make its / their own independent assessment in respect of various aspects of the techno-economic feasibilities of the Project. No person has been authorized by WDRA to give any information or to make any representation not contained in the RFP Document.
9. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation and expenses associated with any demonstrations or presentations

which may be required by the Purchaser or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses shall remain with the Bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder, in preparation for submission of the Proposal, regardless of the conduct or outcome of the selection process.

Invitation to Proposal

1. The Warehousing Development and Regulation Act, 2007 was enacted in Parliament in September 2007 and came into force with effect from October 2010. The Act provides for negotiability of warehouse receipts, development and regulation of warehouses and establishment of WDRA. The main objectives of the Warehousing (Development and Regulation) Act, 2007 was to make provision for the development and regulation of warehouses, negotiability of warehouse receipts, establishment of a Warehousing Development and Regulatory Authority (WDRA) and related matters.
2. Warehousing Development and Regulatory Authority (WDRA), a regulatory body under Department of Food and Public Distribution, Government of India, having its Office at 4/1, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi, Delhi 110016, invites responses (“Proposals”/“Bids”) to this Request for Proposal (RFP) from reputed, competent and professional Information Technology companies who meet the minimum eligibility criteria as specified in this bidding document for implementation of integrated software as part of transformation plan of WDRA.
3. The complete bidding document shall be published on 31 January 2017 for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Procurement/ e-Tendering) subject to the submission of required tender/ bidding document fee online.
4. Bidder(s) is/are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
5. The time, date and venue details related to the pre-bid conference and proposal submission are mentioned in the Key Events and Dates Sheet. Proposals that are received after the deadline will not be considered in this procurement process.
6. To obtain first-hand information on the assignment, bidders are encouraged to attend the pre-bid meeting. However, attending the pre-bid meeting is optional.

Request for Proposal Data Sheet

S. No.	Information	Details
1.	RFP Issuing Authority	Warehousing Development and Regulatory Authority
2.	RFP Issue Date	Date of Issue: 31 January 2017 The RFP is available and downloadable on e-Tendering portal of WDRA, WDRA Website and CPC portal. Website: https://www.tenderwizard.com/WDRA All Subsequent changes to the Bidding document shall be published on the above-mentioned websites.
3.	Availability of RFP documents	Date of Availability: 31 January 2017 to 27 February 2017 till 11:59 PM IST.
4.	Non-Refundable Tender Cost	Non-refundable INR 25,000 (Rs. Twenty Five Thousand only) in form of Demand Draft, in favour of “Warehousing Development and Regulatory Authority” , Payable at New Delhi
5.	Earnest Money Deposit	Rs. 20,00,000 (Rupee Twenty Lakhs only), in the form of Bank Guarantee drawn in favour of “Warehousing Development and Regulatory Authority” payable at New Delhi valid for 12 months from the date of submission of bid
6.	Last date and time for submission of queries for clarifications	8 February 2017
7.	Date, time and venue of pre-bid meeting	Date: 9 February 2017 Time: 11:00 AM Venue: Warehousing Bhawan, 4/1, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016
8.	Posting of responses to queries by WDRA (on e-Tendering website)	14 February 2017
9.	Last date and time (deadline) for receipt of proposals in response to RFP notice	28 February 2017, 2 PM
10.	Last date and time (deadline) for receipt of Bid fees and EMD in response to RFP notice	28 February 2017, 2 PM

Volume 1 - Request for Proposal (RFP) for “Selection of System Integrator (SI) for Transformation Plan of WDRA”

S. No.	Information	Details
11.	Date, time and venue of opening of Pre-Qualifications received in response to the RFP notice	28 February 2017, 3 PM Venue: Warehousing Bhawan, 4/1, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016
12.	Declaration of shortlisted candidates for technical evaluation	3 March, 2017, 3 PM
13.	Date, time and venue of opening of Technical Proposals received for the Pre-Qualified bidders in response to the RFP notice	6 March, 2017, 3 PM
14.	Technical Presentation	14 March 2017, 10 AM to 6 PM
15.	Place, time and date of opening of Financial Proposals received in response to the RFP notice	To be informed later to technically qualified bidders
16.	Intimation of Successful Bidder	To be informed later
17.	Letter of Intent	To be informed later to successful bidder
18.	Language	Proposals should be submitted in English only.
19.	Name and address for communication, seeking clarifications	Director (A&F), Warehousing Development and Regulatory Authority Warehousing Bhawan, 4/1, Siri Institutional Area, August Kranti Marg, Hauz Khas, New Delhi-110016
20.	Bid validity	Proposals must remain valid up to 180 (One Hundred & Eighty) days from the last date of submission of the Bid.
21.	Required Proposals	Technical Bid along with Pre-Qualification Bid AND Commercial Bid

1 Introduction

1.1 About WDRA

- i. The Warehousing Development and Regulation Act, 2007 was enacted in Parliament in September 2007 and came into force with effect from October 2010. The Act provides for negotiability of warehouse receipts, development and regulation of warehouses and establishment of WDRA. The main objectives of the Warehousing (Development and Regulation) Act, 2007 was to make provision for the development and regulation of warehouses, negotiability of warehouse receipts, establishment of a Warehousing Development and Regulatory Authority (WDRA) and related matters.
- ii. The key stakeholders of WDRA include Central/ State Government, Depositors/Farmers/Traders, Warehouses, Repositories, Banks/FI, etc.
- iii. WDRA has undertaken a transformation plan in the areas of Strategy, Finance, Human Resource, and Information Technology with the objective of achieving its mission of “growth and orderly development of the warehousing sector in the country”.
- iv. The scope of WDRA's transformation plan includes creating an ecosystem for electronic negotiable warehouse receipts (e-NWRs), creating & deploying an integrated software solution that includes an Online Portal for seamless & transparent interaction with regulated entities and other stakeholders, Monitoring & Surveillance system for effective supervision of regulated entities and ensuring credibility of the e-NWR ecosystem and automation of internal business & office processes.
- v. To achieve this, WDRA invites bids/proposals to develop, integrate and maintain IT Applications for the use of WDRA and other users.

1.2 Project Objective

- i. The main objective of this assignment is to enable operational and regulatory efficiency by optimizing, standardizing and automating the existing business processes at WDRA.
- ii. The key outcomes of this implementation project are linked to development & regulation of the e-NWR market comprising warehouses, repositories and farmers or depositors.
- iii. Development of e-NWR market:
 - o Increasing the size of the market by on-boarding of warehouses without sophisticated IT capabilities to perform warehouse operations & management functions such as maintaining a stack card or stack-wise register;.
 - o Provide services to farmers to locate warehouses for deposit of commodities;
- iv. Regulation of e-NWR market:
 - o Seamless interaction with regulated entities and other stakeholders;
 - o Effective monitoring & supervision of regulated entities;
 - o Logging & redressal of grievances;
 - o Integration of processes – Integration of finance, HR, procurement, administrative functions, etc. across WDRA, increasing transparency and efficiency of the regulator;
 - o Utilization of resources – assets, financial resources and intellectual resources for effective regulatory monitoring;
 - o Quicker turnaround time for decisions related to market development, monitoring, reporting, analysis and feedback;

- Standardization - standardization of processes, records, terminology, information exchange mechanisms;
- Adoption of best Practices – the integrated system will benchmark with global best practices and processes in the areas of office automation, financial management, procurement, portal, monitoring and surveillance, doing away with non-value adding/redundant processes in the various functions.

1.3 Project Overview

- i. The key aspects of the current project would be:
 - ERP System - Supply of Commercial off-the-shelf (COTS solution)/bespoke for accounting, finance, HR & payroll, procurement & MIS functionality for automation of internal business processes of WDRA. The bidder would be required to configure the COTS to automate the operational processes.
 - WDRA Portal – A new portal would be developed, with online application functions, to facilitate seamless interaction with regulated entities with migration of content & data from the existing portal along with digitization of manual data available with WDRA.
 - Monitoring and Surveillance – Use of Business Intelligence & Analytics for monitoring and Surveillance purposes. This would include periodic MIS reports, exception reports, executive and other dashboards, and alerts, etc.
 - Integration with custom applications for Office Automation. Custom applications may include e-Office (by NIC), and other ERP modules for Internal Office Automation through APIs.
 - Developing the applications on an open source technology platform and deploying on a cloud platform provided by WDRA;
 - Training and facilitating the adoption of the proposed solution by the users/employees of WDRA, through an acceptance testing process, and slowly reducing the deployed manpower support over the period of project.
 - Providing Application Operations & Maintenance support for three (3) years after “Go Live”.
- ii. The project is envisaged to be executed by a competent bidder, with responsibility for all the aspects of the project listed in this RFP.
- iii. The bidder is also required to institutionalize the mechanisms and transfer the knowledge so that WDRA users will be able to manage the support services on its own as soon as possible.

1.4 Structure of RFP

WDRA invites online bids from eligible parties (hereafter referred as “System Integrator (SI)”). This Request for Proposal (RFP) document comprises of the following three volumes:

RFP Volume 1: Structure of Proposal & Bid Process Specifications

- i. General instructions for bidding process
- ii. Bid evaluation process including the parameters for Pre-qualification, Technical evaluation and commercial evaluation to facilitate client in determining bidder’s suitability as the implementation partner
- iii. Payment schedule
- iv. Commercial bid and other formats
- v. Deliverables
- vi. Project Schedule

RFP Volume 2: Scope of work including Functional & Technical Specifications

- i. This provides information regarding the scope of work including business functional & technical requirements and corresponding related documentation.

RFP Volume 3: Master Service Agreement (MSA), including general conditions of contract, Service Level Agreement (‘SLA’) and Non-Disclosure Agreement (‘NDA’)

- i. This contains the Service Level Agreements, contractual, legal terms & conditions applicable for the proposed engagement.

The bidders are expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidders’ suitability to be selected. The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidders risk and may result in rejection of the proposal.

The whole project is required to be completed and maintained by the bidder. Accordingly, bidder is understood to have assessed and quoted for all the items required for successful completion of the Project. It will be the responsibility of the bidder to provide such items on free of cost basis which are not quoted in the bid but otherwise required at the time of installation for completion and successful commissioning of the project.

2 Instructions to Bidders

This section specifies the procedures to be followed by Bidders in the preparation and submission of their Bids. Information is also provided on the submission, opening and evaluation of bids and on the award of contract. It is important that the Bidder carefully reads and examines the RFP document.

2.1 General

- i. WDRA invites proposals ("Bids") to this Request for Proposal ("RFP") for System Implementation and Integration at WDRA envisaged in the RFP and as described in the Scope of work in Volume 2 of this RFP.
- ii. The tenure of the contract of the successful bidders shall be for a term of Implementation Period plus 3 years of Operations & Maintenance phase ("the Term"). WDRA reserves the right to extend the contract by 2 years on the same terms & conditions and on the contract prices decided pursuant to this tender.
- iii. All information supplied by the successful bidder may be treated as contractually binding on the bidder after successful award of the assignment is made on the basis of this RFP.
- iv. All typed documents must have the font and size as Times New Roman and 12 pt. respectively with line spacing of 1.5.
- v. The entire Proposal along with all Annexures shall be serially numbered with each page clearly numbered and accordingly referenced wherever indicated in the Proposal.
- vi. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of WDRA.
- vii. WDRA may cancel this public procurement at any time prior to a formal written agreement being executed by or on behalf of WDRA.
- viii. Proposals must be received not later than time, date and venue mentioned in the Proposal Data Sheet. Proposals that are received late shall not be considered in this procurement process.
- ix. No oral conversations or agreements with any official, agent, or employee of WDRA shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with agency, official or employee of WDRA shall be superseded by the definitive agreement that results from this RFP process.
- x. Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against WDRA or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- xi. All proposals and accompanying documentation of the Technical proposal will become the property of WDRA and will not be returned after opening of the technical proposals.
- xii. The Bidder commits himself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of his bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it.

2.2 Eligible bidders

- i. Bidder should be eligible to operate in conformity with the provisions of the laws in India and shall have a registered office within India.
- ii. Bidder should not have any conflict of interest with any parties included in the Bidding process.
- iii. Bids may be submitted only by a Sole Bidder. No consortium is allowed. The Sole Bidder must be a company which has the capabilities to deliver the entire scope as mentioned in the RFP. The Sole Bidder cannot bid as a part of any other consortium bid under this RFP.

2.3 Sub-Contracting

- i. Bidder shall not be entitled without WDRA's prior written consent to Subcontract to a third party all or part of the benefits or obligations of the Contract (even by way of change of ownership or control), except as expressly permitted in this Contract if any, to subcontract any of its rights and interest under this Contract.

2.4 Contacting the WDRA

- i. No Bidders shall contact the WDRA on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.
- ii. If a Bidder tries to directly influence the Purchaser or otherwise interfere in the bid submission and evaluation process and the Contract award decision, its bid shall be rejected.

2.5 Right to Terminate the Process

- i. WDRA may terminate the RFP process at any time and without assigning any reason. WDRA makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This RFP does not constitute an offer by WDRA. The bidder's participation in this process may result in WDRA selecting the bidders to engage towards execution of the contract.

2.6 Right to Vary Scope of Contract

- i. WDRA may at any time, by a written order given to the bidder, make changes within the quantities, specifications, services or scope of the Contract as specified.
- ii. If any such change causes an increase or decrease in the cost of, or the time required for the bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Price or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the bidder's receipt of the WDRA's changed order.

2.7 Rejection Criteria

Besides other conditions and terms highlighted in the RFP document, bids may be rejected under following circumstances:

- i. Bids not qualifying under eligibility criteria.
- ii. Bids submitted without or improper EMD or tender fees
- iii. Bids received through Telex /Telegraphic / Fax / E-Mail
- iv. Bids which do not confirm unconditional validity of the bid as prescribed in the Tender
- v. If the information provided by the Bidders is found to be incorrect / misleading at any stage / time during the Tendering Process
- vi. Any effort on the part of a Bidders to influence the purchaser' s bid evaluation, bid comparison or contract award decisions
- vii. Bids without signature of person (s) duly authorized on required (specified) pages of the bid
- viii. Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidders.
- ix. Technical Bid containing commercial details or any such hints/ calculations /extrapolations/ records.
- x. Revelation of Prices in any form or by any reason before opening the Commercial Bid
- xi. Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- xii. Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidders.
- xiii. Bidders not complying with the General Terms and conditions as stated in the Tender Documents.
- xiv. The Bidders not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.
- xv. If it is found that firms have tendered separately under different names for the same contract, all such tender(s) shall stand rejected and tender deposit of each such firm/ establishment shall be forfeited. In addition, such firms/ establishments shall be liable at the discretion of the WDRA for further penal action including blacklisting.
- xvi. If it is found that multiple bidders have uploaded separate tenders/ quotations under different names of firms/ establishments but with common address for such establishments/ firms, are managed or governed by the same person/ persons jointly or severally, such tenders shall be liable for penal and legal action including blacklisting.
- xvii. If after awarding the contract, it is found that the accepted tender violated any of the directions pertaining to the participation, the contract shall be liable for cancellation at any time during its validity in addition to penal action including blacklisting against the bidders.
- xviii. Price Bids that do not conform to the Tender's price bid format.
- xix. Total price quoted by the Bidders does not include all statutory taxes and levies applicable.

3 Key Requirements of the Bid

3.1 RFP Document Fees and Purchase

- i. The Bidders shall download the tender document from the e-Tendering website as mentioned in the Proposal Data Sheet.
- ii. The Bidders has to upload the scanned image of the Demand Draft (DD) towards cost of tender document (mentioned in the Proposal Data Sheet) along with the online bid submission. The actual DD will be submitted at the address mentioned in Data Sheet before the last date of submission as mentioned in the proposal data sheet.
- iii. The downloading of the tender documents shall be carried out strictly as provided on the web site.
- iv. The RFP document fee is non-refundable and not exempted.
- v. Proposals received without tender fee receipt document fee shall be rejected.

3.2 Pre-bid meeting and clarifications

3.2.1 Bidders queries

- i. Any clarification regarding the RFP document and any other item related to this project can be submitted to WDRA as per the submission mode and timelines mentioned in the Proposal Data sheet.
- ii. Any requests for clarifications post the indicated date and time shall not be entertained by WDRA. Further WDRA will reserve the right to issue clarifications.
- iii. The queries of only those bidders would be considered who shall send the same across e-mail ID’s as indicated in the proposal Data sheet.
- iv. It is necessary that the pre-bid queries must be submitted in excel sheet format, along with name and details of the organization submitting the queries as mentioned below. In no event WDRA will be responsible for ensuring that bidders’ inquiries have been received by WDRA
- v. WDRA may at its option share the answers with all the bidders either at the Pre-bid meeting or send the clarifications to all the designated representatives of the bidders through emails. The responses to the queries from the individual bidders will be distributed to all the bidders. WDRA will endeavour to provide responses to all questions. However, the purchaser makes no representation or warranty as to the completeness of any response, nor does the purchaser undertake to answer all the queries that have been posed by the bidders.

Name of Person(s) Representing the Company/Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. &Fax Nos.

S. No	RFP Document Reference (s) (Page Number and Section Number)	Content of RFP Requiring Clarification	Points of Clarification
1.			
2.			
3.			

3.2.2 Pre-Bid Meeting

WDR A shall hold a pre-bid meeting with the prospective bidders as mentioned in the Proposal Data Sheet. Nonattendance at the pre-bid meeting will not be a cause for disqualification of a Bidder.

3.2.3 Responses to Pre-Bid Queries and Issue of Corrigendum

- i. WDR A will formally respond to the pre-bid queries after the pre-bid conference.
- ii. WDR A will endeavour to provide timely response to all queries. However, WDR A makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does WDR A undertake to answer all the queries that have been posed by the bidders.
- iii. At any time prior to the last date for receipt of bids, WDR A may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify the RFP Document by a corrigendum.
- iv. The Corrigendum (if any), notifications regarding extensions (if any) and clarification to the queries from all bidders will be posted on the website mentioned in the Proposal Data Sheet or emailed to all participants of the pre-bid meeting.
- v. Any such corrigendum shall be deemed to be incorporated into this RFP.
- vi. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, WDR A may, at its discretion, extend the last date for the receipt of Proposals.
- vii. Notifications regarding extensions, corrigendum, will be published on the website mentioned in the tender schedule and there shall be no paper advertisement.

3.3 Preparation of Proposals

3.3.1 Bidder Preparation Conditions

- i. The bidder shall prepare the bid based on details provided in the RFP documents. It must be clearly understood that the quantities, specifications and diagrams that are included in the RFP document are intended to give the bidder an idea about the scope and magnitude of the work and are not in any way exhaustive and guaranteed by WDR A.
- ii. The bidder shall carry out the sizing of the solution based on internal assessment and analysis, which may include the use of modelling techniques wherever necessary.

- iii. The bidder must propose a solution best suited to meet the requirements of the WDRA. If, during the sizing of the solution, any upward revisions of the specifications and/or quantity as given in this RFP document, are required to be made to meet the conceptual design and/or requirements of RFP, all such changes shall be included in the technical proposal and their commercial impact, thereof, included in the commercial bid.
- iv. If, during the sizing of the solution, any additional product that is not listed in the RFP document is required to be included to meet the conceptual design, performance requirements and other requirements of RFP, all such product(s) should be included by the bidder in the technical proposal and their commercial impact, thereof, included in the commercial bid.
- v. WDRA will in no case be responsible or liable for any costs associated with the design/sizing of the proposed solution, regardless of the conduct or outcome of the Tendering process.
- vi. If at any stage during the currency of the contract, the solution proposed does not meet the functional requirements, conceptual design, performance requirements/SLA, and other requirements of RFP, the bidder shall revise the required specifications and/or quantities as proposed by the bidder in his bid in order to meet the said objectives/targets. All such provisions shall be made by the bidder within the lump sum contract price, at no extra cost to WDRA and without any impact to WDRA whatsoever.

3.3.2 Proposal preparation costs

- i. The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by purchaser to facilitate the evaluation process and in negotiating a definitive contract or all such activities related to the bid process.
- ii. WDRA will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3.3.3 Earnest Money Deposit (EMD)

- i. Bidders shall submit, along with their bids, EMD as per the details mentioned in the Data Sheet. The EMD is required to protect the WDRA against the risk of Bidders conduct, which would warrant the EMD forfeiture.
- ii. The EMD of all bidders would be refunded by WDRA after submission of Performance Bank Guarantee by the successful bidder. The EMD of technically disqualified bidders would be refunded by WDRA after completion of technical evaluation.
- iii. The EMD amount is interest free and will be refundable without any accrued interest on it.
- iv. In case bid is submitted without the EMD then WDRA will reject the bid without providing opportunity for any further correspondence to the bidder concerned.
- v. The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - Bidder fails to provide required information during the evaluation process or is found to be non-responsive.

- If the successful bidder fails to provide the Performance Bank Guarantee as required at the time of signing of the Agreement.
 - If the successful bidder fails to sign the Agreement in accordance with this RFP within 14 days from the issue of Letter of Intent (LOI) by WDRA.
- vi. The Bidder has to upload the scanned image of the Bank Guarantee (BG) towards EMD (mentioned in the Proposal Data Sheet) along with the online bid submission. The actual BG will be submitted before the last date of submission of bids at the address mentioned in Data Sheet. EMD not received in hard copy will be rejected and will not be considered for Pre-Qualification or Technical Evaluation.

3.3.4 Bidders Authorization

- i. The "Bidders" as used in the tender documents shall mean the one who has signed the Tender Forms. The Bidders may be either the Principal Officer or his duly Authorized Representative, in either cases, he/she shall submit a power of attorney. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished and signed by the representative and the principal.
- ii. The authorization shall be indicated by written power-of-attorney accompanying the bid in the name of the signatory of the Proposal.
- iii. Any change in the Principal Officer shall be intimated to WDRA in advance.

3.3.5 Address for Correspondence

- i. The Bidders shall designate the official mailing/e-mail address to which all correspondence shall be sent.

3.3.6 Local Conditions

- i. It will be incumbent upon each Bidder to fully acquaint himself with the local conditions and other relevant factors such as legal conditions which would have any effect on the preparation of the bid and performance of the contract and / or the cost. WDRA shall not entertain any request for clarification from the Bidders regarding such conditions.
- ii. Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for the providing services before entering into contract will in no way relieve the successful Bidders from performing any work in accordance with the Tender documents.
- iii. Neither any change in the time schedule of the contract nor any financial adjustments to the contract awarded under the bidding documents shall be permitted by the WDRA on account of failure of the Bidders to apprise themselves of local laws and site conditions.

3.3.7 Site Visits by Bidder

- i. The Bidder may visit and examine the site and obtain all information on the existing processes, setup and functioning of WDRA that may be necessary for preparing the Bid document with prior approval and appointment of WDRA.

S. No.	Site Location	Scheduled Visit Date and Time	Contact Person Details
1	New Delhi		

- ii. The visit may be used to raise questions or seek clarification on the RFP. It shall be used as a medium of understanding the exact needs and requirements for completing the technical and commercial response of the bid. The cost of such visits to the site(s) shall be at the Bidder's own expense.

3.3.8 Language

The proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidders. For purposes of interpretation of the documents, the English translation shall govern.

3.3.9 Bid validity period

Bid shall remain valid for the time mentioned in the Proposal Data Sheet. In exceptional circumstances, WDRA may seek bidder's consent to extend period of validity. EMD also will be suitably extended. A bidder granting the request is neither required nor allowed to modify the bid.

3.3.10 Discount

The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be the lowest, WDRA shall avail such discount at the time of award of Contract. For future purposes, Unit prices of all individual components will be discounted accordingly (by the overall discount % in case overall discount % is given or by the individual component discount % in case item wise discount given) to arrive at component-wise unit prices.

3.3.11 Only One Proposal and One Solution

If a Bidder submits or participates in more than one Proposal and / or presents more than one Solution, such a Bidder shall be disqualified.

3.3.12 Additional Conditions

- i. No oral conversations or agreements with any official, agent, or employee of WDR shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any agency, official or employee of WDR shall be superseded by the definitive agreement that results from this RFP process. Oral communications by WDR to bidders shall not be considered binding nor shall any written materials provided by any person other than WDR.
- ii. Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against WDR or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- iii. All proposals and accompanying documentation of the Technical proposal will become the property of WDR and will not be returned after opening of the technical proposals.
- iv. The Bidder commits himself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of his bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it

3.3.13 Right to Terminate the Process

- i. WDR may terminate the RFP process at any time and without assigning any reason. WDR makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This RFP does not constitute an offer by WDR. The bidder's participation in this process may result in WDR selecting the bidders to engage towards execution of the contract.

3.4 Submission of Proposal

3.4.1 Bidder Registration & Proposal Submission

- i. The complete RFP can be viewed / downloaded from e-Procurement portal i.e. <https://www.tenderwizard.com/WDR>.
- ii. Interested bidders are required to register their request for participation in the e-tender on Tender wizard portal by clicking on request icon well in advance before the date given in Data Sheet. The registration can be done up to one day in advance of submission of bids.
- iii. Bidder has to pay an application fee of Rs 5,000 (excluding Service Tax) and create a login before downloading the RFP. The registration shall be valid for a period of 1 year.
- iv. A Vendors' Manual containing detailed guidelines along with screenshots for e-Procurement system is also available on e-Procurement portal of WDR under Click to view latest Circulars/Formats/Manuals/Vendor Manual link. The manual is also uploaded along with this document.
- v. Interested bidders are advised to complete the online registration, requisition and submission processes well in advance before the time deadlines so as to avoid last minute inconveniences.

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- vi. It is mandatory for all the bidders to have class-III Digital Signature Certificate from any of the licensed certifying agency (Applicants can see the list of licensed certifying agencies from the link www.cca.gov.in) to participate in e-Procurement of WDRA.
- vii. Bid documents will be available online on website <https://www.tenderwizard.com/WDRA> from the date given in Data Sheet, which can be downloaded till the last date of submission of application.
- viii. Bidder shall submit a non-refundable fee of Rs. 2,000/- (Excluding Service Tax) towards e-bid processing fee at the time of request for participation in the e-tender through Debit/Credit Card using the e- payment gateway on Tender wizard portal.
- ix. Validity of bidder registration on the e-Procurement portal of WDRA:
 - x. It shall be the sole responsibility of the bidder(s) to keep the Registration valid up to the original/extended date of submission of Bid.
 - xi. Bids can be submitted only during the validity of their registration.
- xii. WDRA may issue addendum(s)/corrigendum(s) to the Bid documents. In such case, the addendum(s)/corrigendum(s) shall be issued and placed on website <https://www.tenderwizard.com/WDRA> at any time before the closing time of submission. The Bidders who have downloaded the RFP from other sources must visit this website and ensure that such addendum(s)/corrigendum(s) (if any) is also downloaded by them. This shall be the responsibility of the prospective registered Bidders to check the website for any such corrigendum/addendum till the time of closing of RFP and ensure that the Bids submitted by them is in accordance with all the corrigendum/ addendums.
- xiii. The Bids shall be submitted online on or before the date given in Data Sheet in the prescribed format given on the e-tendering portal. No other mode of submission is acceptable.
- xiv. Bidders cannot submit Bids after the date given in Data Sheet, Indian Standard Time. The time being displayed on e-procurement portal of WDRA shall be final and binding on the Bidders. After submission, no modification will be allowed under any circumstances.
- xv. The RFP is a three stage process involving Pre-Qualification, Technical Evaluation, and Commercial Bid. The Technical Documents of only those bidders will be opened who have qualified the Pre-Qualification, and the Commercial Bids of only those bidders will be opened who have scored the minimum marks in Technical Evaluation Criteria.
- xvi. The proposal should contain the following for submission on the e-Tendering Portal:

Section #	Category	Response
1.	Response to Pre-Qualification Criteria	<ul style="list-style-type: none"> • Response to Pre-Qualification criterion along with the required supporting documents.
2.	Technical Proposal	<ul style="list-style-type: none"> • Bid covering Letter as per format defined in Tech Form 1 • Response to Technical Evaluation criterion along with the required supporting documents.
3.	Commercial Proposal	<ul style="list-style-type: none"> • Commercial bid/proposal as per the pre-defined format

3.4.2 Compliant proposals/Completeness of response

- i. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- ii. Failure to comply with the requirements of this paragraph may render the proposal non-compliant and the proposal may be rejected. Bidders must:
 - o Include all documentation specified in this RFP;
 - o Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - o Comply with all requirements as set out within this RFP.
- iii. Bidder should not propose multiple options for any system software or other infrastructure proposed as part of the bid.
- iv. For all the components, wherever applicable, bidder needs to provide the data sheets of the product.

3.4.3 Deviations and Exclusions

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. No Deviations and Exclusions to the RFP are allowed. In the absence of any specific provision in the agreement on any issue the guidelines issued/to be issued by the Chairman, WDRA shall be applicable.

4 Evaluation of Bids

4.1 Opening of Bids

- i. The bids that are submitted online successfully shall be opened online as per date and time given in Proposal Data Sheet, through e-Tendering procedure only.
- ii. The presence of bidders during bid opening is optional, but recommended.
- iii. Total transparency will be observed and ensured while opening the Proposals/Bids.
- iv. WDRA reserves the rights at all times to postpone or cancel a scheduled Bid opening.
- v. Bid opening will be conducted in two stage
 - In the first stage, Pre-qualification Proposals would be opened. The EMD of the Bidders will be opened on the same day and time, on which the Pre-qualification Proposal is opened. Technical Proposals of Bidders who pass the Pre-qualification criteria will be opened.
 - In the second stage, Commercial Proposal of those Bidders who's Technical Proposals qualify, would be opened.
 - In the event of the specified date of Bid opening being declared a holiday for WDRA, the bids shall be opened at the same time and location on the next working day. In addition to that, if there representative of the Bidder remains absent, WDRA will continue with the process and open the bids of all Bidders.

4.2 Evaluation of Bids

- i. WDRA will constitute a Technical Evaluation Committee (TEC) to evaluate the responses of the bidders.
- ii. The Technical Evaluation Committee (TEC) constituted by the WDRA shall evaluate the responses to the RFP and all supporting documents / documentary evidence. The Bidders' technical solution will be evaluated as per the requirements and evaluation criteria as spelt out in the RFP document.
- iii. The TEC may seek inputs from their professional and technical experts in the evaluation process.
- iv. WDRA reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the Technical evaluation process.
- v. The decision of the Technical Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- vi. The Technical Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations without assigning any reason thereof.
- vii. Proposal Presentations: The Technical Evaluation Committee shall invite each pre-qualified Bidder to make a presentation to WDRA at a date, time and venue decided by WDRA. The purpose of such presentations would be to allow the Bidders to present their proposed solutions to the Committee and orchestrate the key points in their Proposals.
- viii. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are considered undesirable and may be construed as an indication of the bidder's lack of cost consciousness. WDRA's interest is in the quality and responsiveness of the proposal.

4.3 Clarification on Bids

- i. During the bid evaluation, WDRA may at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted. WDRA is entitled to ask for clarifications as many times as possible from the bidders to the satisfaction of the Technical Evaluation committee.
- ii. If the bidder fails to provide the clarification or additional information sought, the information provided in the technical proposal only will be used for evaluation. It is clearly understood that the additional information or clarification on the technical proposal provided by the bidders will not be the basis for affecting any changes in the Commercial Proposal already submitted by the bidders.

4.4 Preliminary Examination of Bids

- i. WDRA will examine the bids to determine whether they are complete, whether required EMD has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting any criteria specified in the RFP, will be rejected by WDRA and shall not be included for further consideration. Any deviations in proposal

response may make the bid liable for rejection. Initial Bid scrutiny will be held and bids will be treated as non-responsive, if bids are:

- Not submitted in format as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Found with suppression of details
- With incomplete information, subjective, conditional offers, and partial offers submitted
- Submitted without the documents requested
- Non-compliant to any of the clauses mentioned in the RFP
- With lesser validity period
- All eligible bids will be considered for further evaluation by an Evaluation Committee according to the evaluation process defined in this Bidding document.

4.5 Pre-Qualification Criteria

- i. The prospective Bidders shall enclose documentary evidences in support of the Pre-Qualification Criteria along with the Bid.
- ii. An indicative format for the Pre-Qualification Proposal is as follows *[Please customize this list on the basis of Pre-Qualification Criteria Finalized below]*

#	Parameter	Pre-qualification Criteria description	Supporting Document	Response (Yes / No)	Reference in Response to Pre-Qualification Bid (Section # and Page #)

- i. The Pre-Qualification criteria for Bidders is as follows:

Sr. No.	Criteria	Description	Documents
1.	Financial Strength	The bidder should have an average annual turnover of at least INR 100 Crores in last 3 financial years (FY 2013-14, 2014-15 and 2015-16).	Extracts from the audited Balance sheet and Profit & Loss statements And Certificate from the Statutory Auditor as per format “PQ Form 3”
2.		The bidder should have positive net worth for last three years as of March 31, 2016. For the purpose of this criterion, net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered. Net Worth shall mean (Subscribed and Paid-up Equity + Reserves) less (Revaluation reserves + miscellaneous expenditure not written off + reserves not available for distribution to equity shareholders).	Duly certified statement from the auditor for the last 3 financial years as per format “PQ Form 3”
3.	Incorporation of the Firm, Legal Entity	The bidder could be <ul style="list-style-type: none"> · A company incorporated in India under the Companies Act, 1956 or Companies Act 2013 (as amended till date), and subsequent amendments thereto Or <ul style="list-style-type: none"> · An entity registered under LLP Act 2008 and subsequent amendments thereto. Or <ul style="list-style-type: none"> · Partnership firms registered under Indian Partnership Act, 1932 The bidder should have been operating for the last five years as on the date of publishing of RFP notice (including name change/ impact of mergers or acquisitions).	Copy of Certificate of Incorporation

Sr. No.	Criteria	Description	Documents
4.	Criteria related to Government Regulation	The Bidder shall not be declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/Central Government/ PSU/ Autonomous Body (Under Any government law) in India as on last date of submission of the Bid.	An undertaking from Authorized Signatory as per format “PQ Form 6”
5.	Criteria related to Quality of Service Delivery	<p>The bidder should have been assessed for a Capability Maturity Model Integration (CMMi) Level 3.</p> <p>The assessment should be valid as on the last date of bid submission. In case of expiry of current assessment within nine months, the bidder shall provide a certificate from the Software Engineering Institute (SEI), USA auditor that reassessment for the same or higher level is commenced.</p>	<p>Copy of valid certificate issued to the Bidding Organization by respective agencies.</p> <p>Note: Organizations that are being currently assessed for the requisite certification level shall not be considered.</p>
6.	Project Experience – Cloud Deployment	<p>The Bidder should have experience of executing/ be in the process of executing deployment of IT Systems on Cloud during the last FIVE years (as on the last date of bid submission) in India, in at least two projects.</p> <p>Deployment in Cloud would mean where the Bidder has hosted the Application on the cloud (either self-managed, or on 3rd party public cloud providers).</p>	<p>Work Order + Completion Certificates from the client;</p> <p>OR</p> <p>Work Order + Self-Certificate of Completion (Certified by the Statutory Auditor);</p> <p>Work Order + Phase Completion Certificate (for ongoing projects) from the client</p> <p>Please provide project details as per format “PQ Form 5”</p>
7.	System Integration Project	<p>The Bidder must have experience of successful Go-Live / Completed project during the last FIVE years (as on the last date of bid submission) in one project having IT custom or bespoke development system integration projects and related IT services implementation of project value of INR 20 crores and above in India.</p> <p>Or</p>	<p>Work Order + Completion Certificates from the client;</p> <p>OR</p> <p>Work Order + Self-Certificate of Completion (Certified by the Statutory Auditor);</p>

Sr. No.	Criteria	Description	Documents
		<p>The Bidder must have experience of successful Go-Live / Completed project during the last FIVE years (as on the last date of bid submission) in two projects having IT custom or bespoke development System integration projects and related IT services implementation of project value of INR 10 crores and above in India.</p> <p>Or</p> <p>The Bidder must have experience of successful Go-Live / Completed project during the last FIVE years (as on the last date of bid submission) in three projects having IT custom or bespoke development system integration projects and related IT services implementation of project value of INR 7 crores and above in India.</p> <p>The IT systems integration projects shall necessarily include Application development/customization/configuration, Integration with other applications (such as Office Automation systems, etc.).</p>	<p>Work Order + Phase Completion Certificate (for ongoing projects) from the client</p> <p>Please provide project details as per format “PQ Form 5”</p>
8.	Other Criteria	The bidder must submit EMD (Refer Proposal Data Sheet for amount) to WDRA as per tender format	Bank Guarantee against EMD shall be submitted by Bidder
9.		The bidder must submit Tender fees in form of Demand Draft (DD) to WDRA.	Demand Draft of Tender fees shall be submitted by Bidder

4.6 Technical bid Evaluation

- i. This shall be the second stage of the evaluation. Only those bidders who cross the threshold level of Technical Evaluation indicated below and adhere to the purchaser’s technical requirements shall be considered for commercial evaluation.
- ii. The following documents should be uploaded in Online Technical Envelope in PDF format, if required can be zipped as well and then uploaded. These documents need to be digitally signed by individual contractor’s digital signature and uploaded during Online Bid Preparation stage. The list of documents for Technical Envelope is as follows:

Sr. No.	List of Documents	Compulsory / Additional
1.	Support documents for Technical Criteria A.1.1	Compulsory
2.	Support documents for Technical Criteria A.1.2	Compulsory
3.	Support Documents for Technical Criteria A.1.3	Compulsory
4.	Support documents for Technical Criteria A.2.1	Compulsory
5.	Support documents for Technical Criteria A.2.2	Compulsory
6.	Support documents for Technical Criteria A.2.3	Compulsory
7.	Support documents for Technical Criteria A.2.4	Compulsory
8.	Support documents for Technical Criteria A.2.5	Compulsory
9.	Support documents for Technical Criteria A.2.6	Compulsory
10.	Support documents for Technical Criteria B.1	Compulsory
11.	Support documents for Technical Criteria B.2	Compulsory
12.	Support Documents for Technical Criteria C.1	Compulsory

- iii. In case of no response by the bidder to any of the requirements with regard to the contents of the Technical Bid, he shall not be assigned any marks for the same.
- iv. Technical bid of the bidder shall be opened and evaluated for acceptability of Techno-functional requirements, deviations and technical suitability. The bidders shall respond to the requirements as explained below for their evaluation with regard to experience and qualification. Also, the bidder shall refer and respond to all technical requirements as mentioned in the RFP document. The evaluation process would also include a presentation of technical proposal by the bidder.
- v. Method of evaluation of selection of successful Bidder and award of Contract to bidder shall be on QCBS basis. The bidder would be technically evaluated out of 1,000 marks. All the bidders who secure overall minimum of 70% (700 Marks out of 1,000 across all the components together) will be considered as technically qualified.
- vi. The Evaluation Committee shall indicate to all the Bidders the results of the technical evaluation through a written communication. The technical scores of the Bidders will be announced prior to the opening of the Commercial Proposals.
- vii. The technical qualification criteria are based on the following components

Section #	Evaluation Criteria	Total Marks Available
	Total Marks (A+B+C)	1000
A.	Bidder Experience and Resources	600
A.1	Bidder Experience	300
A.1.1	Experience in System Integration	120
A.1.2	Experience in Cloud Projects	120
A.1.3	Experience in BI/Analytics	60
A.2	Resources Requirements	300
A.2.1	Project Manager	60
A.2.2	Technical/Solution Architect	60
A.2.3	Operations & Maintenance Expert	50
A.2.4	Functional Lead- Analytics	50
A.2.5	Functional Lead- Internal Business Process & Office Automation	30
A.2.6	Functional Lead- Portal	50
B.	Technical Solution	200
B.1	Presentation	100
B.2	Compliance to Functional Requirement Specifications	100
C.	Approach and Methodology	200

#	PARAMETER	Max Marks	EVIDENCE TO BE SUBMITTED
TOTAL		1000	
A	Bidder’s Experience and Resources	600	
A.1	Experience of the bidder	300	
A.1.1	<p><u>Experience in System Integration Projects</u></p> <p>The Bidder must have System Integration experience of successful Go-Live/ completed project/Ongoing Projects during the last FIVE years in India (as on the last date of bid submission). The implementation must include custom or bespoke Application Development/ Customization and the following :</p> <ul style="list-style-type: none"> · Portal Development <ul style="list-style-type: none"> ○ Creation of Enterprise Portal · Operation and Maintenance (Minimum 2 Years) <p><u>and</u> integration with one of the following packaged applications:</p> <ul style="list-style-type: none"> · Business Process Automation · Office Automation <p><u>Scoring Criteria 1.1a:</u> Scoring will be based on the number of projects and Value of Projects (Max 120 Marks).</p> <ul style="list-style-type: none"> · For each Project with value ≥ 20 Cr – 40 Marks; <p style="text-align: center;">or</p> <ul style="list-style-type: none"> · For each Project with value ≥ 10 Cr, and ≤ 20 Cr - 20 Marks; <p style="text-align: center;">or</p>	120	<ul style="list-style-type: none"> · Work Order + Completion Certificates from the client; <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> · Work Order + Self-Certificate of Completion (Certified by the Statutory Auditor); <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> · Work Order + Phase Completion Certificate (for ongoing projects) from the client

#	PARAMETER	Max Marks	EVIDENCE TO BE SUBMITTED
	<ul style="list-style-type: none"> · For each Project with value ≥ 7 Cr, and ≤ 10 Cr – 15 Marks; ○ If all the functionalities mentioned under “<u>Experience in System Integration Projects</u>” are covered across one project then the bidder will be allocated 100% of maximum marks. ○ If all the functionalities mentioned under “<u>Experience in System Integration Projects</u>” are covered across two projects then the bidder will be allocated 95% of maximum marks. ○ If all the functionalities mentioned under “<u>Experience in System Integration Projects</u>” are covered across three projects then the bidder will be allocated 90% of maximum marks. ○ If all the functionalities mentioned under “<u>Experience in System Integration Projects</u>” are covered across more than three projects then the bidder will be allocated 70% of maximum marks. <p>The IT systems integration projects shall necessarily include Application development/customization/configuration, Integration with other applications (such as e-Office, etc.).</p>		
A 1.2	<p><u>Experience in Cloud Deployment</u></p> <p>The Bidder should have experience in deploying the application in Cloud in India during the last FIVE years. The deployment must include Hosting of Open Source or proprietary application/modules on the Cloud</p>	120	<ul style="list-style-type: none"> · Work Order + Completion Certificates from the client; <li style="text-align: center;">OR · Work Order + Self-Certificate of Completion (Certified by the Statutory Auditor); <li style="text-align: center;">OR

#	PARAMETER	Max Marks	EVIDENCE TO BE SUBMITTED
	<p>Deployment in Cloud would mean where the Bidder has hosted the Application on the cloud (either self-managed, or on 3rd party public cloud providers).</p> <p>Scoring Criteria 1.2a: Scoring will be based on the number of projects and Value of Projects (Max 120 Marks).</p> <ul style="list-style-type: none"> · For each Project with value >= 20 Cr – 40 Marks; <li style="text-align: center;">or · For each Project with value >=10 Cr, and <=20 Cr - 20 Marks; <li style="text-align: center;">or · For each Project with value >=7 Cr, and <=10 Cr – 15 Marks; 		<ul style="list-style-type: none"> · Work Order + Phase Completion Certificate (for ongoing projects) from the client
A.1.3	<p><u>Experience in BI/Analytics Solutions</u></p> <p>The Bidder should have experience in providing BI/Analytics Solutions in India during the last FIVE years.</p> <p>BI/Analytics Solution would mean where the Bidder has demonstrated the capability of generating any 3 of the following by collating data from different external sources:</p> <ul style="list-style-type: none"> · Data Integration · MIS Reports · Exception Reports · Alerts & Notifications · Knowledge Management <p>The above listed aspects shall be covered across a single project.</p> <p>Scoring Criteria 1.3a: Scoring will be based on the number of projects and Value of Projects (Max 60 Marks).</p>	60	<ul style="list-style-type: none"> · Work Order + Completion Certificates from the client; <li style="text-align: center;">OR · Work Order + Self-Certificate of Completion (Certified by the Statutory Auditor); <li style="text-align: center;">OR · Work Order + Phase Completion Certificate (for ongoing projects) from the client

#	PARAMETER	Max Marks	EVIDENCE TO BE SUBMITTED
	<ul style="list-style-type: none"> · For each Project with value ≥ 20 Cr – 20 Marks; <li style="text-align: center;">or · For each Project with value ≥ 10 Cr, and ≤ 20 Cr - 10 Marks; <li style="text-align: center;">or · For each Project with value ≥ 7 Cr, and ≤ 10 Cr – 7.5 Marks; 		
A.2	Resource Requirements	300	
A.2.1	<p>Project Manager (Full Time)</p> <ul style="list-style-type: none"> · BE / B.Tech / MCA / M.Tech / MBA with at least 10 years' of Total work experience (Mandatory Conditions) <p>Award of Marks will be as follows:</p> <ul style="list-style-type: none"> · Experience of managing IT Systems Integration projects (Max 20 marks) <ul style="list-style-type: none"> ○ 3 or More Projects – 20 Marks ○ 2 Project – 15 Marks ○ 1 Project – 10 Marks ○ 0 Project – 0 Marks · Experience of Portal Development Projects (Max 20 marks) <ul style="list-style-type: none"> ○ 3 or More Projects – 20 Marks ○ 2 Project – 15 Marks ○ 1 Project – 10 Marks ○ 0 Project – 0 Marks · Experience of Projects dealing with ERP & Office Automation Implementation (Max 10 marks) <ul style="list-style-type: none"> ○ 3 or More Projects – 10 Marks 	60	<ul style="list-style-type: none"> · Signed CV · Documentary Proof of Certification(s)

#	PARAMETER	Max Marks	EVIDENCE TO BE SUBMITTED
	<ul style="list-style-type: none"> ○ 2 Project – 5 Marks ○ 1 Project – 2 Marks ○ 0 Project – 0 Marks • Certifications: PMP / Prince2 Certification. Documentary proof to be submitted. <ul style="list-style-type: none"> ○ Certified: 10 Marks ○ Not Certified: 0 Marks <p>The IT systems integration projects shall necessarily include Application development/customization/configuration, Integration with other applications (such as e-Office, etc.).</p>		
A.2.2	<p>Technical Architect with 9 years' work experience</p> <ul style="list-style-type: none"> • BE / B.Tech / MCA / M.Tech / MBA with at least 10 years' of Total work experience (Mandatory Conditions) <p>Award of marks will be as follows:</p> <ul style="list-style-type: none"> • Experience as Technical Architect in System Integration projects each of them being of value more than 10 Cr. <ul style="list-style-type: none"> ○ 4 or More Projects – 25 Marks ○ 3 Projects – 20 Marks ○ 2 Project – 15 Marks ○ 1 Project – 10 Marks ○ 0 Project – 0 Marks • Experience: Number of Projects involving Cloud Hosting <ul style="list-style-type: none"> ○ 4 or More Projects – 25 Marks ○ 3 Projects – 20 Marks ○ 2 Project – 15 Marks ○ 1 Project – 10 Marks ○ 0 Project – 0 Marks • Certifications: TOGAF 	60	<ul style="list-style-type: none"> • Signed CV • Documentary Proof of Certification(s)

#	PARAMETER	Max Marks	EVIDENCE TO BE SUBMITTED
	<p>Documentary proof to be submitted.</p> <ul style="list-style-type: none"> ○ Certified: 10 Marks ○ Not Certified: 0 Marks 		
A.2.3	<p>Operations & Maintenance Expert</p> <ul style="list-style-type: none"> · BE / B.Tech / MCA / M.Tech / MBA with at least 8 years' of total work experience <p>Award of Marks shall be as follows:</p> <ul style="list-style-type: none"> · Experience in Operations & Maintenance of large custom or bespoke System Integration projects. <ul style="list-style-type: none"> ○ 3 Or More Projects – 50 Marks ○ 2 Project – 30 Marks ○ 1 Project – 10 Marks ○ 0 Project – 0 Marks 	50	Signed CV
A.2.4	<p>Functional Leads- BI/Analytics Module (Or Custom Developed Analytics Module)</p> <ul style="list-style-type: none"> · BE / B.Tech / MCA / M.Tech / MBA with at least 7 years' of total work experience <p>Award of Marks shall be as follows:</p> <ul style="list-style-type: none"> · Experience in end to end implementation of BI/Analytics. <ul style="list-style-type: none"> ○ 4 or more Projects - 50 Marks ○ 3 Projects – 30 Marks ○ 2 Project – 20 Marks ○ 1 Project – 10 Marks ○ 0 Project – 0 Marks 	50	Signed CV

#	PARAMETER	Max Marks	EVIDENCE TO BE SUBMITTED
A2.5	<p>Functional Lead – Internal Business Process Automation & Office Automation</p> <ul style="list-style-type: none"> · BE / B.Tech / MCA / M.Tech / MBA with at least 7 years' of total work experience <p>Award of Marks shall be as follows:</p> <ul style="list-style-type: none"> · Experience in end to end implementation of Business Process Automation or Office Automation including modules such as Finance, Procurement, Leave Management, Travel Management, etc. <ul style="list-style-type: none"> ○ 3 Or More Projects – 20 Marks ○ 2 Project – 15 Marks ○ 1 Project – 10 Marks ○ 0 Project – 0 Marks · Certifications: Certification in proposed function / Product offered. Documentary proof to be submitted. <ul style="list-style-type: none"> ○ Certified: 10 Marks ○ Not Certified: 0 Marks 	30	<ul style="list-style-type: none"> · Signed CV · Documentary Proof of Certification(s)
A.2.6	<p>Functional Lead – Portal</p> <ul style="list-style-type: none"> · BE / B.Tech / MCA / M.Tech with at least 7 years' work experience <p>Award of marks shall be as follows:</p> <ul style="list-style-type: none"> · Experience in design & implementation of Enterprise Portal using Open Source technologies <ul style="list-style-type: none"> ○ 4 Or More Projects – 50 Marks ○ 3 Project – 30 Marks ○ 2 Project – 20 Marks ○ 1 Project – 10 Marks ○ 0 Project – 0 Marks 	50	Signed CV

#	PARAMETER	Max Marks	EVIDENCE TO BE SUBMITTED
B	Technical Solution	200	
B.1	<p>Technical Presentation</p> <p>The Technical Presentation should include the proposed approach that will be taken by the prospective bidders towards implementation and support of the project as per the scope defined in this RFP. This may tentatively include:</p> <ul style="list-style-type: none"> · Understanding of the challenges · Governance Framework · Demo of the proposed system · Question and Answers <p>The presentation must include the plan for implementation and maintenance of the following sections:</p> <ul style="list-style-type: none"> ○ Internal Business Process & Office Automation ○ Portal Development ○ Monitoring and Surveillance ○ Knowledge Management ○ Infrastructure Sizing <p>In addition, WDRA may also request the prospective bidder to provide information related to the projects submitted for the purpose of Pre-Qualification and Technical Evaluation. The specific details for the presentation will be provided to the prospective bidder (who have met the criteria for pre-qualification) one week in advance.</p>	100	<p>Presentation to Authorities of WDRA.</p> <p>The bidders are expected to present their key resources which will be leading the implementation and whose profiles would be evaluated by the evaluation committee.</p> <p>The presentation shall be delivered by the bidder's nominated Project Manager.</p> <p>The Technical presentation shall be shared with WDRA in soft copy two days in advance of the allotted date for Technical Presentation. The Technical presentation will be a part of the Technical Offer of the bidder and will be included in the contract to be signed.</p>
B.2	<p>Compliance to Functional Requirement Specifications as per Volume II of the Tender</p> <p>Marks will be awarded for all requirements against a maximum score of 100 to arrive at the final Score</p>	100	Signed Technical Bid

#	PARAMETER	Max Marks	EVIDENCE TO BE SUBMITTED
C	Approach and Methodology	200	
C.1	<p>The Approach and Methodology should be prepared to cover the following requirements:</p> <ul style="list-style-type: none"> · Approach and Methodology for implementation and Operations & Maintenance Support - 40 Marks · Detailed Project Plan covering scope of work, activities & deliverables as per timelines. – 30 Marks. · The A&M must include the implementation and maintenance of the following sections: <ul style="list-style-type: none"> ○ Internal Automation ○ Portal ○ Monitoring and Surveillance ○ Knowledge Management · Solution Design meeting all the proposed functionalities – 50 Marks · Risks as seen on this project and their mitigation plan proposed – 50 Marks · Change Management and Training Plan – 30 Marks 	200	Signed Technical Bid. This could be in the form of a write-up elaborating the implementation, support and maintenance, roll out methodology to be adopted for this project (not more than 50 pages)

4.7 Commercial Bid Evaluation

- i. The commercial bids shall not be opened by WDRA until the evaluations of Technical bids have been completed. The technically shortlisted Bidders will be informed of the date and venue of the opening of the Commercial Proposals through email or written communication
- ii. Prices quoted indicating total price for all the deliverables and services must be fixed and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only.
- iii. The bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out. WDRA reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- iv. The taxes quoted in the offer should be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax will be paid by WDRA. Similarly, any benefits arising due to downward revision in tax rates, or any exemptions availed by the Bidders organization should be passed on to WDRA.
- v. The individual cost components as detailed later in the RFP shall be uploaded as scanned copy. The summary of all components shall be uploaded as **BoQ format in MS Excel**.
- vi. An adjustable price quotation or conditional proposal shall be treated as non-responsive and the bid may be rejected.
- vii. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received.
- viii. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
 - If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - If there is a discrepancy between words and figures, the amount in words will prevail.
- ix. Bidder should provide all prices as per the prescribed format provided in CF1, CF2, and CF3.
- x. Bidders shall indicate the unit rates and total Bid Prices of the equipment/ services, it proposes to provide under the Contract. Prices should be shown separately for each item as required in the RFP.
- xi. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (Zero) in all such fields.
- xii. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- xiii. The Bidder needs to account for all Out of Pocket expenses related to Boarding, Lodging and other related items in the commercial bids. Any additional charges have to be borne by the bidder. For the purpose of evaluation of Commercial Bids, WDRA shall make appropriate assumptions as mentioned below to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder.
- xiv. The price quoted in the Commercial Proposal shall be the only payment, payable by WDRA to the successful Bidder for completion of the contractual obligations by the successful Bidder under the contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between WDRA and the Bidder after negotiations.
- xv. It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Bidder including any additional taxes/levies due to change in tax rates through the validity of the bid and contract. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable. Any other charges as applicable shall be borne by the Bidder.
- xvi. The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account

for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be the lowest, WDRA shall avail such discount at the time of award of Contract. For future purposes, Unit prices of all individual components will be discounted accordingly (by the overall discount % in case overall discount % is given or by the individual component discount % in case item wise discount given) to arrive at component-wise unit prices.

4.8 Award Criteria

- i. Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 50% and Commercial Bid Score a weightage of 50%.
- ii. The bidder would be technically evaluated out of 1000 marks. All the bidders who secure overall minimum of 70% (700 Marks out of 1000 across all the components together) will be considered as technically qualified. Technical score of all bidders will be calculated on the basis of the following formula:
- iii. Technical Score of bidder (TS) = Technical Marks received by the bidder x 50%
- iv. The Bid having the Lowest Commercial Quote shall be termed as the Lowest Evaluated Bid and will be awarded 1000 marks. Commercial score of all the other bidders will be calculated on the basis of the following formula:
- v. Commercial score of bidder (CS) =
$$\frac{\text{Commercial Quote of the lowest bidder} \times 1000 \times 50\%}{\text{Commercial Quote of the bidder}}$$
- vi. Final Score of the bidder: Final Score of each bidding party will be computed by adding the Technical score and Commercial Score on the basis of the following formula:
- vii. Total Score = TS + CS
- viii. The bidder whose bid has secured the "Highest Total Score" out of 1000 will be considered as best evaluated Bid.
- ix. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score will be invited first.
- x. WDRA is not bound to accept the best evaluated bid or any bid and reserves the right to accept any bid, wholly or in part.

4.8.1 Notification of Award

- i. Prior to the expiration of the validity period, WDRA will notify the successful bidders in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, WDRA may like to request the bidders to extend the validity period of the bid.
- ii. The notification of award will constitute the formation of the contract. At the time, WDRA notifies the successful bidder that its bid has been accepted, WDRA will send the bidders the Performa of contract, incorporating all clauses/ agreements between the parties. The successful bidder shall sign and date the contract and return it to WDRA.

4.8.2 Contract Finalization and Award

- i. The written advice to any change shall be issued by WDRA to the bidders up to 4 (four) weeks prior to the due date of commencement of services.
- ii. The selected Bidder/s should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the award letter within 7 days of receipt of the communication.

- iii. Upon notification of award to the successful Bidder, WDRA will promptly notify each unsuccessful Bidder.

4.8.3 Performance Bank Guarantee

- i. The PBG shall be submitted within 15 days of notification of award done through issuance of the Work Order/ Letter of Acceptance valid for the entire period of the project. WDRA shall facilitate the signing of contract within the period of 15 days of notification of award. However, it is to be noted that the date of commencement of project and all contractual obligations shall commence from the date of issuance of Work order/ letter of acceptance, whichever is earlier. All reference timelines as regards execution of project and payments to bidder shall be considered as beginning from date of issuance of Work Order/ letter of acceptance, whichever is earlier.
- ii. An amount equivalent of 10% of total contract value shall be payable by the bidder. All charges whatsoever such as commission, etc. with respect to the Performance Bank guarantee shall be borne by the bidder.
- iii. The Performance bank guarantee may be discharged / returned by WDRA upon being satisfied that there has been due performance of the obligations of bidder under contract. However, no interest shall be payable on the PBG.
- iv. WDRA shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions. Notwithstanding and without any prejudice to any rights whatsoever of WDRA under contract in Matter, the proceeds of PBG shall be payable to WDRA as compensation for any loss resulting from bidder's failure to complete its obligations under the Contract. WDRA shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligations for which the bidder is in default.
- v. The purchaser shall also be entitled to make recoveries from the bidder's bills, PBG, or from any other amount due to the bidder, the equivalent value of any payment made to the bidder due to inadvertence, error, collusion, misconstruction or misstatement.

4.8.4 Signing of Contract

- i. After the WDRA notifies the successful bidders that its proposal has been accepted, WDRA shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidders between WDRA and the successful bidders.
- ii. The Purchaser shall issue a Letter of Intent to the selected bidder and promptly notify all other bidders who have submitted proposals about the decision taken.
- iii. Integrity pact shall be executed with the successful bidder. The same shall be provided post the selection of the bidder upon completion of the evaluation process.

4.8.5 Failure to Agree with the Terms and Conditions of the RFP

- i. Failure of the successful bidders to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event WDRA may award the contract to the next best evaluated bidder or call for new proposals from the interested bidders.
- ii. In such a case, the WDRA shall invoke the PBG of the successful bidder.

5 Constitution of Team

- i. Key Personnel involved in the project shall be on the payrolls of the Bidder.
- ii. The bidder should have a defined hierarchy and reporting structure for various teams that would be part of the project.
- iii. The bidder shall ensure that all the personnel identified for this project have high level of integrity. The bidder shall undertake necessary due diligence to ensure that the personnel have high standard of trustworthiness. The bidder should obtain an undertaking from each of the personnel assigned and the same should be submitted to the WDR A as and when demanded by WDR A. In addition, WDR A could also get the background verification checks of the bidder personnel. Any information needed for this activity by WDR A should be provided immediately by bidder.
- iv. Bidder can provide additional manpower on the basis of their estimate of effort required to complete the scope of work given in of the RFP.
- v. The bidder should provide sufficient Non-Key Personnel to complete the scope of work. Bidder need not submit the names of such Non-Key Personnel along with the tender.
- vi. Bidder can offer more than one key personnel for a role to improve the quality of key personnel keeping in mind the scope of work as provided in the RFP.
- vii. For a scope of work defined in the RFP, it is imperative that the bidder should deploy best of class professionals to ensure successful execution of this project. The bidder will in its proposal include the names and detailed curriculum vitae of their key personnel who will be working full time on this project. For successful completion and execution of project the bidder shall have to deploy minimum resources as provided in the table below.
- viii. The bidder is free to propose and deploy as many resources apart from the below list for the successful and timely completion of the project. WDR A will provision space for 15 Bidder personnel in its premises. For the key personnel working out of WDR A’s office, WDR A will provide them with basic office infrastructure like seating space, Fan, etc. The bidder team is expected to bring their own laptops and data cards (as required).
- ix. The Bidder shall not be allowed to substitute Key Professional Staff member(s) given in the Proposal after the Bid Due Date
- x. During execution of the Contract, if for unavoidable reasons, the Bidder proposes substitution of a member of Key Professional Staff, the same may be allowed by WDR A, without any prejudice to the timelines. However, in such a situation also, the Key Professional Staff member(s) proposed for substitution shall have qualifications and experience equal to or better than the Key Professional Staff member(s) earlier working for the assignment, and must be approved by WDR A
- xi. In case of requirement of any professional staff/ expert beyond the contract period of the proposed deployment, up-to a maximum of 12 months, the Bidder is obliged to provide the same at the cost indicated in the financial proposal (Annexure 11) for the required period stated by WDR A. The cost payable on this account will be extra.
- xii. If the Bidder wishes to change the Project Manager, the same should be in consultation to WDR A, subject to the criteria for Technical Evaluation being met by the proposed Project Manager
- xiii. The Key Experts of the successful bidder should meet the requirements as per the below table:

Sr. No.	Level	Min. No. of People	Deployment Requirements						
			Implementation Period	Year 1	Year 2	Year 3	Year 4	Year 5	
1.	Project Manager	1	Onsite, Full-time	Onsite, first 6 months after Go-Live. Post that offsite, Part Time	Onsite – Minimum 25%				

Sr. No.	Level	Min. No. of People	Deployment Requirements						
			Implementation Period	Year 1	Year 2	Year 3	Year 4	Year 5	
2.	Technical Architect	1	Onsite, Full-time	Onsite, first 6 months after Go-Live. Post that offsite, Part Time	Onsite – Only when needed Offsite, Minimum 25%				
3.	Operations and Maintenance Expert	1	Onsite, Full Time from Phase-I Go-Live	Onsite Full Time	Onsite Full Time				
4.	Functional Leads	3	Onsite, Full-time	Onsite, first 6 months after Go-Live. Post that-offsite, Part Time	Onsite – Only when needed Offsite, Minimum 25%				
5	Developers	To be Decided by SI	Onsite, Full-time	On need basis	Only when needed				

6 Payment Terms & Acceptance Criteria

6.1 Payment Terms

S No	Cost component with reference to Section 11 Volume 1: Summary of Commercial Proposal	
Software Development and Deployment Cost		
1	Resource Mobilization (A1) + software development & implementation for Phase 1 (A2) + software development & implementation for Phase 2 (A3)	Component 1
Software Operations & Maintenance		
2	Application Software Operations & Maintenance (B1)	Component 2
3	Total Cost (Component 3 = Component 1 + Component 2)	Component 3

S No	Milestone	Fee Payable
Milestone Based Payments		
1	· Acceptance of detailed Project Plan, Project Charter and deployment of manpower (D2+D3+D8-1)	M1 = 5% x Component 3
2	· Approval of Software Requirement Specifications (SRS) for functionalities to be covered under Phase 1 (D4-1)	M2 = 5% x Component 3

S No	Milestone	Fee Payable
	<ul style="list-style-type: none"> Approval of Pilot & UAT for Phase 1 (D5-1) Approval of Capacity Building Plan for Phase 1 and Conducting trainings for WDRA Users (D7-1) Approval Data Migration Plan (D9) 	
3	<ul style="list-style-type: none"> Approval of applications ready for Go-Live for functionalities to be covered under phase 1 (D7-1) Completion of data migration (D10) 	M3 = 10% x Component 3
4	<ul style="list-style-type: none"> Approval of Software Requirement Specifications (SRS) for functionalities to be covered under Phase 2 (D4-2) Approval of Capacity Building Plan for Phase 2 and Conducting trainings for WDRA Users (D7-2) Deployment of technology platform for e-learning Approval Pilot & UAT Approval for Phase 2 (D5-2) 	M4 = 5% x Component 3
5	<ul style="list-style-type: none"> Approval of Report of Security Audit of IT application (D12) Approval of applications ready for Go-Live for functionalities to be covered under Phase TWO (D7-2) Deployment of e-learning 	M5 = 15% x Component 3
6	<ul style="list-style-type: none"> Baselining of applications (D13) Approval of consolidated documentation post baselining (D14) Approval of comprehensive exit management plan (D15) 	M6 = 5% x Component 3
Services Based Payment		
7	<ul style="list-style-type: none"> Quarterly payment for 3 years Quarterly payment will start after completion of roll out of the entire application and post-stabilization period of 30 days Payments should be made after completion of the quarter after deduction of any applicable penalties based on the submission of invoice and SLA compliance report (D16) 	M8 = 3.75% Per Quarter x Component 3
Exit Management		
8	<ul style="list-style-type: none"> Completion of Exit Management and Handover Approval of Project Closure/Handover Report 	M9 = 10% x Component 3

6.2 Acceptance Criteria

Bidder shall demonstrate the following mentioned acceptance criteria prior to acceptance of the solution in respect of functionality, scalability and performance. Acceptance criteria shall include the following:

- Acceptance criteria for each milestone of the project envisaged is the submission and acceptance of all deliverables specified for that milestone / Phase. The formal acceptance by WDR A of the deliverables constitutes completion of the milestone and approval to raise necessary invoices to WDR A for payment if there is a payment attached to that milestone.
- Acceptance criteria for each deliverable will be established in accordance with the process described in the following paragraphs prior to the start of every milestone.
- Successful completion of pilot for each phase covering all application functionality including data entry, workflows & batch processes;
- Successful testing by WDR A internal users for functionality in Internal Business Process & Office Automation, Portal, etc.;
- Defects (bugs) revealed during testing will be logged against the test cases in defect log tracker prepared by system integrator.
- As there will be different stakeholders, a defect coordinator shall be assigned by the system integrator.
- Role of defect coordinator:
 - Ensure that these are valid defects and non- duplicate defects
 - Ensure that the defects description is clear and unambiguous.
 - Ensure the defect severities are assigned correctly
- Defect coordinator will assign the defect to development team.
- WDR A/business determines the severity.
- After fixing the defect, development team of system integrator needs to do Unit testing of the fix in Dev/Stage environment and then deploy the code to the test environment, change the defect to Re-test and assign back to the QA/Defect filer, as the case may be. Only upon successful execution and meeting the stated passing criteria for the test cases, the defect status will be changed to ‘Closed’.

All system issues identified during the pilot and user testing will be logged in the helpdesk software with the following broad classification:

Severity	Definition	Examples	Business Critical?	Process Stop?
S1	Business Critical function not working and no feasible workaround	WDR A Portal down or Cannot open Warehouse Registration Form or Warehouse Quality Reporting Form from the WDR A Portal	YES	YES
S2	Business Critical function not working and feasible workaround available	Inspection Agency cannot submit invoice for inspection of warehouse	YES	NO
S3	Business non-critical function not working with or without feasible workaround	E-Learning module not available on the WDR A Portal	NO	YES

Severity	Definition	Examples	Business Critical?	Process Stop?
E1	Enhancement proposed to business function	Add a new column to a report or Change the sort criteria in a report	N/A	N/A

Acceptance criteria will be as follows:

- Severity 1 – 0 open issues;
- Severity 2 – 0 open issues;
- Severity 3 – Less than 5% of total no of open issues;

6.3 Penalty

In the event of delay in meeting the timeline specified for a milestone, WDRA at its discretion may levy a penalty on the System Integrator as under:

Milestone	Percentage delay w.r.t time schedule		
	>/=5 Days	>/=10 Days	>/=15 Days
Milestone #	2% of Respective Milestone Fee	5% of Respective Milestone Fee	10% of Respective Milestone Fee

7 Project Plan and Timelines

#	Activity	Time Completion (Weeks)	Deliverable
Phase I: System development and implementation phase			
	Agreement	T	D1
	Phase 1	T + 12	
1	Application Development		
	Approval of Project Charter	T + 1	D2
	Approval of Detailed Project Plan	T + 2	D3
	Approval of Software Requirement Specifications (SRS) for functionalities to be covered under Phase 1	T + 4	D4-1
	Approval & acceptance of applications for Pilot & UAT for functionalities to be covered under Phase 1	T + 10	D5-1
	Security Audit of the software including functionality developed in Phase 1	T + 12	D12
	Deployment of applications ready for Go-Live for functionalities to be covered under Phase 1	T + 12	D6-1
2	Capacity Building & Change Management		
	Approval of Training and Capacity building plan including Change Management Approach	T + 4	D7-1
3	Man-Power Deployment for Support Operations		
	Deployment of manpower as required by WDRA	As agreed with WDRA	D8-1
4	Security Audit		
	Approval of Security Audit Report of the software including functionality developed in Phase 1	T + 11	D12-1
5	Data Migration		
	Approval of Master Design Document for data migration including:	T + 4	D9

#	Activity	Time Completion (Weeks)	Deliverable
	<ul style="list-style-type: none"> · Application data migration 		
	<ul style="list-style-type: none"> · Migration of scanned documents and images 		
	<ul style="list-style-type: none"> · Data entry of information 		
	<ul style="list-style-type: none"> · Plan for data migration 		
6	Completion of application data migration including data entry of information	T + 10	D10
	Phase 2	T + 40	
7	Application Development		
	Approval of Software Requirement Specifications (SRS) for functionalities to be covered under Phase 2	T + 16	D4-2
	Approval & acceptance of applications for UAT for functionalities to be covered under Phase 2	T + 22	D5-2
	Deployment of applications ready for Go-Live for functionalities to be covered under Phase 2	T + 24	D6-2
8	Capacity Building & Change Management		
	Approval of training and Capacity building plan including Change Management Approach	T + 18	D7-1
	Deployment of technology platform for e-learning Deployment of e-learning content	T + 22	D11
9	Operations Infrastructure		
	Establishment of IT Helpdesk and Monitoring & Management software	T + 20	D13
	Deployment of Source Code versioning software with application source code	T + 24	D14
10	Man-Power Deployment for Support Operations		
	Deployment of manpower as required by WDRA	As agreed with WDRA	D8-2
11	Security Audit		

#	Activity	Time Completion (Weeks)	Deliverable
	Approval of Security Audit Report of the software including functionality developed in Phase 2	T + 23	D12-2
12	Phase II: Stabilization phase	T1 = T + 28	
	Baselining of applications	T + 26	D13
	Submission of consolidated documentation post baselining	T + 28	D14
	Submission of comprehensive exit management plan	T + 28	D15
13	Phase III: Operations and maintenance phase	T1 + 144	
	Submission of SLA Compliance reports along with invoices and supporting documents	Quarterly	D16
	Initiation of exit management plan (if necessitated) as per plan	As per plan	

8 Deliverables

Deliverable No.	Deliverable Description
D1	Kick-off presentation and/or Duly signed agreement
D2	Project charter should cover the following: <ul style="list-style-type: none"> - Study of scope of work & functional coverage - Governance Structure for Project Implementation - Project implementation approach - Resource deployment - Change & communication management plan - Change control procedure - Exit management plan
D3	Detailed Project Plan shall cover the following: <ul style="list-style-type: none"> - Detailed project plan - Work breakdown structure - Delivery schedule - Key milestones
D4- 1, D4-2	Software Requirements Specifications (SRS) should cover the following: <ul style="list-style-type: none"> - Detailed requirement capture and analysis - Software requirement - Interface specifications including APIs and external interfaces - Application security requirements - Mapping of FRS & SRS - Requirements sign-off - Identify third party interfaces required along with the type/specifications
D5-1, D5-2	UAT will include the following: <ul style="list-style-type: none"> - Demonstration of live application showing data entry screens, workflows, MIS reports & analytics as specified in the Functional Requirement Specifications (FRS) - Acceptance testing by WDRA internal users (including WDRA Technical team) for functions in Internal Business Process & Office Automation, Portal, Monitoring & Surveillance
D6-1, D6-2	Software Deployment for go-live should include the following: <ul style="list-style-type: none"> - Complete Source Code with documentation - Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan, Security Test Plan, Load Test Plan) - Software Testing Documentation (including details of defects/bugs/errors and their resolution) - User Acceptance Test Cases, Test Data and Test Results, User Acceptance Test Scripts, Unit Test Cases, Integration Test Results/ Cases - System Integration Tests (SIT) including Performance Tests (PT) - Challan of license procurement or verification through online portal of OEM - Periodic data backup and archival post Go-Live. Backup data should be tested for restorability on a quarterly basis.

Deliverable No.	Deliverable Description
D7-1, D7-2	Change Management & Training report should cover the following: <ul style="list-style-type: none"> - Detailed training plan - Communication plan - Training Materials and Curriculums including multimedia training modules - User documentation
D8-1, D8-2	Actual deployment of Man-power at WDRA including number of people, functions, roles and responsibilities, workflow between central team, project management, etc.
D9	Data migration report should cover the following: <ul style="list-style-type: none"> - Data migration assessment - Migration & transitioning approach - Detailed data migration plan - Scripts required for migrating data
D10	Data migration completion report should cover the following: <ul style="list-style-type: none"> - Details of actual data that has been migrated - Certificate from WDRA officials confirming successful completion of data migration
D11	Deployment of technology platform for creating & managing e-learning content including audio, video & text in multimedia formats
D12	Report of Security Audit of IT Applications covering the audit scope as specified in this RFP as mentioned in Annexure - 4 Application Security Audit
D13	Stabilize IT application & create application baseline that has been deployed and will be used for change requests, performance & uptime SLA measurements
D14, D15	Overall System Deployment report should cover the following: <ul style="list-style-type: none"> - Deployment sign-off from WDRA - User Manuals and System Manuals - Go-Live Certificate indicating readiness for roll-out with trainings - Pending Issues in the system, Dependencies - Updated System Design documents, specifications for every change request - Updated user Manuals, administration manuals, training manuals System stabilization report should cover the following: <ul style="list-style-type: none"> - Report indicating results, observations and action items - UAT Sign-off - Latest source code, application deployment files, configuration files for entire solution - Detailed changes description -Details on the overall applications deployed in WDRA -Submission of all scanned files as per requirements of WDRA

Deliverable No.	Deliverable Description
	-Exit Management Plan of the bidder in case of termination of the project/ expiring of the tenure of the project
D16	SLA Compliance Reports (Monthly) should cover the following: <ul style="list-style-type: none"> - Performance Monitoring reports for system - SLA Compliance Reports - Patches/ Upgrades of all components - Incremental updates to solution - Change Requests Managed - Issue/ Problem/ Bugs/Defect Tracker - On-Going Project Updates - Audit/ Standard Compliance Reports

9 Roles & Responsibilities of Stakeholders

9.1 Bidder / System Integrator

- i. Preparation of Detailed Project Plan in line with the overall plan provided in the RFP. The same should be prepared in consultation with WDRA.
- ii. Keep all application software i.e. databases, middleware etc., for Servers, at Data Centre and various locations, up to date by installing regular upgrades / patches.
- iii. Operate & Maintain IT Applications as per the Terms of Reference;
- iv. Deployment of IT Applications on the platform of the designated Cloud provider;
- v. End-to-end monitoring & administration of IT Applications;
- vi. Provide sizing for initial capacity based on projected load and monitor capacity utilization and provision for extra capacity after approval from WDRA;
- vii. Rectification of system software problems due to crashing or malfunctioning of the OS, RDBMS or front end within the time limits to meet the SLAs as defined in RFP.
- viii. Develop / customize, deploy and maintain the requisite Software Solution as per the requirements of WDRA.
- ix. Provision and manage the helpdesk for logging all defects in the IT Applications;
- x. Provide necessary support for the resolution of bugs, patches & upgrades of the software solution.
- xi. Provide necessary manpower for managing the Change Requests.
- xii. Maintain source code in source code control system with appropriate versioning;
- xiii. Maintain message formats for inter-repository protocol and warehouse quality reporting;
- xiv. Create service management processes including appropriate formats for change requests, incident & defect management, etc. and provision after approval by WDRA;
- xv. Perform application, process and infrastructure audit through a WDRA designated auditor;
- xvi. Design various manuals like User manual, System manual, Trouble Shooting manual etc. for the system.
- xvii. Provide training on application modules to the staff members and stakeholders of the entities involved in this RFP
- xviii. Maintain the business continuity and implement exit management plan as may be required.
- xix. Deploy the required manpower to manage the operations.
- xx. Ensuring the SLAs for downtime of system, and software development / customization.
- xxi. Management and quality control of all services.
- xxii. Regular Backup as per the schedule.

- xxiii. Generation of MIS reports, Exception Reports, Executive Dashboard Reports, Alerts, etc. as per the requirements.
- xxiv. Generation of the report for the monitoring of SLAs
- xxv. Any other services which is required for the successful execution of the project.

9.2 WDRA

- i. Designate Cloud provider for deployment of IT Applications;
- ii. Define SLAs for the Cloud provider and monitor & manage SLAs;
- iii. Payments to Cloud provider, as per the defined schedule, after deducting appropriate penalties;
- iv. Payments to SI, as per the defined schedule, after deducting appropriate penalties;
- v. Oversight of the SI including ensuring operations & maintenance of IT Applications as per defined SLAs;
- vi. Create Change Advisory Board, including representatives from WDRA, SI and Cloud provider, for approving all change requests;
- vii. Perform due diligence on all change requests including the estimates and approving all change requests;
- viii. Approve changes in message formats for inter-repository protocol and warehouse quality reporting;
- ix. Approve changes in capacity as requested by SI;
- x. Monitor & Manage SLAs for SI and levy financial penalties as may be required.

10 Formats for Submission of Technical Bids

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Proposal Evaluation Criteria.

10.1 PQ Form 1 – Supporting Information for Pre-Qualification Conditions

The Bidder is required to fill relevant information in the format given below. The pre-qualification bid must contain documentary evidences and supporting information to enable purchaser to evaluate the eligibility of the Bidder without ambiguity.

S No	Criteria	Pre-qualification Criteria description	Supporting Document	Response (Yes / No)	Reference in Response to Pre-Qualification Bid (Section # and Page #)

10.2 PQ Form 2 – Certificate of Conformity/ No Deviation

<<To be submitted on the Company Letter head of the Bidder>>

Date:

To

The Director (A&F), WDRA,
4/1, Siri Institutional Area,
August Kranti Marg,
Hauz Khas, New Delhi-110016

1. This is to certify that, the specifications of Software which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.
2. Also, I/ we have thoroughly read the RFP and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.
3. I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired standards set out in the bidding Document.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :
Designation :
Date :
Company Seal :
Business Address :

10.3 PQ Form 3 – Financial Capability

<<To be completed by the Bidder >>

<<On the letterhead of the Chartered Accountant >>

<<To be submitted along with Audited Financial Statements>>

Date:

To

The Director (A&F), WDRA,
4/1, Siri Institutional Area,
August Kranti Marg,
Hauz Khas, New Delhi-110016

Dear Sir,

We have examined the books of accounts and other relevant records of <<Bidder Name along with registered address>>. On the basis of such examination and according to the information and explanation given to us, and to the best of our knowledge & belief, we hereby certify that the annual turnover for the three years i.e. from FY 2013-14 to FY 2015-16 was as per details given below:

Information from Balance Sheets (in Indian Rupees)			
	2013-14	2014-15	2015-16
Annual Turnover			
Networth			

(Signature of the Chartered Accountant)

Name :
Designation :
Membership Number :
Date :
Company Seal :
Business Address :

10.4 PQ Form 4 – Performa for EMD

To,

WHEREAS..... (Name of Bidder) hereinafter called "The Bidder" has decided to participate in the tender number , hereinafter called "Tender" published by Warehousing Development and Regulatory Authority, hereinafter called "WDRA".

AND WHEREAS it has been stipulated by you in the said Tender that the Bidder shall furnish you with a Demand Draft or Pay Order or Bank Guarantee (of Nationalized Bank) for the sum specified therein as Security Deposit for compliance with the Bidder's obligations in accordance with the Tender.

AND WHEREAS we have agreed to give the Bidder a guarantee

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of Rs. _____/- (Rupees <in words> only) and we undertake to pay you, upon your first written demand declaring the Bidder to be in default of the tender conditions and without cavil or argument any sums within the limit of Rs. _____/- as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....200....

(Signature and Seal of Bank)

Date: _____

Address: _____

Witness: _____

10.5 PQ Form 5 – Details of Experience of Bidder in Various projects

As per the format below, the bidder should provide information for each project on similar assignments required for pre-qualification and technical evaluation criteria.

Sr. No.	Credential for < Prequalification Criteria No. / Technical Criteria No>		
	Name of the Organization - <<Name of the Bidder that has executed / executing the project>>		
	Parameter	Details	
General Information			
1.	Customer Name		
2.	Name of the contact person and contact details for the client of the assignment		
3.	Whether client visit can be organized	(YES / NO)	
Project Details			
4.	Project Title		
5.	Start Date and End Date		
6.	Date of Go-Live		
7.	Total Cost of the project		
8.	Current Status (Live / completed / on-going / terminated / suspended)		
9.	No of staff provided by your company		
10.	Please indicate the current or the latest AMC period with the client (<i>From Month – Year to Month-Year</i>)		
11.	Please indicate whether the client is currently using the implemented solution		
Size of the project			
12.	Order Value of the Project (Lakhs)		
13.	Capital Expenditure involved (Lakhs)		
14.	Cost of services provided by the bidder (in Lakhs)		
15.	Number of total users and concurrent users of the solution at the client location(s):	Total users	
		Concurrent users	
16.	Training responsibilities of Bidder		
17.	Any other information to be shared with WDRA		

Sr. No.	Credential for < Prequalification Criteria No. / Technical Criteria No>	
	Name of the Organization - <<Name of the Bidder that has executed / executing the project>>	
	Parameter	Details
Narrative Description of the Project:		
Detailed Description of actual services provided by Bidder:		
Documentary Proof:		
Highlights of the Key Result Areas expected and achieved		
List of modules and sub-modules implemented		

Certification: I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe the Projects implemented by our Company

(Signature)

Name of Authorized Signatory :

Designation

Date

Name and Address of the bidder

Company Seal

10.6 PQ Form 6 – Details of ineligibility for corrupt or fraudulent practices / blacklisted with any of the Government or Public Sector Units or Local Governments

<<On the letterhead of the Bidding Organization>>

Date:

To

The Director (A&F), WDR,
4/1, Siri Institutional Area,
August Kranti Marg,
Hauz Khas, New Delhi-110016

Subject: Declaration for not being under an ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government or Public Sector Units or Local Governments in India

Dear Sir,

In response to the RFP No. _____ Dated _____ for "< >", I/ We hereby declare that presently our Company/ Firm _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body. We further declare that presently our Company/ firm _____ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address :

10.7 Tech Form 1 – Technical Bid Covering Letter

<<On Bidder Letterhead>>

Date:

To

The Director (A&F), WDR,
4/1, Siri Institutional Area,
August Kranti Marg,
Hauz Khas, New Delhi-110016

Subject: Response to Request for Proposal (RFP) for "Selection of a System Integrator ('SI') for Transformation Plan of WDR"

Dear Sir,

1. We hereby request to be qualified with the WDR as a Tenderer for <Project Title> against Tender No. <>. I / We declare that all the services shall be performed strictly in accordance with the RFP documents and we agree to all the terms and conditions in the RFP.
2. I / We confirm that I / we am / are withdrawing all the deviations, counter clauses, proposed modifications in the Scope of work, Terms and Conditions, Functional Requirement Specifications and Technical Specifications which may have been mentioned in our proposal.
3. We authorize WDR or its authorized representatives to conduct any investigations to verify the statements, documents and information submitted and to clarify the financial and technical aspects of this application. For this purpose, we hereby authorize (any public official, engineer, bank, depository, manufacturer, distributor, etc.) or any other person or firm to furnish pertinent information deemed necessary and requested by WDR to verify statements and information provided in this application or regarding our competence and standing.
4. The names and positions of persons who may be contacted for further information, if required, are as follows:
Name: _____
Designation: _____
Telephone: _____
E-mail id: _____
5. We declare that the statements made and the information provided in the duly completed application are complete, true and correct in every detail. On verification at any time in the future if it is found that information furnished with this application and statements made therein are not true, incomplete or incorrect, we hereby authorize WDR to reject our application.
6. We confirm having submitted the information as required by you in Qualification Criteria. In case you require any other further information / documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.
7. We undertake, if our proposal is accepted, to provide all the services related to <Project Title> put forward in the bid document or such features as may subsequently be mutually agreed between us and WDR or its appointed representatives.
8. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of 180 days from the date fixed for bid opening and it shall remain binding upon us with full force and virtue. Till a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and WDR.
9. We hereby declare that in case the contract is awarded to us, we will submit Performance Bank Guarantee equivalent to 10 % of total contract value as quoted in the commercial bid in the form prescribed in the RFP.

10. I/We understand that WDRA reserves the right to reject any application without assigning any reason thereof.
11. I/We hereby undertake that I/We have not made any payment or illegal gratification to any person/authority connected with the bid process so as to influence the bid process and have not committed any offence under the PC Act in connection with the bid.
12. All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.
13. We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
14. We understand that the actual payment would be made as per the existing tax rates during the time of payment.
15. We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.
16. I/We do hereby confirm to deliver the latest versions of the software and hardware as available on the date of delivery on mutually agreed terms, that addresses the requirements of WDRA, pursuant to the Request for Proposal (RFP) document relating to providing of the system and associated software components, Implementation, training and maintenance services, Information Technology Infrastructure and System Integration services to WDRA at the same cost committed in the commercial proposal.
17. We shall size the hardware, all other equipment and software based on information provided by WDRA in its RFP document, past experience of similar implementations, best practices followed elsewhere and in accordance with the expected tender and Service Level requirements and assure WDRA that the required sizing shall be accounted in the commercial bid. However, if the sizing of any of the proposed solutions is found to be inadequate in meeting the tender and the Service Level requirements given by WDRA, then we will upgrade the proposed solution without any additional cost to WDRA.
18. We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.
19. In case you require any other further information/documentary proof before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.
20. We declare that our Bid Price is for the entire scope of the work as specified in the tender document. These prices are indicated in Commercial Bid submitted as part of the requirements of Tender.
21. I/We do hereby undertake that commercial proposal submitted by us is inclusive of all the items in the technical proposal and is inclusive of all the clarification provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our commercial proposal is firm and final and shall any clarifications sought by you and provided by us would not have any impact on the commercial proposal submitted by us.
22. Our commercial proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.
23. We understand you are not bound to accept any Proposal you receive.
24. We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.
25. I/We shall disclose any payments made or proposed to be made to any intermediaries (agents, etc.) in connection with the bid.
26. It is hereby confirmed that I/We are entitled to act on behalf of our company/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :
Designation :
Date :
Company Seal :
Business Address :

10.8 Tech Form 2 - Particulars of the Bidder

SI No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of registration with appropriate authorities for service tax	
G	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

(Signature of the Authorized signatory of the Bidding Organization)

Name :
 Designation :
 Date :
 Company Seal :
 Business Address :

10.9 Tech Form 3 - Profile of Proposed Resources

1.	Name of the employee					
2.	Name of the employer	<<Name of the Bidder>>				
3.	Proposed position					
4.	Date of Birth					
5.	Nationality					
6.	Total years of relevant experience					
7.	Certifications	Note: Please attach copies of relevant certificates				
8.	Education	Qualification	Name of School / College / University	Degree Obtained	Date Attended	
		Note: Please attach copies of relevant certificates				
9.	Language	Language	Read	Write	Speak	
10.	Employment Record	Employer	Position	From (MM / YYYY)	To (MM / YYYY)	Exp. in Months
		<i>(Starting with present position list in reverse order)</i>				
11.	Relevant Experience	<i>(Give an outline on the experience most pertinent to tasks mentioned in the project. Describe degree of responsibility held on these relevant assignments). Maximum 8 Projects:</i>				
		Name of Assignment/Project				
		Year				
		Location				
		Client				

Volume 1 - Request for Proposal (RFP) for "Selection of System Integrator (SI) for Transformation Plan of WDRA"

		Main project features	
		Positions held	
		Activities performed	
12.	Certification	<p>I, the undersigned, certify that to the best of my knowledge and belief, this bio-data correctly describes myself, my qualifications, and my experience.</p> <p>Date: _____</p> <p>Place _____ Signature of the employee / Authorized Signatory</p>	

10.10 Tech Form 4 – Technical Solution

The Bidder is required to describe the proposed Technical Solution in this section. The Technical Solution would be evaluated on the following broad parameters. WDR reserves the rights to add, delete, or modify these parameters at any time during the Tender process, without assigning any reasons whatsoever and without being required to intimate the Bidders of any such change.

- Clear articulation and description of the design and technical solution and various components
- Extent of compliance to functional and technical requirements specified in the scope of work and in accordance with leading practices.
- Technical Design and clear articulation of benefits to WDR of various components of the solution vis-à-vis other options available.

The Bidder should provide detailed design for the following listing all assumptions that have been considered:

- Solution details including proposed COTS/Bespoke solution, the proposed modules or components of COTS product, any other solution component required to meet WDR's functional and technical requirements
- By means of diagrammatic / pictorial representations, the Bidder should provide complete details of the hardware, software and network architecture of the COTS/Bespoke solution.
- Functional coverage of the solution and One to One mapping of WDR's functional requirement with COTS/Bespoke solution module/component proposed.
- Details of any third party solution, their description and purpose (if proposed).
- Capabilities of the proposed solution to address the functional requirements
- Details and calculations where possible on the estimates made on sizing the IT infrastructure (servers, storage, network components)
- Technical coverage of solutions (Servers, Database, Test environment etc.) including proposed IT landscape. Bidder should mention any specific requirements related to their solution (Network bandwidth, security components etc.)
- Functional requirement compliance sheet as per Functional Requirements in RFP Volume II
- Bill of Material for proposed COTS/bespoke solution
- Compliance to Functional Specifications (As per tender Vol. II)
- Database design considerations
- Application Security Architecture
- Disaster Recovery software details and approach
- Data Migration approach
- Testing approach

10.11 Tech Form 5 – Approach and Methodology

- The Bidder should cover details of the methodology proposed to be adopted for planning and implementation of solutions relating to establishment of the proposed solution.
- The bidder shall cover the details for best practices from imparting similar kind of training for users in an organization similar to the purchaser based on bidder's prior implementation experience in the same
- Detailed Methodology and approach provided for training of the different stakeholders within WDRA
- Best practices from undertaking Change Management for users in an organization similar to WDRA based on bidder's prior implementation experience in the same.
- Detailed Training Plan indicating the number of training sessions, batch sizes and number of batches with respect to all the stakeholders, and all different kinds of training vis-à-vis the requirements in the RFP.
- The Bidder may give suggestions on improvement of the scope of work given and may mention the details of any add on services related to this project over and above what is laid down in the tender document. List of deliverables should also be identified and explained.
- The Bidder shall describe the knowledgebase, best practices and tools that will be used by the project team for the execution of scope of work activities based on bidder's prior implementation experience in the same
- The Bidder should cover details of the methodology proposed to be adopted for operations and maintenance related the proposed solution.
- The Bidder should provide details about of the Service Helpdesk and handholding staff available for the purpose of resolution of issues pertaining to the conditions at the proposed solution.
- Project Methodology should contain but not limited to following
 - Overall implementation methodology (Objective of phases, deliverables at each phase, etc.)
 - Methodology for performing business design
 - Methodology for quality control and testing of configured system
 - Methodology of internal acceptance and review mechanism for deliverables by the bidder.
 - Proposed Acceptance criteria for deliverables
 - Methodology and approach along with proposed tools and processes which will be followed by the bidder during project implementation
 - Change Management and Training Plan
 - Risk and Quality management plan
- Additional information directly relevant to the scope of services provided in the Volume II of the tender may be submitted to accompany the proposal.
- Overview of support methodology offered in Warranty, AMC/ATS and Support & Maintenance phase
- Detailed support model for services under support and Maintenance

10.12 Tech Form 6 – Project Plan & Deployment of Personnel

S. No	Item of Activity	Week-Wise Program					
		M1	M2	M3	M4	M5
1	Activity 1						
1.1	Sub-Activity 1						
1.2	Sub-Activity 2						
2	Activity 2						
	..						
3	Activity 3						
3.1	Sub-Activity 1						
3.2	Sub- Activity 2						

- Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Bidder approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- Duration of activities shall be indicated in the form of a bar chart.

Note: The above activity chart is just for the purpose of illustration. Bidders are requested to provide detailed activity & phase wise timelines for executing the project with details of deliverables & milestones as per their proposal.

10.13 Tech Form 7 – Format of Deployment of Personnel

- The Bidder should provide a detailed resource deployment plan in place to ensure that technically qualified staff is available to deliver the project.
- The Bidder should provide the summary table of details of the manpower that will be deployed on this project along with detailed CVs of key personnel
- Bidder should mention proposed Governance structure including designation of representatives in the Governance structure for the project
- Bidder should provide escalation matrix and interaction frequency with WDRA or its nominated agencies/ stakeholders and its stake holders
- Resource mobilization and deployment plan as per project plan shared
- Roles and Responsibility of deployed team members
- Bidders can propose any additional role and profile as per their experience in same format
- Replacement mechanism to bring new team members due to attrition or reasons beyond the control of successful bidder

No.	Name of Staff	Education Qualification and Designation	Area of Expertise	Deployment Period (In Months)						Total Man-Months Proposed	Full Time/ Part Time
				M1	M2	M3	M4	M5	n		
1											
2											
3											

10.14 Tech Form 10 – Compliance for requirement specifications

Bidder is expected to upload compliance sheet for each of the requirements as provided in ANNEXURE of Volume II of this tender in the format specified.

Functional Requirements Specifications (Refer to Vol 2 annexure for details)

S No	Description of Requirement	Compliance (Yes/No)	Compliance Type (STD/CUS/DEV)	Product Name with Version	Sub Module (If applicable)

11 Formats for submission of Commercial Bids

It is mandatory to specify costs in each of the parameters specified below. Based on the requirements of the project, the bidder can decide and quote for the parameters which may be required for their solution implementation purposes. No additional payments shall be made by the purchaser to the bidder apart from whatever is quoted in the commercial formats. All quotes mentioned in the above format should be inclusive of all taxes.

11.1 Covering letter for commercial bid

(To be submitted on the Letterhead of the Bidder)

<<On Bidder / Lead Bidder Letterhead>>

<<On Bidder Letterhead>>

Date:

To

The Director (A&F), WDRA,
4/1, Siri Institutional Area,
August Kranti Marg,
Hauz Khas, New Delhi-110016

Subject: Response to Request for Proposal (RFP) for "Selection of a System Integrator ('SI') for Transformation Plan of WDRA"

Reference: Tender No: WDRA/2016/5-20/A&F Dated: 31 January 2017

We, the undersigned Bidders, having read and examined in detail all sections of the RFP document in respect of "Selection of a System Integrator ('SI') for Transformation Plan of WDRA", do hereby propose to provide the solutions and services as specified in the Tender document number Tender No: WDRA/2016/5-20/A&F dated 31 January 2017.

1. Price and Validity

All the prices mentioned in our proposal are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of submission of the Proposal.

2. Taxes

We hereby confirm that our proposal prices include all taxes. We have studied the clause relating to Indian Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other Corporate Tax in altered under the law, we shall pay the same.

3. Tender Pricing

We further confirm that the prices stated in our proposal are in accordance with all requirements, instruction, terms and conditions and procedures included in RFP documents.

4. Qualifying Data

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Bid, we agree to furnish the same in time to your satisfaction.

5. Proposal Price

We declare that our proposal Price is for the entire scope of the work as specified in the Vol II of this RFP and other Tender documents. The price quoted will remain firm during the contract period.

6. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the Proposal is true and correct to the best of our knowledge and belief.

7. We understand that our Proposal is binding on us during the validity period or the extensions thereof and that you are not bound to accept a Proposal you receive.

8. We confirm that no deviations are attached here with this commercial offer.

Thanking You,
Yours faithfully,

(Signature of the Bidder / Authorized signatory)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

11.2 CF-1 - Summary of Commercial Proposal

S. No.	Description	Total Cost #
1.	Core Application cum Software Cost	A1
2.	Bidder Manpower Deployment	A2
Total		A= A1+A2
3.	Core Application cum Software Maintenance	B1
4.	Man- Power Post Go-Live	B2
5.	Man-Power Deployment	B3
6.	Fees for Security Audit	B4
7.	Any Other Costs (To be provided by bidder)	B5
Total		B=B1+B2+B3+B4+B5
Grand Total		T= A+B

The bidder may chose not to quote for any specific parameter. It is not mandatory to specify costs in each of the parameters specified below. Based on the requirements of the project, the bidder can decide and quote for the parameters which may be required for their solution implementation purposes. No additional payments shall be made by the purchaser to the bidder apart from whatever is quoted in the commercial formats. The bid should be all inclusive of the taxes as applicable on the date of bid submission.

11.3 CF2: Implementation Cost Parameters

11.3.1 A1- Core Application cum Software Cost

S. No.	Software Function/Module	Unit Rate (A1.1)	Quantity (A1.2)	Total Value $A1.3 = (A1.1 * A1.2)^1$
1.	Software/Module-1			
2.	Software/Module-2			
3.	Software/Module-3			
4.	Any Other Software/ Module ²			
5.	Any Other Software/ Module			
6.	Any Other Software/ Module			
7.	Any Other Software/ Module			
8.	Any Other Software/ Module			
Total (in Words)		A1		

11.3.2 A2 - Bidder Manpower Deployment

S. No.	Parameter	No of People (A2.1)	Man-Month Rate (A2.2)	Total $A2.3 = (A2.1 * A2.2)$
1.	Project Manager			

¹ The bidder is free to quote this as a lump sum amount.

² The bidder can quote for queue management software or any other software/system used for the project implementation.

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S. No.	Parameter	No of People (A2.1)	Man-Month Rate (A2.2)	Total A2.3 = (A2.1* A2.2)
2.	Technical Architect			
3.	Capacity Building Expert			
4.	Functional Lead- Analytics			
5.	Functional Lead- Portal			
6.	Other Designated man-power including programmers, developers, experts, testing professionals, etc. can be included in this. If not quoted, it can be kept blank			
7.	Other Designated man-power including programmers, developers, experts, testing professionals, etc. can be included in this. If not quoted, it can be kept blank			
8.	Other Designated man-power including programmers, developers, experts, testing professionals, etc. can be included in this. If not quoted, it can be kept blank			
9.	Other Designated man-power including programmers, developers, experts, testing professionals, etc. can be included in this. If not quoted, it can be kept blank			
10.	Other Designated man-power including programmers, developers, experts, testing professionals, etc. can be included in this. If not quoted, it can be kept blank			
Sub-Total				

11.4 CF3: Post Implementation Cost Parameters

11.4.1 B1- Core Application cum Software Maintenance

S. No.	Software Function/Module	Year 1 (B1.1)	Year 2 (B1.2)	Year 3 (B1.3)	Total Value B1.4 = (B1.1+B1.2+B1.3)
1.	Software Module-1				
2.	Software Module-2				
3.	Software Module-3				
4.	Any Other Software/ Module				
5.	Any Other Software/ Module				
6.	Any Other Software/ Module				
7.	Any Other Software/ Module				
8.	Any Other Software/ Module				

11.4.2 B2 - Man- Power Post Go-Live

S. No.	Parameter	No of People (B2.1)	Man-Month Rate (B2.2)	Duration (B2.3)	Total B2.4 = (B2.1* B2.2 * B2.3)
1.	Man- Power				
Sub-Total					

11.4.3 B3 - Man-Power Deployment

S. No.	Parameter	No of People (B3.1)	Man-Month Rate (B3.2)	Deployment Duration (B3.3)	Year 1 (B3.4= B3.1*B3.2*B3.3))	Year 2 (B3.5= B3.1*B3.2*B3.3))	Year 3 (B3.6= B3.1*B3.2*B3.3))	Total B3.7 = (B3.4+B3.5+B3.6)
1.	Project Manager							
2.	Technical Architect							
3.	Capacity Building Expert							
4.	Functional Lead-Analytics							
5.	Functional Lead-Portal							
6.	Other Designated man-power including programmers, developers, experts, testing professionals, etc. can be included in this. If not quoted, it can be kept blank							
7.	Other Designated man-power including programmers, developers, experts, testing professionals,							

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S. No.	Parameter	No of People (B3.1)	Man-Month Rate (B3.2)	Deployment Duration (B3.3)	Year 1 (B3.4= B3.1*B3.2*B3.3))	Year 2 (B3.5= B3.1*B3.2*B3.3))	Year 3 (B3.6= B3.1*B3.2*B3.3))	Total B3.7 = (B3.4+B3.5+B3.6)
	etc. can be included in this. If not quoted, it can be kept blank							
8.	Other Designated man-power including programmers, developers, experts, testing professionals, etc. can be included in this. If not quoted, it can be kept blank							
Sub-Total								

11.4.4 B4: Security Audit Fees

S. No.	Description	Year 1 (B4.1)	Year 2 (B4.2)	Year 3 (B4.3)	Total Value= B4.4= (B4.1+B4.2+B4.3)
1.	Audit Fees				
2.	<Details of Components Included in Audit >				
3.	<Details of Components Included in Audit >				

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S. No.	Description	Year 1 (B4.1)	Year 2 (B4.2)	Year 3 (B4.3)	Total Value= B4.4= (B4.1+B4.2+B4.3)
4.	<Details of Components Included in Audit >				
Subtotal					

11.4.5 B5: Any Other Costs (To be provided by bidder)

S. No.	Description	Year 1 (B5.1)	Year 2 (B5.2)	Year 3 (B5.3)	Total Value= B5.4= (B5.1+B5.2+B5.3)
5.	<Details of Components Included as Other Costs >				
6.	<Details of Components Included as Other Costs >				
7.	<Details of Components Included as Other Costs >				
8.	<Details of Components Included as Other Costs >				
Sub Total					