

# Tender for Design, Development & Maintenance of Web Based Application

## 1.1 Notice:

Office of the Madhya Pradesh State Bamboo Mission, invites sealed tenders for design, development and maintenance of new web based application on Software-as-a-Service (SaaS) mode for MPSBM for the period of 5 years. The main objective behind the development of new application is to gather information through registration process of various stakeholders of bamboo in Madhya Pradesh as well as from the other states of the country. It will also provide platform for information sharing and marketing of bamboo and its various stakeholders of bamboo in the country.

The tender document and other details are available for purchase at **Rs. 1000/- INR** from **07-12-2016** in the Office of MP State Bamboo Mission, Add: 74 Bunglows Khel Parisar, Bhopal, Madhya Pradesh 462003. Tender document and other details are also available on the website: <http://mpforest.gov.in/>, <http://www.mpbamboomission.org/>, <http://tenders.gov.in/> from dated **07-12-2016**. In all respect hard copy of the sealed Technical bid, Financial bid & Earnest money deposit and tender fees (if downloaded from website) must be received at the office of the undersigned latest by **22-12-2016** on 3:00 PM and Technical bid will be opened on the same day at same office at 3:30 PM in the presence of such tenderers or their authorized representatives as may be present. Financial bid document of successful technical bidders will be opened on **23-12-2016** at 12:00 PM in the office of MP State Bamboo Mission in the presence of such tenderer who will be qualified in technical bid or their authorized representatives as may be present. All corrigendum/amendments/changes if any will only be issue and made available only on above given websites.

## 1.2 Key Dates:

S.NO	TASK	DATE & TIME
1	Advertisement of Notice in the website	<b>07-12-2016</b>
2	Submission of Hard copies of EMD, Technical & Financial bids	<b>22-12-2016</b> till 3:00 PM at office of M.P State Bamboo Mission, Bhopal
3	Opening of technical bid	<b>22-12-2016</b> on 3:30 PM at office of M.P State Bamboo Mission, Bhopal
4	Opening of financial bid	<b>23-12-2016</b> on 12:00 AM at office of M.P State Bamboo Mission, Bhopal

## 2.Tender Rules

### 2.1 Scope of Tender

Office of the Mission Director M.P State Bamboo Mission (hereinafter referred as Tender Inviting Authority and/or Tender Acceptance Authority and/or Ordering Authority unless the context otherwise requires) invites bids from IT firms for Design, Development & Maintenance of web based application.

Bamboo Mission Application would include three main segments, described as follows:

1. Data collection and linking
2. Dealing & agreement
3. Website hosting on cloud server

### **Segment- one - Data collection and linking**

- i. Registration of bamboo stakeholders viz. sellers (growers, Depots) and buyers (artisans, traders, manufacturers).
- ii. The details required for each group will be finalised upon consultation with MPSBM.
- iii. Data will also be collected for types of bamboo available for sale,

### **Segment- two - Dealing and agreement**

- i. Buyers and sellers will be linked in through data sharing
- ii. MoU and agreement for formal linkage between both groups
- iii. Payment and delivery gateway for online transaction
- iv. Linkages with national and international traders at a later stage

### **Segment- three - Website hosting on web server**

Transferring the present website into cloud based server the cost of which will be borne by MPSBM.

#### **Hosting requirements**

- Vendor should explicitly state if the infrastructure used to host the software is owned by the vendor or contracted to a third party. If the data is stored in the shared environment, the Vendor should explain how the data is segregated from other subscribers.
- The server, system software, Operating System including the database etc. shall be provided by the vendor. Server must be located in India and must comply with necessary security guidelines issued by Govt. of India from time to time.
- At no stage the primary or secondary data moves out of geographic boundaries of India.
- The hosting Service Provider possesses state-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention system. All possible secure measures have been taken to prevent defacement/ hacking of the website and the Department has been contingency plan in place for situation like these.
- The hosting Service Provider should have redundant server infrastructure for high availability. Application is accessible to the intended audience in an efficient and secure manner on 24 x 7 basis.
- Application Hosting Provider should provide Helpdesk & Technical support on 24x7x 365 basis.
- The hosting service provider should perform regular backup of the Application.
- The Hosting Service Provider should have a Disaster Recovery (DR) Centre in a geographically distance location and a well-crafted DR plan for the website.

## 2.2 Eligibility Criterion

The Tenderers should fulfill the following eligibility criteria:

1. The Applicant shall have an annual average turnover of Rs. 2 (two) crores from professional fees during 3 (three) financial years preceding the Proposal Due Date. For the avoidance of doubt, turnover hereunder refers to fees received by the Applicant for providing IT advisory, IT consultancy, software development or IT services to its clients.
2. Availability of key personnel - The Applicant shall offer and make available all Key Personnel meeting the requirements of the Project.
3. The agency/ firm should submit the audited balance sheet of last three years.
4. The agency/firm should have to submit last 3 year income tax returns
5. The firm must be registered with Govt. of India/State and have to submit PAN, TIN and Service Tax No. details.
6. The firm/agency should have minimum five years of proven experience of application development.
7. The firm should have successfully completed 3 projects of Web Based Application development under SaaS mode of value not less than Rs. 10 Lakhs, out of which 2 must be government clients.
8. The firm/agency should not be blacklisted by Govt. of India and any state department in last 3 years.

## 2.3. Earnest Money Deposit (EMD)

- 2.3.1. All tenders must be accompanied with EMD of Rs 25,000 along with Technical bid.
- 2.3.2. The EMD should be submitted in form of irrevocable bank guarantee of Nationalized Bank/Scheduled Bank in Favor of **“Director Rajya Bans Mission”** Earnest Money submitted in any other form will not be accepted and the tender will be rejected.
- 2.3.3. Earnest Money/Security Deposit to this office in previous tenders will not be adjusted towards the present tender and no request will be entertained in this regard.
- 2.3.4. The EMD of all unsuccessful Tenderers shall be returned within 7 days of signing of contract with successful Tenderer(s).
- 2.3.5. The EMD of successful Tenderer shall be returned after supply & installation of machines successfully by the Tenderer(s).
- 2.3.6. The EMD will be forfeited, in case successful Tenderer withdraws its Tender during the validity of bids OR the successful Tenderer who fails to sign the contract agreement OR fails to supply the machines in given time limit.

## 2.4. Validity of Tender

- 2.4.1. The Tender will be valid for a period of 90 days from the due date of submission of Tenders. A Tender valid for a shorter period shall be rejected by the Tender Inviting Authority.
- 2.4.2. In exceptional circumstances, prior to the expiration of the Tender validity, the Tender Inviting Authority may request the Tenderers to extend the Tender validity for further period as deemed fit. The request and the responses thereto shall be made in

writing. A Tenderer may refuse the request without forfeiting its EMD. A Tenderer, agreeing to the request will not be required or permitted to modify its Tender

## 2.5. Preparation and submission of Tender

- 2.5.1. The Tender should be typewritten and every correction and interlineations in the bid should be attested with full signature by the Tenderer, failing which the bid will be treated as ineligible. Corrections done with correction fluid should also be duly attested.
- 2.5.2. All documents/papers should be numbered, signed and sealed by the Tenderer on each page.
- 2.5.3. The Tender is required to be prepared and submitted in two parts viz. 'Envelope A - Technical bid' and 'Envelope B- Financial bid'.
- 2.5.4. The '**Envelope A- Technical bid**' shall contain all essential documents for Technical Tender. Such documents to include the following:
  - 2.5.4.1. Earnest Money Deposit (Rs 25,000) to be submitted
  - 2.5.4.2. Tender fees if tender is downloaded from website and not purchased from MPSBM office
  - 2.5.4.3. Duly filled and signed Technical Tender form as per Annexure-1
  - 2.5.4.4. Covering Letter as per Annexure- 3
  - 2.5.4.5. Undertaking (Not blacklisted by any TIA, state & central govt, etc)
  - 2.5.4.6. Self-attested copy of firm's registration certificate
  - 2.5.4.7. Self-attested copy of registration in sales tax department and its TIN number
  - 2.5.4.8. Self-attested copy of Sales tax Clearance Certificate of last three financial years.
  - 2.5.4.9. Self-attested copy of Income Tax Clearance Certificate of last three financial years.
  - 2.5.4.10. Annual turnover statement of last three financial year backed by practicing chartered accountant.
  - 2.5.4.11. Audited Balance sheet and Profit and Loss Statement of last three financial years.
  - 2.5.4.12. Self-attested copy of Item-wise ISO/ISI certificate.
- 2.5.5. The '**Envelope B- Financial Bid**' shall contain duly filled, stamped and signed Financial bid in the format provided in Annexure – (2).

## 2.6. Tender Prices

- 2.6.1. The Tenderers should quote the rates in Annexure – (2) for the item as per composition and Specification given in **point no. 2.8** of tender document. Any variation, if found, will result into the rejection of the tender.
- 2.6.2. The Tenderer should mention the name of manufacturer of the item being quoted.
- 2.6.3. Rates inclusive of all types of taxes (i.e. Excise Duty, Customs duty, transportation, insurance, any incidental charges, State VAT/CST, and separately on door delivery basis (FOR Destination, at Stores), etc as per format given in Annexure – 2.
- 2.6.4. Quoted rates are valid up to one year from the date of signing of contract agreement and shall be firm during the currency of the contract.

## 2.7. General Terms and Conditions

- Rate for the entire project should be quoted inclusive of the cost of Services, Development, Documentation, Manpower cost, Transportation, maintenance for a minimum period of 5 years and also inclusive of charges of Service Tax and other taxes as applicable.

- All information, document, photos and data coming in the possession of firm, as a result of the execution of the job shall at time remain the property of MPSBM.
- The firm shall not make or allow to make an unauthorized copy, use, access or other utilization of these materials commercially or otherwise, directly or indirectly except as agreed to by the MPSBM.
- The firm shall also ensure complete confidentiality of the information and data provided to carrying out the job.
- The firm has to complete job assigned within the mutually agreed time and if the job is not completed within the stipulated time, a penalty @1% of the cost of the uncompleted job for each week will be imposed on the firm.
- Under any circumstance the firm shall not appoint any sub-contractor or sub lease the contract. If violated the conditions, the firm will be terminated. No consortium is allowed under this Tender.
- The rate quoted once will remain same for the entire period of contract. Any Conditions of the firm sent along with the proposal if any, shall not bind on MPSBM.
- There is no binding on MPSBM to accept the lowest bid.
- The firm should host a server at a certified private data center for the entire assignment. Server should be certified for applicable security standard defined by Govt. of India.
- TDS as applicable on date will be deducted from the firm's actual bill submitted for payment.
- The price accepted by the committee is final and no deviation from it will be accepted in this regard.
- In case of any dispute between the parties, The Director, MPSBM will be the sole arbitrator, whose decision will be binding on both the parties.
- The procuring entity reserves the right to accept or reject any or all bids without assigning any reason thereof.
- Conditional offer/bids submitted by fax/email or after the due date time will be rejected.
- The selected service provider/Agency will have to complete the job as per term and conditions specified above.

## 2.8. Opening of Tenders

- 2.8.1. The Tenders shall be opened at the scheduled date, time and venue by the committee constituted by the Tender Inviting Authority. The Tenderers' representative may attend the Tender opening.
- 2.8.2. During the tender opening as above, the envelopes containing Technical bid shall be opened first. The envelopes containing Financial bid shall be Opened on Scheduled Date & Time.
- 2.8.3. Tenderers must maintain discipline at the time of opening of tender, any Tenderer if found creating nuisance or hinder the tender process will be blacklisted by TIA.
- 2.8.4. The date and time of opening of Financial Tenders shall be informed to all such Tenderers who qualify in technical evaluation. Financial Tender will be open in presence of Tenderers or its representative who successfully qualify in technical bid evaluation.

2.8.5. In the event, the date of opening as above is declared government holiday; the tenders shall be opened at the same time on the next working day.

## 2.9. Evaluation of Tenders

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any financial proposal being opened and compared. The financial proposal will be opened only for submissions that passed the minimum technical score of 60 score points in the evaluation of the technical proposal. The technical proposal is evaluated by the technical committee formed by MPSBM. In the Second Stage, the financial proposal of all organizations, who have attained minimum 60 point score in the technical evaluation, will be compared. The contract will be awarded to the organization offering the lowest bid.

S.No	Evaluation Criterion	Supporting Documents	Max. Marks
1	Background and registration of organization	Registration certificate	10
2	Past experience of handling similar assignments and domain knowledge of dealing with bamboo working of forest department	Work order/ Sanction order (10 marks for 1 project)	40
3	Qualifications (education, general qualifications, publications, articles, previous experience within or outside the company) of proposed staff.	CVs of staff to be deputed for the project. (15 marks for 2 staff)	30
4	Turn over for the past three years.	Audited accounts statement (20 marks for average turnover of Rs 2 crores)	20

## 2.10. Award of Contract

- 2.10.1. The Tenderer who successfully qualified in technical bid and has quoted lowest shall be considered for award of contract.
- 2.10.2. The successful Tenderer shall execute an agreement (As per format given in Annexure – 4 on a Non-judicial stamp paper of value of Rs.100/- (stamp duty to be paid by the Tenderer) within 7 days from the date of the intimation from Tender Inviting Authority informing that his tender has been accepted.
- 2.10.3. If the successful Tenderer fails to execute/sign the agreement within the specified time or withdraw his/her tender after the intimation of acceptance of his/her tender or owing to any other reasons, his purchase order shall be cancelled and the EMD

deposited by him with the tender shall stand forfeited by the Tender Inviting Authority besides debarring the Tenderer for a period of one year.

## 2.11. Placement of Purchase Orders and Delivery Requirements

The Tender Inviting Authority will execute the purchase order upon award of contract to the successful bidder. This entire project will be divided into 8 stages:

S.No.	STAGE	TASK	TIMLINE
1	Information gathering	Collection of necessary information for the development of application, defining purpose, goals, content development, brainstorming, etc. in close coordination with MPSBM team.	15 Days
2	Planning	Preparation of flowchart, software requirement specification (SRS) with MPSBM	30 Days
3	Designing	Template designing, etc and preparation of ER diagram, discussions and finalization of normalized tables & commands	2 Weeks
4	Development	Coding	4 Weeks
5	Testing and delivery	Testing and hosting of application on the server	2 Weeks
6	Training	Provide training to the staff of MPSBM	2 Weeks (Training)
7	Website hosting	Transferring present website of MPSBM onto cloud server	4 weeks
8	Testing of real field data and maintenance	Update and maintenance of software to make it user friendly and generate meaningful reports	6 months

### Final Deliverables

- Timely provide stage wise status report of the project of MPSBM
- SRS documents
- Design documents
- Hosted Application
- Training manual
- User manual
- System manual
- Running online services specified in the scope of work



## 2.12. Payment Terms

Payment will be done after successfully completion of project under the prescribed mode:

Installment	Amount	Stage
1st installment	10% of project cost	Information gathering, Planning & Designing
2nd installment	30% of project cost	Development & Testing and delivery
3rd installment	30% of project cost	Training & Testing and maintenance of real field data
4th installment	15% of project cost	Website hosting
Yearly installments	15% of project cost	Maintenance of website (3% yearly for 5 years)

## 2.13. Penalty Conditions

2.13.1. In case the delivery period is extended with liquidated damages, the Ordering Authority shall impose liquidated damages @0.5% per day of the delivered price of the delayed items or part thereof until the actual delivery is made up to a maximum deduction of 10% of the contract price.

2.13.2. If the delay is for more than 8 weeks, the order shall be subject to unilateral termination and consequential action at the discretion of the Mission Director, MP State Bamboo Mission. In case of termination for default or non compliance with the terms of the contract the security shall be liable to be forfeited. Mission Director, MP State Bamboo Mission shall then be free to procure the goods and services from any other source.

## 2.14. Settlement of Disputes

2.14.1. The purchaser and the supplier shall make every effort to resolve, amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.

2.14.2. In case of any dispute Mission Director, MP State Bamboo Mission will be the sole arbitrator for both parties and his decision will be final & binding on both the parties.

2.14.3. No Appeal shall be preferred while the tender is in process and until tender is finalized and Notification of award is issued by the purchaser.

2.14.4. In no event will the TIA be liable for any loss of profits, loss of savings, or incidental, indirect, special or consequential damages 'arising out of' or 'in relation to' the present tender.

2.14.5. Neither the TIA shall be liable for any claims, losses, costs, damages of any nature whatsoever nor the Tenderer shall claim expenses for any cause or causes, including any legal liability arising 'out of' or 'in relation to' the present tender.



2.14.6. The Tenderer shall be solely responsible for any deficiency in services and supplies given by him including the quality and specification of machineries and the Tenderer shall be liable to incurred the losses suffered by the TIA due to the fault on the part of the Tenderer.

2.14.7. The maximum liability of TIA shall be limited to the extent of payment of goods delivered as per terms of this tender document. TIA shall not bear any other financial liability such as interest on delays etc.

## **2.15. Downloading of the Tender Documents**

The tender documents can be downloaded online from the following websites:

(<http://mpforest.gov.in/>, <http://www.mpbamboomission.org/>, <http://tenders.gov.in/>)

## **2.16. Payment of tender document fee**

2.16.1. The tender document can be purchased from office of Mission Director M.P State Bamboo Mission by paying a sum of Rs. 1000/-

2.16.2. It can also be downloaded from the website <http://mpforest.gov.in/>, <http://www.mpbamboomission.org/>, the bidder has to pay a sum of INR 1000 (Rupees One Thousand only) towards tender document fee by way of demand draft from any nationalized bank in the name of Mission Director M.P State Bamboo Mission along with bid documents at the time of submission of bids.

## **2.17. Opening of Tender**

The concerned Department Official receiving the tender or his duly authorized person shall open the tender.

## **2.18. For any further queries, bidders may kindly contact**

For more details, please contact on working days within working hours (10:30 to 17:30)  
Office of Mission Director M.P State Bamboo Mission  
Add: 74 Bunglows, Khel Parisar, Bhopal, M.P 462003  
Tel: 0755 2555524  
Email: [mpbamboomission@mp.gov.in](mailto:mpbamboomission@mp.gov.in)  
Fax: 0755 2555523

**TECHNICAL TENDER FORM**

<b>S.No.</b>	<b>PARTICULARS</b>	<b>DESCRIPTION</b>
1	Name, Address, email and telephone number of the agency/firm.	
2	Name, Designation, Address and telephone no. of the authorized person.	
3	Whether firm is registered in societies act or companies act or any other act, Please attach copy of firms registration details, PAN, TIN, Service Tax, etc.	
4	Please enclose the list of permanent professional along with their CV and no. of year of association with organization.	
5	Details of experience with all stages of developing application, technology skills, with previous experience of development, maintenance, management, editing of application.	
6	Details of similar assignment (Please attach copy with sanction letter/ work order)	
7	Describe organization knowledge about website development application (Human Resource Skill set and profiles)	
8	Last 2 years tax Returns including service tax ( Please attach audited copy)	
9	Annual turnover: 2013-14, 2014-15 and 2015-16 Along with audited balance sheet.	
10	Proposed work Plan and Approach	

Authorised signatory  
Name & Signature with seal

Date

## FINANCIAL TENDER FORM

### Financial Bid for Application Development (Attach Separate sheets, if necessary)

Please provide detail financial implication to the organization with break up.

(All prices/rates quoted must comply with the terms and conditions of mentioned in Tender.)

The Financial Plan must provide a detailed cost breakdown. Provide separate figures for each Year.

S.No	Name of work	Contract Agreement Time period	Yearly cost (in INR) to be quoted by the bidder	
1.	Providing Web-based Application in S-a-a-S (Software-as-a-Service) Model for MPSBM  (the cost should be exclusive of all taxes)	5 years	Year 1	
			Year 2	
			Year 3	
			Year 4	
			Year 5	

Total cost in words:

#### Declaration:

This is to certify that I/We before signing this job assignment have read and fully understood all the terms and conditions contained in the document and undertake myself/ourselves to strictly abide by them.

#### Authorised signatory

Name & Signature with seal

Date

## FORMAT OF COVERING LETTER

Ref No: .....

Date: .....

To,  
Mission Director, M.P State Bamboo Mission

***Sub: Design, Development & Maintenance of Web Based Application for MPSBM***

Dear Sir,

As per terms & conditions of the tender following documents are submitted as under:

- Earnest Money Deposit
- Tender fees (if downloaded from website)
- Technical Bid Form
- Financial Bid Form

Authorised signatory

Name & Signature with seal

Date

## CONTRACT AGREEMENT FORM

(On the Non-Judicial Stamp)

**THIS AGREEMENT** made the..... Day of ....., 20\_\_ between \_\_\_\_\_  
 \_\_\_\_\_ (hereinafter "the Purchaser") of the one part and M/s \_\_\_\_\_  
 \_\_\_\_\_ (hereinafter called "the Supplier") of the other part:

**WHEREAS** the Purchaser is desirous that services viz. Web Application Development in the tender reference -----and has accepted a bid by the Supplier for the supply of the services for the sum of Rs. \_\_\_\_\_ /- (*Rupees* \_\_\_\_\_ *only*) (hereinafter called "the Contract Price").

### NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to, and they shall be deemed to form and be read and construed as part of this agreement.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
  - a) The Letter of Acceptance issued by the purchaser.
  - b) The Notice Inviting Tender
  - c) The supplier’s bid including enclosures, annexure, etc.
  - d) The Terms and Conditions of the Contract
  - e) Technical Specifications and minimum requirements of application.
  - f) Any other document listed in the supplier’s bid and replies to queries, clarifications issued by the purchaser, such confirmations given by the bidder which are acceptable to the purchaser and the entire Addendum issued as forming part of the contract.
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide, the services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The purchaser hereby covenants to pay the Supplier in consideration of the provision of the services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

**Brief services which shall be supplied / provided by the Supplier are as under**

1. Data collection and linking
2. Dealing & agreement
3. Website hosting on cloud server

Supply shall complete within 30 days from the date of release of invoice.

**PAYMENT SCHEDULE:**

Installment	Amount	Stage







**CHECKLIST****Checklist For Envelope 'A' (Technical Bid)**

SN	Documents	Submitted Y/N	Page No
1	Earnest Money Deposit (EMD) & Tender fees		
2	Technical Tender form as per Annexure-1		
3	Format of Covering Letter as per Annexure-3		
4	Self Declaration for not having been debarred/blacklisted either by the Tender Inviting Authority or by any State Government or by Government of India on INR 100 Judicial Stamp		
5	Self-attested copy of firm's registration certificate		
6	Self-attested copy of registration in sales tax department		
7	Sales tax clearance certificate of last three FY		
8	Income Tax clearance certificate of last three FY		
9	Turnover Certificate of Minimum Rs. 1 crore issued by practicing CA for last three FY		
10	Copies of Audited balance sheet & profit-loss account for last three FY		
11	Self attested copy of item wise CE/ISO/ISI/GMP certificate		

**Checklist For Envelope 'B' (Financial Bid)**

SN	Documents	Submitted Y/N	Page No
1	Financial Tender Form as per Annexure-(2)		

<b>Authorized Signatory Name &amp; Signature with Seal</b>	
<b>Date</b>	

