



Request for Proposal (RFP)
for
Implementation of
Citizen Experience Management System
for
Haryana.

Issued on 11.01.2017

By



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1 Key Events and Dates

DOCUMENT CONTROL SHEET		
S. No.	Particulars	Date & Time
1.	Tender Number	e-Tender/HARTRON/AGM(Services)-II/RFP/2016-17/03
2.	Invitation to Bid from	11.01.2017
3.	Last Date of Submission of Queries	18.01.2017 upto 5.00 PM
4.	Pre-bid Conference	23.01.2017 at 2:30 PM.
5.	Clarification & Corrigendum of bid queries	27.01.2017
6.	Last date for submission of bid	06.02.2017 at 11:30 AM.
7.	Date and time for opening of Technical bid	06.02.2017 at 12:00 Noon.
8.	Technical Presentation	13.02.2017 at 12:00 Noon onwards.
9.	Date and time for opening of Financial bids	To be intimated later
10.	Office address, Venue for Bid Submission	Haryana State Electronics Development Corporation Limited. Hartron Bhawan, Bays No. 73-76, Sector - 2, Panchkula, Haryana Phone (0172) -2709887, 2580096; Fax (0172) -2570076
11.	Tender Fee	Rs. 5000/-
12.	Earnest Money Deposit	Rs. 1,00,000/-
13.	Method of Selection	Quality & Cost Based Selection (QCBS) procedure

Address for Communication:

Managing Director,
Haryana State Electronics Development Corporation Ltd.,
Hartron Bhawan, Bays No. 73-76, Sector - 2, Panchkula, Haryana

Phone: 0172- 2709887, 2580096

E-mail: mdhartron-hry@gov.in; gmhartronhry@gmail.com; jaganhartron@gmail.com

2 Abbreviations and Definitions

Abbreviations: For the purpose of this RFP, the following table gives the Terminologies used and the reference to/ definition of these terminologies.

S. No.	Terminology	Reference To / Definition
1	CEMS	Citizen Experience Management System/Software
2	EMD	Earnest Money Deposit
3	GoH	Government of Haryana
4	HARTRON	Haryana State Electronics Development Corporation Limited, Haryana.
5	HQ	Head Quarters
6	INR	Indian National Rupees
7	IPR	Intellectual Property Right
8	IT	Information Technology
9	MIS	Management Information System
10	O&M	Operation and Maintenance
11	PBG	Performance Bank Guarantee
12	RFP	Request For Proposal
13	SCRM	Social Customer Relationship Management
14	SLA	Service Level Agreement
15	SMRM	Social Media Response Management
16	SP	System Partner
17	SRS	Software Requirement Specifications
18	TOR	Terms of Reference (referring to this document)
19	TPA	Third Party Agency

Definitions: The definitions of various terms that have been used as part of this RFP are as follows:

- i. **“Contract / Agreement / Contract Agreement”** means the Agreement to be signed between the successful bidder and HARTRON, including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- ii. **“Authorized Representative / Competent Authority”** shall mean any person authorized by either of the parties i.e. Bidder and HARTRON.
- iii. **“Bidder/ Agency/ Service Provider/ System Partner/ Software Vendor/ IT System Partner/ Implementation Partner (IP)”** means any firm offering the solution(s), service(s) and /or materials as required in the RFP. The words **Bidder/ Agency/ Service Provider/ System Partner/ Vendor/ IT System Partner/ Implementation Partner (IP)** when used in the pre-award period shall be synonymous with parties bidding for this RFP, and when used after award of the Contract shall mean the successful party with whom HARTRON signs the agreement for rendering of services for implementation of this project.
- iv. **“Party”** means HARTRON or Bidder individually and **“Parties”** mean HARTRON and Bidder, collectively.
- v. **“Client”** will mean HARTRON, Haryana.
- vi. **“Proposal / Bid”** means the Technical and Commercial bids submitted for this project against this RFP.
- vii. **“Request for Proposal (RFP)”** means this document and its annexure and any other documents provided along with this RFP or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.

- viii. **“Requirements”** shall mean and include schedules, details, description, statements of technical data, performance characteristics and standards (Indian & International) as applicable and specified in the RFP.
- ix. **“Default Notice”** shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
- x. **“Law”** shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the State Government or regulatory authority or political subdivision of government agency.
- xi. **“LoI”** means Letter of Intent, which shall constitute the intention of HARTRON to place the Purchase/Work Order with the successful bidder.
- xii. **“Termination Notice”** means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.
- xiii. **“CEM”** means means Citizen Experience Management System/Software which will be used to track mentions, group and filter them across various channels such as Social Media, Email and respond to them using the single system for better citizen experience.

3 Introduction

IT (Information Technology) has made revolutionary changes in the Society. Over the last few years, the IT industry has grown at a remarkable pace covering most aspects of computing and technology. The success of Indian Firms & professionals in IT arena has been spectacular and with abundant pool of IT talent, connectivity and wide infrastructure, Haryana has emerged as a leader in utilizing its IT skills. Government of Haryana is committed to provide citizen services in their locality, in faster & transparent manner, at reasonable cost. Haryana State is planning to implement the Citizen Experience Management System and to create better customer experience by using online platforms i.e. Twitter and Facebook and it has decided to put in place a framework for development and implementation of Citizen Experience Management System in the State.

HARTRON invites proposals on behalf of Department of E&IT, Haryana State Govt. from eligible companies/agencies for Implementation of Citizen Experience Management System. Selection of Bidder shall be carried out as per the procedure laid down in this document.

The validity of project will be for a period of three years from the date of issue of Purchase Order, extendable on mutually agreed terms on year to year basis to enable meeting organizational needs for unfinished or extended engagement needs. HARTRON/Electronics & Information Technology (E&IT) Department, Haryana reserves the right to terminate the purchase order/agreement at any time owing to deficiency of service, sub-standard quality of software deployed, insolvency/performance of selected agency(s), adoption of unethical practices and/or other situations involving material breach. HARTRON/E&IT Department, Haryana also reserves the right to terminate in whole or part this engagement without assigning reasons, including modifications, to the extent that it is feasible and permitted within the spirit of this requirement.

4 Instructions to Bidders on Electronic Tendering System:

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

4.1 Registration of bidders on e-Procurement Portal:

All the bidders intending to participate in the tenders processed online are required to get registered on the centralized e-Procurement Portal i.e. <https://haryanaeprocurement.gov.in>. Please visit the website for more details.

4.2 Obtaining a Digital Certificate:

- The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.
- A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details please visit the website - <https://haryanaeprocurement.gov.in>.
- The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities.
- Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during bid preparation stage. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and also keep the copies at safe place under proper security (for its use in case of emergencies).
- In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate/power of attorney /lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

- In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.
- The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

4.3 Opening of an Electronic Payment Account:

For applying online, bidders are required to pay the Application Processing fee online using the electronic payments gateway service shall be integrated with the system. For online payment guidelines, please refer to the Home page of the e-tendering Portal <https://haryanaeprocurement.gov.in>.

4.4 Pre-requisites for online bidding:

In order to bid online on the portal <https://haryanaeprocurement.gov.in> , the user machine must be updated with the latest Java & DC setup. The link for downloading latest java applet & DC setup are available on the Home page of the e-tendering Portal.

4.5 Online Viewing of Detailed Notice Inviting Tenders:

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at <https://haryanaeprocurement.gov.in>

4.6 Download of Tender Documents:

The RFE document can be downloaded free of cost from the e-Procurement portal <https://haryanaeprocurement.gov.in> and Hartron website www.hartron.org.in.

4.7 Key Dates:

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

4.8 Bid Preparation (Pre- Qualification , Technical) , Online Payment of Application Processing Fee, eService fee, EMD fees of online Bids:

- The online payment for Application Processing fee, eService Fee & EMD can be done using the secure electronic payment gateway. The Payment for application

processing fee and eService Fee can be made by eligible bidders/ contractors online directly through Debit Cards & Internet Banking Accounts and the Payment for EMD can be made online directly through RTGS / NEFT.

- The secure electronic payments gateway is an online interface between contractors and Debit card / online payment authorization networks.
- The bidders shall upload their pre-qualification offer containing documents, qualifying criteria and all other terms and conditions with proper index, numbering and signed on each page.
- If bidder fails to complete the Online Bid Preparation & Submission stage on the stipulated date and time, his/hers bid will be considered as bid not submitted, and hence not appear during tender opening stage.
- Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://haryanaeprocurement.gov.in>.
- For help manual please refer to the 'Home Page' of the eProcurement website at <https://haryanaeprocurement.gov.in>, and click on the available link 'How to .. ?' to download the file.

4.9 Guideline for Online Payments in e-tendering

- Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing). Bidder shall proceed to select the tender he is interested in. On the respective Department's page in the e-tendering portal, the Bidder would have following options to make payment for RFE document & EMD:

- i. Debit Card
- ii. Net Banking
- iii. RTGS/NEFT

- Operative Procedures for Bidder Payments

A) Debit Card

The procedure for paying through Debit Card will be as follows.

- (i) Bidder selects Debit Card option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.
- (iii) Bidder clicks on "Continue" button

- (iv) The e-Procurement portal takes the bidder to Debit Card payment gateway screen.
- (v) Bidder enters card credentials and confirms payment
- (vi) The gateway verifies the credentials and confirms with “successful” or “failure” message, which is confirmed back to e-Procurement portal.
- (vii) The page is automatically routed back to e-Procurement portal
- (viii) The status of the payment is displayed as “successful” in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same,
- (ix) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

B) Net Banking

The procedure for paying through Net Banking will be as follows:

- (i) Bidder selects Net Banking option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount to be paid by bidder.
- (iii) Bidder clicks on “Continue” button
- (iv) The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks
- (v) Bidder chooses his / her Bank
- (vi) The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank
- (vii) Bidder enters his account credentials and confirms payment
- (viii) The Bank verifies the credentials and confirms with “successful” or “failure” message to the Net Banking gateway which is confirmed back to e-Procurement portal.
- (ix) The page is automatically routed back to e-Procurement portal
- (x) The status of the payment is displayed as “successful” in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same.
- (xi) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

C) RTGS/ NEFT

The bidder shall have the option to make the EMD payment via RTGS/ NEFT. Using this module, bidder would be able to pay from their existing Bank account through RTGS/NEFT. This would offer a wide reach for more than 90,000 bank branches and would enable the bidder to make the payment from almost any bank branch across India.

- i. Bidder shall log into the client e-procurement portal using user id and password as per existing process and selects the RTGS/NEFT payment option.
- ii. Upon doing so, the e-procurement portal shall generate a pre-filled challan. The challan will have all the details that is required by the bidder to make RTGS-NEFT payment.
- iii. Each challan shall therefore include the following details that will be pre-populated:
 - Beneficiary account no: (unique alphanumeric code for e-tendering)
 - Beneficiary IFSC Code:
 - Amount:
 - Beneficiary bank branch:
 - Beneficiary name:
- iv. The Bidder shall be required to take a print of this challan and make the RTGS/NEFT on the basis of the details printed on the challan.
- v. The bidder would remit the funds at least T + 1 day (Transaction + One day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in the challan.
- vi. Post making the payment, the bidder would login to the e-Tendering portal and go to the payment page. On clicking the RTGS / NEFT mode of payment, there would be a link for real time validation. On clicking the same, system would do auto validation of the payment made.

D) List of Net banking banks

Sr.no	Name of the bank	Sr.no	Name of the bank
I.	Allahabad Bank	II.	Axis Bank
III.	Bank of Bahrain and Kuwait	IV.	Bank of Baroda
V.	Bank of India	VI.	Bank of Maharashtra
VII.	Canara Bank	VIII.	City Union Bank
IX.	Central Bank of India	X.	Catholic Syrian Bank
XI.	Corporation Bank	XII.	Deutsche Bank
XIII.	Development Credit Bank	XIV.	Dhanlaxmi Bank
XV.	Federal Bank	XVI.	HDFC Bank
XVII.	ICICI Bank	XVIII.	IDBI Bank
XIX.	Indian Bank	XX.	Indian Overseas Bank
XXI.	Indusind Bank	XXII.	ING Vysya Bank
XXIII.	J and K Bank	XXIV.	Karnataka Bank
XXV.	Kotak Mahindra Bank	XXVI.	Karur Vysya Bank
XXVII.	Punjab National Bank	XXVIII.	Oriental Bank of Commerce
XXIX.	South Indian Bank	XXX.	Standard Chartered Bank
XXXI.	State Bank of Bikaner and Jaipur	XXXII.	State Bank of Hyderabad
XXXIII.	State Bank of India	XXXIV.	State Bank of Mysore
XXXV.	State Bank of Travencore	XXXVI.	State Bank Of Patiala
XXXVII.	Tamilnad Mercantile Bank	XXXVIII.	Union Bank of India
XXXIX.	United Bank of India	XL.	Vijaya Bank
XLI.	Yes Bank		

Further for any clarification on process for e-tendering, the bidders are requested to contact the service provider at the following:-

Haryana State Electronics Development Corporation Limited,
Hartron Bhawan, Bays 73-76, Sector-2, Panchkula.
Phone (0172) - 2704922, 2580096; Fax (0172) -2570076

M/s Next Tender (India) Pvt. Ltd.
O/o DGS&D Haryana,
SCO-9, IInd Floor,
Sector-16, Panchkula - 134108
E-mail: chandigarh@nexttender.com
Helpdesk No. 1800 180 2097 (Toll free)

4.10 Payment of Application Processing Fee and EMD

- The Bidders shall have to pay for the tender fee (as per Section 1- point No.11), EMD (as per Section 1-point No. 12) & eService Fee of Rs.1000/- online by using the service of secure electronic payment gateway. The secure electronic payments gateway is an online interface between contractors and online payment authorization networks.
- The Payment for tender fee and eService Fee can be made by eligible bidders online directly through Debit Cards & Internet Banking Accounts. The Payment for EMD can be made online directly through RTGS/NEFT and the bidder would remit the funds at least T + 1 day (Transaction + One day) in advance to the last day and make the payment via RTGS/NEFT to the beneficiary account number as mentioned in the challan.
- The bidders have to complete 'Bid Preparation & Submission' stage on scheduled time as mentioned above. If any bidder failed to complete his/her aforesaid stage in the stipulated online time schedule for this stage, his/her bid status will be considered as 'bids not submitted'.

Bidder must confirm & check his/her bid status after completion of his/her all activities for e-bidding.

5 Instructions to Bidders

5.1 Bid Documents

The RFP document can be downloaded from start date for issue of RFP from the website www.hartron.org.in or from the portal <https://haryanaeprocurement.gov.in>.

5.2 General Eligibility Criteria for Bidders

This invitation for bids is open to all bidders who fulfill pre-qualification criteria as specified under this RFP. Bidder would be completely responsible to HARTRON for discharging of all responsibilities related to the bid finalization and implementation of project. Bidder should have ownership of the core solution proposed to HARTRON.

5.3 Pre-Bid Conference

The date and time for Pre-Bid Conference as indicated below:

Venue	HARTRON Bhawan, Bays 73-76, Sector-2, Panchkula, Haryana
Time	As mentioned in Data Sheet
Date	As mentioned in Data Sheet

The purpose of this pre bid conference is to provide bidders with initial information regarding the RFP and the proposed project requirements. The conference would also aim to provide each bidder with an opportunity to seek clarifications regarding any aspect of the project.

5.4 Bidder Inquiries and Department Responses

All enquiries related to this RFP must be directed in writing exclusively to the contact person notified by HARTRON. The mode of delivering written queries to the aforementioned contact person would be through email or in hardcopy

on bidder's letter head. The bidders shall send their queries at the following email address mdhartron-hry@gov.in; gmhartranhry@gmail.com; jaganhartron@gmail.com.

HARTRON will endeavour to provide a timely response to all received enquiries and would provide information to the extent it is currently available to the best of the knowledge of the project team. The responses will be posted at the websites www.hartron.org.in; www.haryanaeprocurement.gov.in.

5.5 Amendments/Corrigendum

If HARTRON deems it appropriate to revise any part of this RFP or to issue additional information to clarify any section of this RFP, it may issue supplements/amendments/addendums/corrigendum etc to RFP. All such supplements/amendments/addendums/corrigendum etc shall be uploaded on HARTRON's website www.hartron.org.in and www.haryanaeprocurement.gov.in

All such supplements/amendments/ addendums/corrigendum etc, along with this tender document shall be a part of the RFP and the bidders shall submit their bids accordingly. No individual letters/mail will be sent to any bidder for any supplements/clarifications/ amendments/addendums/corrigendum etc.

5.6 RFP Format

This RFP provides Bid process and includes the scope of work for the bidder with regards to the Implementation of Citizen Experience Management System to facilitate HARTRON in determining bidder's suitability as the proposed solution provider for the requirements outlined in this RFP. The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the proposed service provider for the requirements outlined in this RFP.

5.7 Proposal Preparation Costs

The bidder will be responsible for all costs incurred in connection with the participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, providing any additional information, etc. required by HARTRON to facilitate the evaluation process, and all such activities related to the RFP process. This RFP does not bind HARTRON to award a contract or to engage in negotiations.

Bids must be direct, precise, concise, and complete. HARTRON will evaluate bidder's proposal based on the response to the requirements of the project as outlined in this RFP.

5.8 Period of Validity of Bids

The technical and commercial bids shall be valid for a period of 90 days from the closing date of submission of the bids. A bid valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the bidder withdraws his bid in writing, it will be deemed to be valid until such time that the bidder formally (in writing) withdraws his bid. HARTRON may solicit the bidder's consent for an extension of the validity period for the bids. The request and the responses thereto shall be made in writing to the Managing Director, HARTRON.

5.9 Non-Conforming Bids

Any bid may be construed as a non-conforming bid and ineligible for consideration if it does not comply with the requirements of this RFP.

5.10 Language of Bids

The bids and all correspondence and documents shall be written in English. All bids and accompanying documentation will become the property of HARTRON/Department.

5.11 Prices

The price would be as per Price bid format of this document. The bids not conforming to the format shall be rejected.

5.12 Correction of errors

Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted price will be entertained after the bids are opened. (All corrections, if any, should be initiated by the person signing the bid form before submission, failing which the figures for such items may not be considered).

5.13 Arithmetic errors in bids will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the bid form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case the bid price shall govern.

5.14 Rejection

The bids are liable to be rejected in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

- Proposal not submitted in accordance with this document.
- During validity of the bid, or its extended period, if any, the bidder increases his quoted prices.
- The bidder qualifies the bid with his own conditions.
- Proposal is received in incomplete form.
- Proposal is not accompanied by all requisite documents.
- Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- Financial bid is enclosed as part of technical bid.

- Bidder tries to influence the bid evaluation process by unlawful means at any point of time during the bid process.
- Bids received after the due date & the specified time for any reason whatsoever, shall be rejected.
- In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/bidders are withdrawn upon notice immediately.
- Bidders may specifically note that while evaluating the bids, if it comes to HARTRON's knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form an alliance/cartel then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by HARTRON.
- Blacklisted by the Government of India ("GoI"), State Government or any other Government owned agency including quasi-Government sector organization or company, for corrupt, fraudulent practices or reasons related to non-performance in an engagement on the date of submission of bid.

5.15 Modification and Withdrawal of Proposals

No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiration of the bid validity period specified by HARTRON. Any modification or withdrawal of bid during this period shall result in the forfeiture of the EMD.

5.16 Proposal Cover Letter

The bidder should submit the proposal with the Proposal covering letter (on company's letter head) only in the format described in the Section - Submission of Bids.

5.17 General information of the bidders

The bidder shall provide the General information about them (on company's letter head) only in the format described in the Section - Submission of Bids.

5.18 Bidder's Authorization Certificate

The bidder shall provide the Bidder's Authorization Certificate (on company's letter head) only in the format described in the Section - Submission of Bids.

5.19 Authenticity of Documents submitted

Bidders should submit an unconditional declaration only in the format described in the Section - Submission of Bids that all the requisite Forms/Declarations/Covering Letter/Annexure/Documents submitted as part of, technical and financial bids are in the same format as given in the RFP and shall not include any conditional statements.

5.20 Completeness of the Bidding Documents

Bidder should furnish unconditional declaration for Completeness of the Bidding Documents in the format described in the Section - Submission of Bids

5.21 Unconditional Bidding Documents

Bidder should furnish unconditional declaration for Unconditional Bidding Documents in the format described in the Section - Submission of Bids
Complete Responsibility for the completion and execution of the project in all respects.

Bidder should furnish unconditional declaration for Complete Responsibility of the project in the format described in the Section - Submission of Bids

5.22 Deviations and Exclusions

The bidder shall provide the deviations and exclusions, if any, from the defined scope of proposed project only in the format described in the Section - Submission of Bids.

5.23 Acknowledgement of Understanding of Terms

By submitting a bid, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

5.24 Bid Submission

The tender shall be accepted under Two Bid System. The interested agencies have to submit the Technical and Commercial Bid in separate sealed envelopes at Hartron Bhawan, Bays No. 73-76, Sector - 2, Panchkula, Haryana on or before date/time in addition to online bid submission as per the instructions given in Section 4.

Bidder may put Technical Bid in Envelope-1 and Commercial Bid in Envelope-2, both the envelopes may put in a bigger envelope marked “Technical + Commercial Bid” along with tender number, due date and tender name. Name of the company should also written on all envelopes.

Envelope 1: Technical Bid

Technical Bid should contain only Technical Bid along supporting documents for Pre-qualification, Technical Compliance, Compliance/Response to Scope of Work, Deviations if any. All pages of Technical Bid should be signed by authorized signatory with company seal. Technical Bid should not contain any commercial information of the quoted product/service/software. In case any commercial information found in the technical bid, it will be rejected and bid will not be considered for further evaluation.

Envelope 2: Financial Bid

Financial Bid should consist Financial Bid only in specified format duly filled, signed by Authorized Signatory and Stamped with company seal. Price should be quoted in the format provided, in case of any change in the format, the financial bid will be rejected. Price should be quoted in Indian Rupees only. Taxes, Levies and Duties

should clearly mention in % and value. Any future change by government or competent authority in tax structure will be applicable.

6 Scope of Work

The agency is required to implement a Citizen Experience Management System and assist the government to create better customer experience and e-governance for the citizen of Haryana State. The platform should have the following features:

6.1 Tracking:

- Ability to track public mentions on Twitter.
- Ability to track public mentions on multiple official Facebook accounts of CM Office and Government Departments
- The platform should be capable of tracking Google Playstore reviews of Haryana Government Android Application
- The Platform should have ability to send and receive emails from anyone.
- The platform should have APIs to add custom sources for tracking.

6.2 Workflow Management

- Platform should create individual of the tracked mentions according to business rules
- The platform should have robust workflow management to escalate the mentions to various departments in the state.
- These mentions can be sent to anyone in Haryana government for resolution using the same platform via emails or escalation.
- The platform should have business logics to ensure timely response and robust escalation

- The system should have capability to setup service level agreements (SLAs).
- It should also provide management information system (MIS) to various departments in the state including the number and type of issues faced by departments and the resolution provided along with response and resolution time.

The agency is further expected to help to the Department:

1. Setup the response management process in the state of Haryana.
2. Train a team to use the platform.
3. Train the department and people to use Social Media and Emails effectively.

As a step towards e-governance, the agency is required to help the state with best practices in the social media industry for response management, better customer experience and improve the resolution of citizen issues in the state.

7 Pre-Qualification Criteria (Mandatory):

7.1 The Technical evaluation will be carried out for the Companies/Agencies meet the pre-qualification criteria as defined below:

Sl. No.	Qualification Criteria	Supporting Documents Required
1	The bidder should be registered in India under the Companies Act 1956/Limited Liability Partnership Act 2008 with their registered office in India for the last five years as on date.	Certificate of Incorporation issued by the Registrar of Companies.
2	The bidder should be operating in the field of Social SCRM/CEMS/Social Media Response Management from the last three financial years, FY 2013-14, 2014-15 & 2015-16.	3 years old Purchase Order copy/Agreement Copy for Social SCRM/CEMS/Social Media Response Management work from reputed brands/ organizations
3	Average Turnover from last 3 financial years should be more than Rs. 2 Crores (2013-14, 2014-15 and 2015-16).	Audited Annual Financial Statements and Certified statement from the Current Statutory Auditors of the Company for the FY 2013-14, 2014-15 & 2015-16.
4	The bidder must have executed at least 03 job of Social SCRM/CEMS/Social Media Management work for any Govt. organization/PSU/Banks/Limited Company during last 3 years of minimum project value of Rs.15 lacs per annum.	<ul style="list-style-type: none"> • Certificate from the current authorized signatory of the Company • Relevant Agreement Copy/Work Order copies to showcase experience/Client Certificate
5	The bidder should have minimum 25 Full Time Technical Resources on their own payroll as on date of submission of bid. Note: The minimum qualification for these 25 technical resources should be B.E./B.Tech. from a reputed university/college	Certificate and list of professionals from the current authorized signatory of the Company along with their Provident Fund Numbers.
6	The bidder should be an individual organization having ownership of the Core CEMS. Consortium/White-labelled solutions shall not be allowed.	Undertaking regarding ownership of the solution quoted/Certificate from the current authorized signatory of the Company
7	The bidder should not have been blacklisted as on the last date of submission of bid by any Government department/agency in India or under a declaration of ineligibility for fraudulent or corrupt practices or inefficient/ineffective performance.	Certificate from the current authorized signatory of the Company.

8 Technical Evaluation Criteria:

The technical evaluation shall be based on the documents submitted in Technical Bid. The brief evaluation criteria are given below:

Sr. No.	Evaluation Criteria	Score in Points								
1	<p>Experience in CEMS/SCRM/SMRM - Bidder should demonstrate their past experience in delivering relevant projects in a maximum of three (3) engagements relevant to their services offerings during the past three years. Out of the above projects, the value of each project (up to a maximum of three projects) based on billable value as specified in the table below. Such amount has to be fully billed and realized for award of scores.</p> <table border="1"> <thead> <tr> <th>Project value in INR</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>> 25 lakhs</td> <td>7 per project</td> </tr> <tr> <td>> 25 <= 20 lakhs</td> <td>5 per project</td> </tr> <tr> <td>>= 20 <= 15 lakhs</td> <td>3 per project</td> </tr> </tbody> </table> <p>Proof of successful completion of project pertaining to CEMS/SCRM/SMRM (Work Order, Completion Certificate/ Client Certificate and citations) should be furnished. (Any project whether complete or on-going can be demonstrated where the services delivered are of the value as specified in the RFE)</p> <p>Note: Up to a max of 7 points per project would be awarded based upon services delivered, complexity and scale of the projects.</p>	Project value in INR	Score	> 25 lakhs	7 per project	> 25 <= 20 lakhs	5 per project	>= 20 <= 15 lakhs	3 per project	21
Project value in INR	Score									
> 25 lakhs	7 per project									
> 25 <= 20 lakhs	5 per project									
>= 20 <= 15 lakhs	3 per project									
2	<p>Infrastructure Details and Scalability should be defined and demonstrated by providing CEMS/SCRM/SMRM system details. Submit Details of:</p> <ol style="list-style-type: none"> CEM/CRM/SMM System Details Timeline for scaling up services Details of Data Center and Disaster Recovery Center Data security features of the system Business Continuity Plan along with Recovery Point Objective (RPO) and Recovery Time Objective (RTO) <p>Note: Maximum of 4 points each</p>	20								
3	<p>Profile of key resources to be deployed for the assignment and their experience in managing CEM/CRM/SMM system. An undertaking along with the resources responsible for this project should be submitted.</p> <p>Minimum 5 resources to be named and profile should be submitted.</p> <p>Note: Maximum of 3 marks for every resource</p>	15								
4	Technical Presentation and complete demo of the tool	14								
Total Score		70								

Note: A minimum of 70% marks in technical evaluation are required for qualifying for opening of financial bid submitted by the bidder.

Opening of financial bid

A minimum of 70% marks in technical evaluation are required for qualifying for opening of financial bid submitted by the bidder.

9 Commercial Bids Components

Summary of Cost Components

S. No.	Cost Components	Unit	Price	Total Price	Taxes (wherever applicable)	Total cost (total price + taxes)
1.	One Time Software Setups Costs (A)	1				
2.	Operations and Maintenance Costs (Monthly Expenses for 3 years of contract after "Go-Live") (B)	36				
3.	Manpower Cost: For handholding, assistance in trouble shooting, support for software application & help desk. (C)	36				
4.	Additional Development Cost: Technical Resources with their man-month cost for any custom development to the platform. (D)	6 months				
Grand Total cost for Bid Evaluation in Figures:						
Grand Total cost in Words:						

Please Note:

- i. It is necessary for the bidders to fill in all the fields of the Commercial Bid format.
- ii. All of the above should be ITEMIZED
- iii. This 6 months unit is for evaluation purpose only. However, payment will be made on actual manpower deployed.
- iv. Financial comparison would be done on the basis of price quoted for total items (i.e. grand total amount)

Details of Cost Component**A. One Time Application Software Costs**

S. No.	Item	Total Price	Taxes (wherever applicable)	Total cost (total price + taxes)
1.	Initial Setup of Citizen Experience Management Platform (CEMS) & related activities as per defined scope of work.			
2.	List other items (if any)			
Total cost for Bid Evaluation in Figures:				
Total cost in Words:				

Please note:

- i. All of the above should be ITEMIZED

B. Operations and Maintenance Costs in line with scope of work defined in this RFP.

S. No.	Item	Total Price	Taxes (wherever applicable)	Total cost (total price + taxes)
1	Application Operational & Maintenance Expense			
1.1	Application Software with 30 Users (30 Logins)			
1.2	Every Set of Additional 5 Logins upto 100 logins			
1.3	Every Set of Additional 5 Logins after 100 logins			
Total cost for Bid Evaluation in Figures:				
Total cost in Words:				

Please note:

- i. Bids will be evaluated based on the total cost given by the vendor for 3 years O & M.
- ii. However, O&M cost shall be increased in case of increase in actual scope of work
- iii. Payments shall be released on bi-monthly basis only

C. Manpower Cost: For handholding, assistance in trouble shooting, support for software application & help desk.

S. No.	Manpower type	Experience level and qualification	Responsibilities	Man Day Cost
1.	Account Manager		For handholding, assistance in trouble shooting, support for software application, hardware and network	
Total cost for Bid Evaluation in Figures:				
Total cost in Words:				

Please note:

- Payment shall be released on the basis of number of manpower deployed & their duration.
- Haryana government might avail the services of an on-site support engineer for a maximum of 7 days in a month.
- Payments shall be released on bi-monthly basis
- Minimum qualification of the account manager should be B.Tech/MBA from a reputed college/university.
- Minimum of 5 years of work experience in account management.

D. List man month rates for additional work for onsite support (Location:Chandigarh/ Panchkula).

S. No.	Category	Minimum Experience	Experience	Minimum Qualification	Qualification	Man Month Rate
1.	Junior software Developer/Engineer	Up to 2 years		B.E./ B.Tech (CS)		
2.	Senior Software Developer/Engineer	Between 2 to 5 years		B.E./ B.Tech (CS)		
3.	Data Analyst/ Database Engineer	Between 3 to 5 years		B.E./ B.Tech (CS)		
4.	Project Manager/ Product Manager	Upto 5 years		B.E./ B.Tech (CS)		
5.	Testing Engineer	Upto 3 Years		B.E./BCA/ B.Tech (CS)		
Total cost for Bid Evaluation in Figures:						
Total cost in words:						

Please note:

- i. Qualifications and relevant work experience should be specified clearly for all the above.
- ii. Blended person-month rate for additional software development and implementation (computed taking a mix of experienced resources) computed on the basis of work effort ranging between 3 and 6 person months. This will be used for any add-on modules or significant extensions as the solution evolves. In such a case the formula used for computing person month rate would be the average of (1 Project Manager + 2 Senior Software Developer + 2 Junior Software Developer + 1 Database Engineer + 1 Testing Engineer).
Seperate work order shall be issued to the vendor by the HARTRON for execution of any additional work.

10 Final Evaluation Process

Evaluation of the bids will be done in two stages and at the end of every stage respective bidders may be informed of the result to have a fair and healthy competition. The final awarding of the contract will be done based on a Quality & Cost Based Selection (QCBS) procedure.

Quality and Cost Based Selection

The method employed for the final selection of the System Partner and award of the contract will be QCBS i.e. Quality and Cost Based Selection method, which would ensure the quality of the solution as well as the cost effectiveness of the same. Each bidder would be assigned a technical score (TS) and a financial score (FS) based on the technical and financial evaluation of the bid respectively. These scores would then be combined with pre-assigned weights (0.7 for technical score and 0.3 for financial score) and the bidders would be ranked as per this combined score. Negotiations will be held as per state government procedure. The Bidders are requested to take note of the following:

The weights assigned for each item is for the purpose of evaluation of this bid only and does not necessarily reflect the actual transactions/ quantities that would be undertaken for the period of contract.

In case of a tie in the final composite score, the bidder having highest technical score will be considered eligible further process of negotiates etc. leading to the award of the contract.

HARTRON may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

11 Performance Requirements/SLA:

The purpose of this Service Level Agreement (SLA) is to clearly specify performance criteria that shall be adhered to by the bidder for the duration of the project.

#	Major Area	Parameter	Requirements	Penalty/Breach
1	Requirement Study for Customization of CEM application system	Requirement information should be collected within 10 working days from date of release of purchase order	A Requirement document with SLA should be submitted for approval to Concerned Department.	Delay of per week will attract 2% penalty of total purchase order value upto maximum 10%
2	CEM Application Implementation	Within 30 working days after receipt of approval of requirement.	Implement the platform within 30 days of approval to Concerned Department.	Delay of per week will attract 2% penalty of total purchase order value upto maximum 10%
3	Training	After CEM implementation, a training of 3 days should be done	A training session should be arranged after application implementation. Operating Manual should be provided to all trainees along with Service process/ escalation Matrix.	
4	Availability of application	Solution covering all functionalities agreed	95% availability during all working days. (computed monthly)	Will constitute breach if it is less than 90% for two consecutive quarters.

5	Resolution Time (Only for Bug fixing)	Time taken by the Bidder to fix the problem & release the same into the production system	Severity Level 1: within 24 working Hours Severity Level 2: within a maximum of one week. Problems with Severity Level 3: within a maximum of three weeks.	Inability to resolve Severity level 1 problem on more than two occasions in a quarter shall attract a penalty of 0.5% of the PO value for each additional 24 hours of delay beyond permissible limit upto maximum 10%
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12 Terms of Payment

1. One Time Fees to be paid within 30 Days of the implementation of the solution.
2. The maintenance of the platform will start after one month of the implementation of the solution.
3. The Company shall submit the bi-monthly bills in triplicate, along with the status report of the work done. The payment shall be on a bi-monthly basis based on the data available with Department.
4. The payment shall be released to the company after deducting the penalties, if any based on the Performance Requirements/SLA.
5. The Tax Deduction at Source (T.D.S.) shall be made as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the company by Department.

13 Submission of bids

Bids must be direct, precise, concise, and complete. HARTRON will evaluate bidder's proposal based on the response to the requirements of the project as outlined in this RFP.

Attachments with Bid

The Bidder shall submit with its bid, inter alia, the following attachments:

- Proposal Cover Letter (Form-1)
- Technical Bids includes Forms from 2 to 16 w.r.t Qualification Criteria and Supporting Documents for mandatory Pre-qualifications criteria checklist, Technical Compliance Sheet along with Technical Solution Document, No deviation letter for SOW & SLA and Duly signed & stamped copy of RFP.
- Commercial Bids include Form no. 17, 18 & 19.

14 General Terms & Conditions

- The contract will be initially for a period of 3 years. HARTRON/Concerned Department, however, reserves the right to terminate/curtail the contract at any time after giving one week's notice to the selected service providing Company owing to deficiency of service, sub-standard quality of manpower deployed and work done, inordinate delays, breach of contract etc.
- The contracting Company shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other company.
- The tenderer will be bound by the details furnished to HARTRON while submitting the tender or at subsequent stage. In case, any of such documents furnished by them is found to be false at any stage, it would be deemed to be a breach of terms of contract making them liable for legal action besides termination of contract.
- HARTRON reserves right to terminate the contract during the period also after giving a week's notice to the contracting Company without assigning any reason.
- The contracting Company shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the Department to concerned tax collection authorities from time to time as per extant rules and regulations on the matter. In case, the contracting Company fails to comply with any statutory/ taxation liability under appropriate law, and as a result thereof Department is put to any loss/obligation, monetary or otherwise, HARTRON will deduct the same from the invoices and or the Performance Security Deposit of the Company, to the extent of the loss or obligation in monetary terms.
- The contracting Company shall maintain all statutory registers under the Law. The Company shall produce the same, on demand, to the concerned authority of Govt. of Haryana/HARTRON or any other authority under Law.

- The successful Company will be required to execute an agreement with Department within the period specified in the award letter.
- The successful tenderer will have to deposit a performance security amount of 10% of the Order value within 7 after the issuing of LOI/award of work in the form of Bank Guarantee issued by a Nationalized / Scheduled Commercial Bank covering the period of contract, plus a period of 30 days. In case, the contract is further extended beyond the existing period of contract, the performance security will have to be accordingly renewed by the contract awarding agency.
- The Bank Guarantee can be forfeited by order of the Competent Authority of HARTRON/Department in the event of any breach or negligence or non-observance of any terms/conditions of contract or for unsatisfactory performance or for non-acceptance of the work order.
- MD, HARTRON reserves the right to withdraw/relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
- While every effort has been made to provide background information and requirements, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the HARTRON on the basis of this RFP.
- The Bidder shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practice used in the industry and with professional engineering and training/consulting standards recognized by national/international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment,

machinery, material and methods. The bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to HARTRON/Department and shall, at all times, support and safeguard HARTRON/Department legitimate interests in any dealings with Third parties.

- HARTRON/Department reserves the right to access the performance of the bidder prior to commencement or in between the work progress. The assessment may cover all areas related to the assigned work order, especially methodology, manpower, infrastructure etc. HARTRON/Department reserves the right to cancel the work order assigned to the System Partner at any time which includes the time after the completion of assigned work without assigning any reason for the same. In case the work order is cancelled then the costs incurred will be borne by the System Partner and under no circumstances the System Partner shall be eligible for any payment or damages from the HARTRON/Department.
- Any work product, whether acceptable or unacceptable, developed or customized under a contract awarded as a result of this RFP shall be the sole property of the HARTRON/Department unless stated otherwise.
- Timing and sequence of events resulting from this RFP shall ultimately be determined by HARTRON/Department.
- No oral conversations or agreements with any official, agent, or employee of the HARTRON/Department shall affect or modify any terms of this RFP, and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of HARTRON/Department shall be superseded that results from this RFP process. Oral communications by HARTRON/Department to bidders shall not be considered binding on HARTRON/Department, nor shall any written materials provided by any person other than HARTRON/Department.
- A third party or any statutory audit may be conducted anytime after start of O&M phase by HARTRON/Department to analyze the performance of the

bidder. The auditing party would be decided by HARTRON/Department. Bidder would be required to support the audit exercise as part of the project execution.

- Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against HARTRON/Department or any of its 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).
- Post the release of the RFP and until contract award, bidders shall not, directly or indirectly, solicit any employee of HARTRON/Department or any other officials involved in this RFP process in order to accept employment with the bidder, its affiliates, or any person acting in concert with the bidder, without prior written approval of the HARTRON/Department.
- The HARTRON/Department reserves the right to terminate the full Bank Guarantee or any part of it furnished by the System Partner with or without termination of contract, in case HARTRON/Department or its nominated agency at any time during the tenure of the project observed that the System Partner failed to comply with its obligations under the Contract.
- No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by HARTRON/Department. Any notification of preferred bidder status by HARTRON/Department shall not give rise to any enforceable rights by the Bidder. The HARTRON/Department may cancel this public procurement at any time prior to a formal written contract being executed by HARTRON/Department.

15 Bidder Responsibilities

- i. Nominate a person in the capacity of a Project manager, who will serve as the single point of contact for the department and shall attend all meetings related to the project.
- ii. Plan and execute the project through a suitably qualified technical team. As part of this requirement, submit a project plan and keep it updated at all times.
- iii. Finalize the detailed requirements and suggest any improvements to the processes being followed by HARTRON/Department that would be necessary as a result of the proposed CEMS/SCRM/SMRM application.
- iv. Carry out necessary acceptance tests including certifications (as may be applicable) and report the test results including satisfactory conformance to requirements.
- v. Provide Comprehensive Technical Documents and User Manuals (for both departmental users and external users).
- vi. Impart training to the end users (including workshops for the participating external institutions) and also develop Training materials.
- vii. Provide implementation and other support services, as proposed and mutually agreed upon, to ensure that the solution is rolled out to all the participating stakeholders and is smoothly operational as per the work (project) plan that is agreed upon.
- viii. Provide the said maintenance and support for a period of three (3) years. Such maintenance support period shall commence from the date the system is fully rolled out.
- ix. The selected bidder agrees to make good any defects and shortcomings in the software that is part of the agreed requirements.
- x. Facilitate audit and assessments, as and when required.

- xi. Submit periodic reports and support project reviews as may be agreed and necessary.
- xii. At the end of Maintenance and Support period, assist in smooth transition of the operations to the Department or a designated agency(s).

16 Department Responsibilities

- i. Nomination of a nodal officer for this project.
- ii. Carry out project tasks which fall under the Departmental responsibility, within reasonable time limits, particularly in matters related to reviews, approvals, acceptance, etc.
- iii. Make timely payments to the Bidder.
- iv. Provide the required timely access to personnel, test data, clarifications, and decisions and to resolve any issues as may be necessary for the selected bidder to carry out their obligations under this contract (including the work plan).
- v. Report technical issues to the selected bidder's personnel for resolution.
- vi. Provide all necessary data and facilitate data for migration if any.
- vii. Department shall have to make the necessary arrangements (hardware/bandwidth etc) for hosting of solution.
- viii. Facilitate acceptance testing, certification and roll-out of the project including any internal (organizational) issues that needs to be addressed for this purpose.

Form 1: Proposal Cover Letter

[Date] RFP No.:- . e-Tender/HARTRON/AGM(Services)-II/RFE/2016-17/03

To,
The Managing Director,
HARTRON, Panchkula.

Dear Sir,

Ref: RFP for Implementation of Citizen Experience Management System (CEMS)

Having examined the tender document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for proposed project solution. To meet such requirements and provide such services as required and are set out in the tender document. We attach hereto the tender response as required by the tender document, which constitutes our bid.

We undertake, if our bid is accepted, to adhere to the implementation plan (Project schedule for providing Services in Implementation of proposed project put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and HARTRON/Department or its appointed representatives.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document and also agree to abide by this tender response for a period of 90 days from the last date of submission of the bid document and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and HARTRON/Department.

We confirm that the information contained in this bid or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be

delivered to HARTRON is true, accurate, and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead HARTRON/Department as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the tender response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2017

(Signature)

(In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of bidder

Witness Signature:.....

Witness Name:.....

Witness Address:.....

Form 2: Pre-qualification Criteria Checklist

The criterion for pre-qualification is as per the following checklist, to be attached by the Bidder with suitable proofs against the checklist as part of the “pre-qualification bid”. Bidders are also required to attach the Annexure 1 forms appropriately as part of the Pre-Qualification Bid.

Dated:

Place:

Signed & sealed: (Authorized representative of the firm)

Annexure-1

Sl. No.	Qualification Criteria	Supporting Documents Required	Compliance (Yes/ No)	Section No. and Page No. in the Bidders Proposal
1	The bidder should be registered in India under the Companies Act 1956/Limited Liability Partnership Act 2008 with their registered office in India for the last five years as on date.	Certificate of Incorporation issued by the Registrar of Companies.		
2	The bidder should be operating in the field of Social SCRM/CEMS/Social Media Response Management from the last three financial years, FY 2013-14, 2014-15 & 2015-16.	3 years old Purchase Order copy/Agreement Copy for Social SCRM/CEMS/Social Media Response Management work from reputed brands/ organizations		
3	Average Turnover from last 3 years should be more than Rs. 2 Crores (2013-14, 2014-15 and 2015-16).	Audited Annual Financial Statements and Certified statement from the Current Statutory Auditors of the Company for the FY 2013-14, 2014-15 & 2015-16.		
4	The bidder must have executed at least 03 job of Social SCRM/CEMS/Social Media Management work for any Govt. organization/PSU/Banks/Limited Company during last 3 years of minimum project value of Rs. 15 lacs per annum.	<ul style="list-style-type: none"> • Certificate from the current authorized signatory of the Company • Relevant Agreement Copy/Work Order copies to showcase experience/Client Certificate 		

5	The bidder should have minimum 25 Full Time Technical Resources on their own payroll as on date of submission of bid.	Certificate and list of professionals from the current authorized signatory of the Company along with their Provident Fund Numbers.		
6	The bidder should be an individual organization having ownership of the CEMS. Consortium/White-labelled solutions shall not be allowed.	Undertaking regarding ownership of the solution quoted/Certificate from the current authorized signatory of the Company		
7	The bidder should not have been blacklisted as on the last date of submission of bid by any Government department/agency in India or under a declaration of ineligibility for fraudulent or corrupt practices or inefficient/ineffective performance.	Certificate from the current authorized signatory of the Company.		

Form 3: General information of the bidders

General Information			
Details of the Bidder			
Name			
Address			
Telephone		Fax	
E-mail		Website	
Details of Authorized person			
Name			
Address			
Mobile Number		Email	
Landline Number			

Dated:

Place:

Signed & sealed: (Authorized representative of the firm)

Please Note:

a. All Fields are to be mandatory filled & should not be altered or left blank

Form 4: Bidder's Authorization Certificate

To,
Managing Director,
HARTRON, Panchkula.

<Bidder's Name> ----- <Designation>-----
----- is hereby **authorized to sign & stamped relevant documents on behalf** of the Company in dealing with Tender of reference <Tender No. and Date>----- . He is also authorized to attend meetings and submit Technical and Commercial information as may be required by you in the course of processing above said tender.

Thanking you,

Authorized Signatory

<Name>

Seal

This tender document is not transferable

Form 5: Declaration for Conflict of Interest

I, authorized representative of _____, hereby solemnly undertake as to the existence / absence of any potential conflict of interest on the part of the bidder due to prior, current, or proposed contracts, engagements, or affiliations with HARTRON. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.

In the event of any change/deviation from the factual information/declaration HARTRON, Government of Haryana, reserves the right to terminate the contract without any compensation to the System Partner.

Dated:

Signed & sealed: (Authorized representative of the firm)

Place:

Form 6: Declaration for Authenticity of Documents submitted

I, authorized representative of _____, hereby solemnly undertake that all the requisite Forms/Declarations/Covering Letter/Annexure/Documents submitted as part of pre-qualification, technical and financial bids are in the same format as given in the RFP and shall not include any conditional statements. Deviations (if any) from the defined scope of proposed project are explicitly mentioned in the Form 9 of this document.

In the event of any change/deviation from the factual information/declaration HARTRON, Government of Haryana, reserves the right to terminate the contract without any compensation to the System Partner.

Dated:

Signed & sealed: (Authorized representative of the firm)

Place:

Form 7: Declaration for Completeness of the Bidding Documents

I, authorized representative of _____, hereby solemnly affirm that the complete solution to accomplish the requirements of the RFP (and inter alia the SLAs) has been understood and has been factored in the documents submitted as a part of proposal/bid for “Implementation of Citizen Experience Management System (CEMS)”.

I also confirm that the company is not Blacklisted or Banned by any State / central Government or any Government Institution in India. In the event of any deviation from the factual information/ declaration HARTRON, Government of Haryana, reserves the right to terminate the contract without any compensation to the System Partner.

Dated:

Signed & sealed: (Authorized representative of the firm)

Place:

Form 8: Declaration for Unconditional Bidding Documents

I, authorized representative of _____, hereby solemnly affirm that the Bid documents submitted as a part of pre-qualification, technical and financial bid are unconditional in all respect considered for “Implementation of Citizen Experience Management System (CEMS)”.

In the event of any deviation from the factual information/ declaration HARTRON, Government of Haryana, reserves the right to terminate the contract without any compensation to the System Partner.

Dated:

Signed & sealed: (Authorized representative of the firm)

Place:

Form 9: Declaration for Complete Responsibility

I, authorized representative of Bidder _____ for the purpose of bidding for “Implementation of Citizen Experience Management System (CEMS)”. I, hereby solemnly affirm that we shall be solely liable and responsible for the completion and execution of the project in all respects.

In the event of any deviation from the factual information/ declaration HARTRON, Government of Haryana, reserves the right to terminate the contract without any compensation to the System Partner.

Dated:

Signed & sealed: (Authorized representative of the firm)

Place:

Form 10: Format for deviation(s) from Scheduled Requirements

S. No. (1)	Reference of Clause No. & Pg. No (2)	Deviation in the Proposal (3)	Brief Reasons (4)

Dated:

Place:
representative of the firm)

Signed & sealed: (Authorized

Form 11: Declaration for Source Code and Intellectual Property Rights

I, authorized representative of _____, hereby solemnly affirm to the IPR and Source Code rights as defined in this RFP document.

In the event of any deviation from the factual information/ declaration HARTRON, Government of Haryana, reserves the right to terminate the contract without any compensation to the System Partner.

Dated:

Signed & sealed: (Authorized representative of the firm)

Place:

Annexure 2: Technical bid format & Evaluation Criterion

The Technical Proposal should consist of the information mentioned in the table below:

Form 12: Criteria/Sub Criteria and Point system for the evaluation of Technical bids

S. No.	Criteria/Sub Criteria	Max Criteria / Sub Criteria Points	Section No. and Page No. against each Criteria/Sub Criteria compliance in the Bidders Proposal								
1.	<p>Experience in CEMS/SCRM/SMRM - Bidder should demonstrate their past experience in delivering relevant projects in a maximum of three (3) engagements relevant to their services offerings during the past three years. Out of the above projects, the value of each project (up to a maximum of three projects) based on billable value as specified in the table below. Such amount has to be fully billed and realized for award of scores.</p> <table border="1" data-bbox="310 1094 1023 1268"> <thead> <tr> <th>Project value in Rs. INR</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>> 25 lakhs</td> <td>7 per project</td> </tr> <tr> <td>> 25 <= 20 lakhs</td> <td>5 per project</td> </tr> <tr> <td>>=20 <= 15 lakhs</td> <td>3 per project</td> </tr> </tbody> </table> <p>Proof of successful completion of project pertaining to CEMS/SCRM/SMRM (Work Order, Completion Certificate/ Client Certificate and citations) should be furnished. (Any project whether complete or on-going can be demonstrated where the services delivered are of the value as specified in the RFE)</p> <p>Note: Up to a max of 7 points per project would be awarded based upon services delivered, complexity and scale of the projects.</p>	Project value in Rs. INR	Score	> 25 lakhs	7 per project	> 25 <= 20 lakhs	5 per project	>=20 <= 15 lakhs	3 per project	21	
Project value in Rs. INR	Score										
> 25 lakhs	7 per project										
> 25 <= 20 lakhs	5 per project										
>=20 <= 15 lakhs	3 per project										

S. No.	Criteria/Sub Criteria	Max Criteria / Sub Criteria Points	Section No. and Page No. against each Criteria/Sub Criteria compliance in the Bidders Proposal
2.	<p>Infrastructure Details and Scalability should be demonstrated by providing CEMS/SCRM/SMRM system details. Submit Details of:</p> <ul style="list-style-type: none"> I. CEM/CRM/SMM System Details II. Timeline for scaling up services III. Details of Data Center and Disaster Recovery Center IV. Data security features of the system V. Business Continuity Plan along Recovery Point Objective (RPO) and Recovery Time Objective (RTO) <p>Note: Maximum of 4 points each</p>	20	
3.	<p>Profile of key resources proposed for the assignment and their experience in managing CEM/CRM/SMM system. An undertaking along with the resources responsible for this project should be submitted.</p> <p>Minimum 5 resources to be named and profile should be submitted.</p> <p>Note: Maximum of 3 marks for every resource</p>	15	
4.	Technical Presentation and complete demo of the tool	14	
Total		70	

Dated:

Place: _____
 representative of the firm)

Signed & sealed: (Authorized

The Bidders are requested to take note of the following:

- i. Maximum of 5 projects may be show cased against S.No. 1. Bidders have to provide this information as per the format (Project Description Template) provided in Annexure 2, Form 13 of this document.
- ii. The bidders have to showcase the project/work plan (against S.No. 3) as per the format (Work Schedule Template) provided in Form 14 of this document.

- iii. The bidder has to provide the information (against criteria at S. No. 3) as per the format provided at Annexure 2, Form 15 (Team Composition and Task Assignments) & Annexure 2, Form 16 (Curriculum Vitae (CV) for Proposed Professional Staff Template) respectively of this document.
- iv. All the information should in the provided in the prescribed templates/forms only & no addition/alteration of template in any manner are permitted.
- v. The Technical presentation should be strictly in line with the summary of the important contents of the Technical Proposal.

Form 13: Project Description Template

S. No.	Particular	Details	
1.	Citation Serial Number		
2.	Name of Project		
3.	Name of Client		
4.	Address of Client		
5.	Contact Person Name & Mobile / Telephone		
6.	Total Assignment Value (Rs)		
7.	Value of Work		
8.	Start & End Date	From:	To:
9.	Project Timelines / Duration (in months)		
10.	Whether completed or ongoing		
11.	If ongoing: •	Completed activities •	
12.	No. of personnel man-months provided by the Company		
13.	Project Team Size		
14.	Name of key team personnel involved and functions performed by them		
15.	Brief narrative description of Project:		
16.	Plan for bringing knowledge and experience from this citation into the proposed project		

Please Note: All Fields are to be mandatory filled & should not be altered or left blank.

Form 14: Work Schedule Template

The bidder is to describe the work schedule for different tasks which the vendor plans to start and accomplish as part of the project, using the following format:

No .	Activ ity	Name of Resource/ Manpower Allocated	Position of Resourc e/ Manpow er	Whether Allocated Onsite / offsite	Months												
					1	2	3	4	5	6	7	8	9	10	11	12	N
1																	
2																	
3																	
4																	
5																	
N																	

Dated:

Place:
 representative of the firm)

Signed & sealed: (Authorized

Please Note:-

- a. Duration of activities shall be indicated in the form of a bar chart.
- b. The work schedule should reflect how and by when the bidder is expected to complete the assignment for each of the component, as per the major deliverable in the scope of work of the vendor and the timelines of achieving the same as mentioned in the RFP.

Form 15: Team Composition and Task Assignments

Professional Staff				
Name of Staff	Area of Expertise	Position Assigned	Task Assigned	Whether allocated Onsite/Offsite

Dated:

Place: _____ Signed & sealed: (Authorized representative of the firm)

Please Note:-

- a. This information should be provided for all key staff, such as team leaders, project managers, technical support staff, etc.
- b. The relevant CV's of the professional staffs mentioned above are also required to be given in the format provided under this section.

Form 16: Curriculum Vitae (CV) for Proposed Professional Staff Template

1. Proposed Position [only one candidate shall be nominated for each position]:
2. Name of Firm [Insert name of firm proposing the staff]: _____
3. Name of Staff [Insert full name]: _____
4. Date of Birth: _____ Nationality: _____
5. Education [Indicate college/university and other relevant specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

S.NO	Educational Qualification	Name of College/ University	Month & Year of Passing	Marks Obtained.
1.				
2.				
3.				
4.				
5.				

6. Total Years of Post-Qualification Experience: _____.
7. Membership of Professional Associations: _____.
8. Other Training [Indicate significant training since degrees under "5 - Education" were obtained]: _____
9. Countries of Work Experience: [List countries where staff has worked in the last ten years]: _____

10. Languages [For each language indicate proficiency: Yes/No in speaking, reading, and writing]:

S. No.	Languages	Read	Write	Speak
1.	English			
2.	Hindi			
3.	Punjabi			
4.	Any other Language.			

11. Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held, Project handled.]:

From [Year]: ___ To [Year]: _____

Employer: _____

Positions held: _____

12. Certification:

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

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

Full name of authorized representative: _____

Annexure 3: Commercial Bid Format

Form 17: Covering Letter

To,
Managing Director,
HARTRON, Panchkula.

Subject: RFP for Implementation of Citizen Experience Management System (CEMS)

Reference: Tender No: <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>

Sir,

We, the undersigned Bidder, having read and examined in detail all the Tender documents in respect of **RFP for Implementation of Citizen Experience Management System (CEMS)** do hereby propose to provide services as specified in the Tender documents number **<TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>**

1. PRICE AND VALIDITY

- 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 90 calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- The proposal covers optional cost items and cost for additional work resulting from scope changes as specified in this document

2. UNIT RATES

We have indicated in the relevant schedules 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.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been

detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. 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 Tender, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated in **Annexure 3, Form 17** of this Section attached with our Tender as part of the bid proposal.

7. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the document.

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.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no Technical deviations are attached here with this commercial Bid.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Designation

Seal.

Date:

Place:

Business Address:

Form 18: Summary of Cost Components

S. No.	Cost Components	Unit	Price	Total Price	Taxes (wherever applicable)	Total cost (total price + taxes)
1.	One Time Software Setups Costs (A)	1				
2.	Operations and Maintenance Costs (Monthly Expenses for 3 years of contract after “Go-Live”) (B)	36				
3.	Manpower Cost: For handholding, assistance in trouble shooting, support for software application & help desk. (C)	36				
4.	Additional Development Cost: Technical Resources with their man-month cost for any custom development to the platform. Assuming in composition as 1 Project Manager, 2 Senior Software Developer, 2 Junior Software Developer, 1 Database Engineer & 1 Testing Engineer. (D)	6 months				
Grand Total cost for Bid Evaluation in Figures:						
Grand Total cost in Words:						

Dated:

Place:
the firm)

Signed & sealed: (Authorized representative of

Please Note:

- v. It is necessary for the bidders to fill in all the fields of the Commercial Bid format.
- vi. All of the above should be ITEMIZED
- vii. This 6 months unit is for evaluation purpose only. However, payment will be made on actual manpower deployed.
- viii. Financial comparison would be done on the basis of price quoted for total items (i.e. grand total amount)

Form 19: Details of Cost Component

A. One Time Application Software Costs

S. No.	Item	Total Price	Taxes (wherever applicable)	Total cost (total price + taxes)
1.	Initial Setup of Citizen Experience Management Platform (CEMS) & related activities as per defined scope of work.			
2.	List other items (if any)			
Total cost for Bid Evaluation in Figures:				
Total cost in Words:				

Please note:

- ii. All of the above should be ITEMIZED

B. Operations and Maintenance Costs in line with scope of work defined in this RFP.

S. No.	Item	Total Price	Taxes (wherever applicable)	Total cost (total price + taxes)
1	Application Operational & Maintenance Expense			
1.1	Application Software with 30 Users (30 Logins)			
1.2	Every Set of Additional 5 Logins upto 100 logins			
1.3	Every Set of Additional 5 Logins after 100 logins			
Total cost for Bid Evaluation in Figures:				
Total cost in Words:				

Please note:

- iv. Bids will be evaluated based on the total cost given by the vendor for 3 years O & M.
- v. However, O&M cost shall be increased in case of increase in actual scope of work
- vi. Payments shall be released on bi-monthly basis only

C. Manpower Cost: For handholding, assistance in trouble shooting, support for software application & help desk.

S. No.	Manpower type	Experience level and qualification	Responsibilities	Man Day Cost
1.	Account Manager		For handholding, assistance in trouble shooting, support for software application, hardware and network	
Total cost for Bid Evaluation in Figures:				
Total cost in Words:				

Please note:

- vi. Payment shall be released on the basis of number of manpower deployed & their duration.
- vii. Haryana government might avail the services of an on-site support engineer for a maximum of 7 days in a month.
- viii. Payments shall be released on bi-monthly basis
- ix. Minimum qualification of the account manager should be B.Tech/MBA from a reputed college/university.
- x. Minimum of 5 years of work experience in account management.

D. List man month rates for additional work for onsite support (Location:Chandigarh/ Panchkula).

S. No.	Category	Minimum Experience	Experience	Minimum Qualification	Qualification	Man Month Rate
1.	Junior software Developer/Engineer	Up to 2 years		B.E./ B.Tech (CS)		
2.	Senior Software Developer/Engineer	Between 2 to 5 years		B.E./ B.Tech (CS)		
3.	Data Analyst/ Database Engineer	Between 3 to 5 years		B.E./ B.Tech (CS)		
4.	Project Manager/ Product Manager	Upto 5 years		B.E./ B.Tech (CS)		
5.	Testing Engineer	Upto 3 Years		B.E./BCA/ B.Tech (CS)		
Total cost for Bid Evaluation in Figures:						
Total cost in words:						

Please note:

- iii. Qualifications and relevant work experience should be specified clearly for all the above.
- iv. Blended person-month rate for additional software development and implementation (computed taking a mix of experienced resources) computed on the basis of work effort ranging between 3 and 6 person months. This will be used for any add-on modules or significant extensions as the solution evolves. In such a case the formula used for computing person month rate would be the average of (1 Project Manager + 2 Senior Software Developer + 2 Junior Software Developer + 1 Database Engineer + 1 Testing Engineer).
- v. Seperate work order shall be issued to the vendor by the HARTRON for execution of any additional work.