

M P STATE ELECTRONICS DEVELOPMENT CORPORATION LTD
(A Govt. of M.P Undertaking.)

Tender Document

For

L- I, L- II, L- III Infrastructure Support Requirement for

MP Mandi Board, Bhopal

(Tender no. MPSEDC/MKT/2010/ 183)

(All pages of this document except for Commercial-bid to be submitted in original duly signed on each page along with the technical bid envelope. The Commercial bid in original is to be enclosed in a separate sealed envelope)

M.P. State Electronics Development Corporation Ltd.

147, Zone-I, M.P. Nagar, Bhopal-462011 (M.P.)

Ph.0755-2769816, 2769823

Fax: 0755-2769824

Technical Bid
INVITATION FOR BIDS

1. Addl. Chief General Manager, MPSEDC Ltd., Bhopal invites sealed bids, under two envelopes system, from bidders for support facilities requirement for MP Mandi Board for L- I, L- II, L- III Infrastructure Support Requirement on behalf of Director MP Mandi Board, Bhopal and other Govt. deptt.. Interested bidders may obtain further information from the office of MPSEDC Ltd., Bhopal Bids are invited for the work mentioned hereunder:

Sr. no.	Items	Description
a	Scope of Work	Support facilities requirement for MP Mandi Board for L- I, L- II, L- III Infrastructure Support
b	Cost of bid document	Rs.1000.00 (non-refundable) by Demand Draft/Cash
c	Postal charges	Rs.100.00(MPSEDC LTD. shall not be responsible for any postal delay)
d	Sale of bid documents	Date 24.7.10 to 28.7.10 (Between 10.30 AM to 5.30 PM)
e	Last date of submission of bid	Date 29.7.10 up to 3.00 PM.
f	Date of opening of technical bid	Date 29.7.10 at 4.00 PM.
g	EMD	Rs.20,000/- in the form of Demand Draft in F/o MPSEDC Ltd payable at Bhopal.
h	Place of opening of bids:	Office of MPSEDC LTD., 147, Zone-1, Maharana Pratap Nagar, BHOPAL (M.P.)
i	Address for communication:	MPSEDC LTD., 147, Zone-1, Maharana Pratap Nagar, BHOPAL (M.P.)

Note - Tender Document can be downloaded from the website www.mpsedc.com. In case tender form has been downloaded from the website, the tenderer will have to enclose a Demand Draft of Rs.1000/- (Rupees One Thousand only) of any scheduled bank in favor of MPSEDC Ltd. payable at Bhopal along with the tender.

All further notifications/amendments shall be posted on www.mpsedc.com only

Letter for Submission of tender

To ,

Dated ----- ,2010.

MPSEDC
147 Zone I, M P Nagar
Bhopal (M P)

Ref: "Support facilities requirement for MP Mandi Board for L- I, L- II, L- III Infrastructure Support Requirement against tender No MPSEDC /mkt/20010/ 180 dated- 9.7.10 due for opening on 21.07.10

Dear Sir,

Having examined the tender document relating to Support facilities requirement for MP Mandi Board for L- I, L- II, L- III Infrastructure Support Requirement as detailed in your tender, Conditions and scope of work etc., and having understood the provisions and requirements relating to the work and all other factors governing the tender, We hereby submit our offer for the undertake of the proposed job in accordance with terms and conditions and confirm our acceptance to execute the order within the time period specified in the tender document, at the rates quoted by us in the accompanying Technical & commercial Bid.

If, after the tender document is accepted, we fail to complete the work as per the order. We agree that, M/s. MPSEDC LTD. Bhopal shall have full authority to forfeit the earnest money and cancel our order with no obligation on their part.

We confirm having deposited earnest money of Rs 20,000/- (Rupees Twenty Thousand only) by Demand Draft No.....dated drawn onBank Branch attached here to, and general information required are as per annexure attached.

We further confirm that –

- i. We have successfully executed orders of similar nature and we have sufficient experience and financial strength in handling orders of this value.
- ii. We have sufficient qualified manpower and necessary materials and after sales support to execute the order efficiently in the specified time schedule.
- iii. The quoted rates shall be valid till the completion of the order but not less than 90 days.
- iv. We further confirm that all chapters of the tender documents have been read, understood and signed and there is no deviation/discrepancy
- v. We agree to accept the extension order up to 100% job within Six months of the issue of the order.

Signature of the Tenderer
With stamp and date

GENERAL INFORMATION AND EMD DETAILS

1	EMD Details DD No and date: Amount in Rs. Name of the Bank:	
2	Name and Address of the Tenderer:	
3	Contacts:	
4	Telephones:	
5	Fax:	
6	E-mail:	
7	Mobile No:	
8	Category of the tenderer (Whether company, partnership firm or Proprietary concern)	
9	Name of Chief Executive Officer and Telephone No.	
10	Year of Establishment	
11	Sales Tax/Commercial Tax/ CST nos. / Service Tax Number	
12	Income Tax PAN/GIR No.	
13	Yearly Turn over of the Last 2 years.	
14	Name and Address of the Banker	
15	List of major Clients and the size of orders executed	

Note: Separate sheets may be attached wherever necessary.

Signature of the Tenderer
With stamp and date

Terms and Conditions

Contents of Bidding Documents for Support facilities requirement for MP Mandi Board for L- I, L- II, L- III Infrastructure Support, bidding procedures and the terms of contract are prescribed here in under:

1 **Eligibility Criteria:**

- Past experience of software development and Web site development / support with any of the Central / State Govt. Organization of MP with minimum order value of 50 lakhs along with user satisfaction certificate
- The bidder must have working office and service centre in the state of Madhya Pradesh for at-least two years; attach copy of MPST/CST/TIN issued by M.P. Commercial tax department and service Tax certificate.
- Detailed Resume of min 5 consultants with Industry experience of more then 2 years as per the skills sets as defined in requirement out line shall be submitted along with the Tender. The bidder should submit the necessary proof that these consultants are on pay role of the bidder since last 2 years or more.
- The Bidder / developer should have an average turnover of minimum 40 lakhs per annum from software development in last Three year.

2. **Amendment in Bidding Document by the Competent Authority**

At any time prior to the deadline for the submission of bids, the competent authority may, for any reason, whether on it's own or in response to a clarification requested for by a prospective bidder, modify the bidding document by way of amendment(s).

The prospective bidders having received the bidding documents will be notified of the amendment(s) so made in writing or by Fax and such amendments shall be binding on them.

In order to allow reasonable time to the prospective bidders for taking into account such amendment(s), in the preparation of their bids, the competent authority, at its discretion, may extend the deadline for the submission of bids.

3 **Bid Price**

The bidders shall indicate on the prescribed Price Schedule, including item-wise and final Bid Price of the items listed

Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and shall not be subject to variation on any account.

A bid submitted with an adjustable price will be treated as non-responsive and rejected.

4. **The EMD may be forfeited:**

If a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid Form: or In case of a successful Bidder, if the Bidder fails:

- (i) To accept the order
- (ii) To furnish performance security
- (iii) If the supplier, after accepting the purchase order fails to deliver the material/services as per the order.

5. Any alterations, erasures or overwriting shall be valid only if the person or persons signing the bid initial them.

4. **Scope of work :**

Mandi Board has implemented SQL server 2005, .NET, ASP for managing their Management Information systems. The current requirements include putting together a process to handle the following type of work:

Resolving the change requests and technical support related to applications which will utilize Bidders's Technical skills on SQL Script, HTML/DHTML, Script/Formula and other development skills.

Desired Technical Skills Requirement and Experience

- Good knowledge in XSLT, XML and data modelling.
- Extensive mapping knowledge in ANSI X12 transitions for customer/vendor/carrier/banking.
- Good knowledge of setting FTP, AS2 and VAN.
- Experience in Networking, FTP, HTTPS and Digital Certificates.
- Experience in application development using SQL Server 2005 and ASP.
- Good experience in analyzing and troubleshooting documents, processes and system issues.
- Ability to quickly learn new processes and methodology.
- Excellent communication skills.
- Works well under pressure, ability to meet tight deadlines & takes appropriate initiative.

Our Client is looking for an experienced partner who can serve the above requirement using an onsite – offsite model and can demonstrate the skills as per below domains

- **Scripting**
 - PHP v5,Perl
 - CGI,CGI-BIN
 - ASP / ASP.NET v3.5 - Windows
 - Cold Fusion - Windows
 - Java script/DHTML
 - ODBC/DSN - Windows
 - Ruby on Rails
 - Server Side Includes (SSI)

- **Databases**
 - MYSQL
 - Postgre SQL
 - MS SQL 2005 – Windows
 - MS Access - Windows
 - ODBC/DSN - Windows
- **SECURITY MECHANISM**
 - 24/7 Monitoring
 - Firewall Protection
 - Spam Filter Spam Assassin
- **General SCRIPTS -**
 - Message Forum
 - Blogs (Online Diaries)
 - Photo Galleries
 - Online Shops
 - LiveChat System
 - Web Portals and CMS
 - Miscellaneous Scripts
- **ECOMMERCE FEATURES**
 - Free Shared SSL Certificate
 - Free Shared SSL
 - Online Shop Ready
- **ADMINISTRATION**
 - Log Files + Site Stats
 - Web File Manager, Publishing Program
 - Online Web Editor, Custom MIME Types
 - Custom CRON Jobs - Linux
 - Customizable Error Pages
- **MULTIMEDIA**

- Flash & Shockwave Support
- MIDI File Support
- Streaming Audio Support
- Streaming Video Support
- Real Audio & Video Support

Bidders on site consultants proactively engage with the in-house IT team for consistent support. The technical lead to provide L II- LIII support along-with developing documentation and providing training to other administrators who will be assigned the responsibilities of L II and L III support in future. The help desk team will be having a technical person who will provide the services like training and the support requirement in the form of L I – LIII support with a back end support from the development if required.

Level II Support - Experienced professionals or professionals that know something specific about the implementation or business and understands the clients need based on existing IT requirement.

Level III Support - Technical experts who would be employed to resolve issues that are typically very difficult or subtle. This may be software developers or programmers, systems engineers, or other technical professionals that are generally not required to solve "routine" issues not involving product defects, conflicts, or data damage.

If the fix involves a major enhancement or a development, then the problem will be transferred to the development team. L II continues to own and track the incident till closure. Each of the above activities are tailored by the helpdesk. For instance, L II can take care of the major part of case reported. L III can do regular health-checks, disaster recovery and so on.

6. Service support requirement

- a. Successful bidder will ensure the proper monitoring and ensure the timely providing technical man power according to job need.

SUBMISSION OF BIDS

09. Sealing and Marking of Bids

The bidders shall submit EMD, technical bid (containing the technical qualified manpower offered etc and original copy of commercial bid in separate sealed, envelopes all the above envelopes shall be sealed in one main envelope. All the envelopes should be distinctly marked EMD, technical bid, and commercial bid.

10. Payment:

Payment: Payment shall be released by MPSEDC as per the following terms:

The Facility management charges as mentioned in the scope of work shall be released in 4 Quarterly Instalments against proof of satisfactory performance of Services, subject to the condition of payment receipt from concern deptt. The bills for the purpose of release shall be submitted to MPSEDC, Bhopal. Interest on delayed payment shall not be payable.

11. Deadline for Submission of Bids

Bids must reach to the competent authority at the address specified but not later than the time and date specified in the invitation of Bids. In the event of the specified date for the submission of bids being declared a holiday for the office of the competent authority, the bids will be received up to the appointed time on the next working day.

12. Late Bid

Any bid received after the deadline for submission of bids prescribed by the competent authority, will not be accepted and returned unopened to the bidder.

BID OPENING AND EVALUATION OF BIDS

13. Opening of Bids

Since it is a Two-bid system, Technical and EMD envelope will be opened first by the Committee constituted for this purpose. If the technical bid specifications offered, EMD and deviations asked (if any) are found in order, the Committee will open commercial bid only for the eligible bidders.

The Committee will open the bids, in the presence of Bidders' representatives who choose to attend on the date specified at the following location:

The Additional Chief General Manager
M.P. State Electronics Dev. Corpo. Ltd
147, Zone-I, Maharana Pratap Nagar, BHOPAL-462011

Prospective Bidder representatives shall sign a register evidencing their attendance.

In case, the commercial bid is not opened on the same or next day of opening of technical bid the Committee may decide to open the commercial bid on subsequent dates. In such case the date, time and place of opening of commercial bid will be intimated to the bidders or their representatives.

14. Preliminary Examination

Before starting evaluation, the bids will be examined to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. In case of computational error the basic price will prevail.

If bid is determined as not substantially responsive, the competent authority will reject it and only the substantially responsive commercial bids will be considered.

The process of evaluation of bid is as follows:

- (i) The Committee, appointed by the MPSEDC LTD., will first verify that the Bank Draft for Bid Security is in order and as per requirement of the bid. The Committee will examine the bid on Eligibility Criteria as specified. The scrutiny of technical proposals will be based on the Evaluation Criteria determined.
- (ii) The commercial bid will be opened only for the proposals, which are found eligible and technically acceptable by the Committee and approved. On the day specified for the opening of bid, the Committee, appointed by the MPSEDC LTD., will open the commercial bids of eligible bidders and scrutinize the same minutely.

- (iii) After scrutiny, the MPSEDC LTD. after having examined the proposal may accept the same or accept the bid price of any other bidder found suitable or reject all or any proposal. The decision of the MPSEDC LTD. in this regard shall be final and binding.
- (iv) The time mentioned in the tender document is as per our estimate. However, MPSEDC reserves the right to place order for the less/higher time limit or drop the job or segregated work schedule depending on the actual requirement.

15. Performance Security

The successful bidder shall be required to submit performance guarantee equivalent to 10% of the order value for the satisfactory performance/completion of the complete order (Including warranty period), in the form of bank guarantee with MPSEDC LTD or Concern deptt.

16. Contacting the Competent Authority

Any effort on part of a Bidder to influence the Competent Authority or members of Technical/Monitoring committee, in its decisions on bid evaluation; bid comparison or contact award may result in rejection of the bidder's bid.

17. General

1. Bid form shall be duly filled in, signed and complete in all respects
2. The price should be inclusive of all taxes and local levies if any. On FOR destination basis.
3. The rates should be free from all escalation. However, all Tax and duty benefits if applicable should be passed on to us.
4. Cancel the contract reserving concern deptt right to recover damages.
5. The inner and outer envelopes shall be addressed to the competent authority at the following address:

The Additional Chief General Manager
M.P. State Electronics Dev. Corp. Ltd
147, Zone-I, Maharana Pratap Nagar, BHOPAL-462011

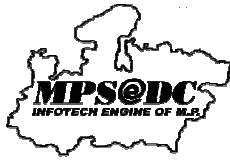
The envelopes shall also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late."

If the outer envelope is not sealed and marked, the competent authority will assume no responsibility for the bids, misplacement or premature opening.

Telex; cable facsimile or fax bids will be rejected.

Conditional bids are liable to be rejected.

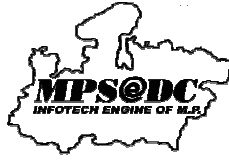
MPSEDC LTD. does not bind them selves to accept the lowest or any other tender and reserve the right to accept or reject any or all the tender in full or in part without assigning any reason.



Technical Specification

ITEM	Offered Skill sets
<p>One FTE (Full-Time-Equivalent) support on the Change & Requests and the Technical support related to Applications development on per man month deployment basis along with one Stand by at client location</p> <p>Desired Technical Skills Requirement and Experience</p> <ul style="list-style-type: none"> ▪ Good knowledge in XSLT, XML and data modelling. ▪ Extensive mapping knowledge in ANSI X12 transitions for customer/vendor/carrier/banking. ▪ Good knowledge of setting FTP, AS2 and VAN. ▪ Experience in Networking, FTP, HTTPS and Digital Certificates. ▪ Experience in application development using SQL Server 2005 and ASP. ▪ Good experience in analyzing and troubleshooting documents, processes and system issues. ▪ Ability to quickly learn new processes and methodology. ▪ Excellent communication skills. ▪ L-I, L-II AND L-III Support infrastructure ready ▪ Works well under pressure, ability to meet tight deadlines & takes appropriate initiative. 	
<p>Attached Detailed Resume of the FTE resources (min 3 Resumes) along with proof of relevant experience</p>	<p>YES/NO</p>

Signature of the Tenderer
With stamp and date



Price Bid
(To be submitted in separate envelope)

ITEM/PARTICULARS	Rate Rs.
One FTE (Full-Time-Equivalent) supporting man power on the Change & Requests and the Technical support related to Applications Development on per man month deployment basis along with one Stand by at Mandi Board location Desired Technical Skills Requirement and Experience given in the document.	

Price quoted as above is firm and inclusive of all Taxes,
We further confirm our acceptance to the terms & conditions of the tender document.

Signature of the Tenderer
With stamp and date