



**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



---

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**SELECTION OF IMPLEMENTATION AGENCY (IA)**

**FOR IMPLEMENTING E-TENDERING AND E-AUCTION SOLUTION**

**FOR**

**THE STATE OF GOA**

**RFP No: ITG-IT/RFP/E-TENDERING/ 01**

**Date: 09/08/2018**

**By**

**M/s InfoTech Corporation of Goa Limited  
(A Government of Goa Undertaking)  
(An ISO 9001-2008 Company)  
IT HUB, 3<sup>rd</sup> floor,  
Altinho, Panaji – Goa 403 001**



## Abbreviations

DOIT	Department of Information Technology
ITG	M/s Info Tech Corporation of Goa
Department	All the departments /Corporations /other autonomous bodies in the State of Goa
RFP	Request for Proposal
GOI	Government of India
GIGW	Guidelines for Indian Government Websites
GBBN	Goa Broad Band Network
SDC	State Data Center
IA	Implementation Agency
EMD	Earnest Money Deposit
PAN	Permanent Account Number
MeitY	Ministry of Electronics and Information Technology, New Delhi
PBG	Performance Bank Guarantee
IPR	Intellectual Property Rights
SLA	Service Level Agreement
JV	Joint Venture



## TABLE OF CONTENTS

ABBREVIATIONS .....	2
1 INTRODUCTION .....	6
2 INVITATION FOR PROPOSAL .....	11
2.1. RFP NOTICE .....	11
2.2. CRITICAL INFORMATION.....	12
2.3. OTHER IMPORTANT INFORMATION RELATED TO BID .....	13
INSTRUCTIONS TO BIDDERS .....	15
3.1. INTRODUCTION & ISSUER.....	15
3.2 PURPOSE .....	15
3.3 BID EVALUATING COMMITTEE .....	15
3.4 ELIGIBILITY CRITERIA .....	15
3.5 COST OF RFP.....	19
3.6 BID RESPONSE .....	19
3.7 PROPOSAL PREPARATION COSTS .....	20
3.8 SIGNING OF COMMUNICATION.....	20
3.9 PRE-BID MEETING .....	21
3.10 BIDDER INQUIRIES AND ITG'S RESPONSES .....	21
3.11 AMENDMENT OF RFP DOCUMENT .....	22
3.12 SUPPLEMENTAL INFORMATION TO THE RFP .....	23
3.13 ITG'S RIGHT TO MODIFY SUBMISSION DEADLINE .....	23
3.14 ITG'S RIGHT TO TERMINATE THE PROCESS .....	23
3.15 EARNEST MONEY DEPOSIT AND ITS AMOUNT (EMD) .....	24
3.16 SUB-CONTRACTING OF THE RFP.....	25
SUB-CONTRACTING IS NOT ALLOWED FOR THIS RFP.....	25
3.17 SUBMISSION OF BIDS .....	25
3.18 AUTHENTICATION OF BID .....	25
3.19 VALIDATION OF INTERLINEATIONS IN BID.....	25
3.20 COST OF BIDDING .....	25
3.21 SITE VISIT.....	26
3.22 LANGUAGE OF BIDS .....	26
3.23 BID SUBMISSION FORMAT.....	26
3.24 LATE SUBMISSION OF BIDS.....	26
3.25 DOCUMENTS COMPRISING THE BID .....	26
3.26 PERIOD AND VALIDITY OF BIDS .....	28
3.27 PROPOSAL OWNERSHIP.....	28
3.28 DISCLAIMER.....	28
4 SCOPE OF WORK.....	30
4.1. THE OFFER SHOULD HAVE THE FOLLOWING FUNCTIONALITIES.....	30
4.2. FEATURES OF FORWARD AND REVERSE E-AUCTION .....	31



4.3.	FUNCTIONALITIES OF CONTRACT MANAGEMENT SYSTEM;	32
4.4.	FUNCTIONALITIES OF MOBILE APPLICATION	33
4.5.	FOR BIDDERS	33
4.6.	FOR DEPARTMENT	34
4.7.	SECURITY	35
4.8.	THE APPLICATION SHOULD HAVE THE FOLLOWING FEATURES.	37
5	GO LIVE	38
6	PROJECT TIMELINES	38
7	THE BID PROCESS	38
7.1	TENDER EVALUATION COMMITTEE	38
7.2	OPENING OF BIDS	38
7.3	CONTRACT FINALIZATION AND AWARD.	39
7.4	AWARD CRITERIA	39
7.5	ITG RIGHTS TO ACCEPT / REJECT ANY OR ALL PROPOSALS	39
8	EVALUATION PROCESS	40
8.1	OVERALL BID EVALUATION	40
8.2	EVALUATION OF BIDS	41
8.3	TECHNICAL BID EVALUATION	41
8.4	FINANCIAL BID EVALUATION	44
9	SELECTION PROCEDURE	44
9.1	SELECTION OF BIDDER	44
9.2	NOTIFICATION OF AWARD OF CONTRACT	44
9.3	SIGNING OF CONTRACT	45
9.4	PERFORMANCE BANK GUARANTEE	46
9.5	THE BIDDER WARRANTS TO DEPARTMENT THAT	47
9.6	FAILURE TO AGREE WITH THE TERMS & CONDITIONS OF THE RFP/CONTRACT	47
10	SOURCE CODE	47
11	JOINT VENTURE AGREEMENT	47
12	AGREEMENT	48
13	FORCE MAJEURE	48
14	CONFIDENTIALITY	50
13	CHANGE MANAGEMENT AND TRAINING	50
14	PAYMENT STRUCTURE	51
15	PENALTY	51
16	SERVICE LEVEL AGREEMENT	51
17	OTHER TERMS & CONDITIONS	59
18	PERIOD OF CONTRACT	60
19	ARBITRATION	60
20	BIDDERS RESPONSIBILITIES AND LIABILITIES	60
21	INDEMNITY	61
22	DELAYS IN THE BIDDER'S PERFORMANCE	61
23	TERMINATION	62



---

24	TERMINATION FOR INSOLVENCY .....	62
25	EXIT MANAGEMENT .....	62
26	COMMERCIAL BID FORMAT .....	63
	ANNEXURE-I: COVERING LETTER WITH THE PROPOSAL IN RESPONSE TO RFP NOTICE.....	65
	ANNEXURE-II: DETAILS OF THE RESPONDING FIRM.....	67
	ANNEXURE-III: FINANCIAL INFORMATION SUMMARY .....	69
	ANNEXURE-IV: TEAM COMPOSITION AND TASK ASSIGNMENTS .....	70
	ANNEXURE-V: FORMAT: TECHNICAL PROPOSAL COVERING LETTER.....	71
	ANNEXURE-VI: DRAFT FORMAT OF PERFORMANCE BANK GUARANTEE....	72
	ANNEXURE-VII: FORMAT OF SENDING PRE-BID QUERIES IN MS WORD FILE ONLY.....	75
	ANNEXURE VIII: SECURITY OF E-PROCUREMENT (E-TENDER, E-AUCTION AND REVERSE E-AUCTION) SYSTEM. ....	76
	ANNEXURE-X TERMS AND CONDITIONS AS AGREED.....	86
	ANNEXURE - XI.....	87
	ANNEXURE-XII WILLINGNESS TO SIGN JOINT VENTURE AGREEMENT WITH ITG.....	118



## **1 INTRODUCTION**

### **About Goa**

Goa is a State in India within the coastal region known as the Konkan in Western India. It is bounded by Maharashtra to the north and Karnataka to the east and south, with the Arabian Sea forming its Western coast. It is India's smallest State by area and the fourth smallest by population. Goa has the highest GDP per capita among all Indian States, that is two and a half times that of the country. It was ranked the best placed state by the "Eleventh Finance Commission" for its infrastructure and ranked on top for the best quality of life in India by the National Commission on Population based on the 12 Indicators.

The State of Goa is divided into 2 districts: North Goa and South Goa. Goa is further divided into 12 Talukas.

North Goa district has five talukas namely Tiswadi , Bardez , Pernem, Bicholim and Sattari and South Goa district has seven talukas namely Ponda, Mormugao , Salcette, Quepem, Sanguem , Canacona and Dharbandora

### **Names of the Government departments and other autonomous bodies in the State of Goa are**

- ✓ Accounts Department
- ✓ Agriculture department
- ✓ Animal Husbandry and Veterinary Services
- ✓ Archives and Archaeology
- ✓ Art College
- ✓ Art and Culture department
- ✓ Captain of Ports
- ✓ Central Library
- ✓ Chief Electoral Officer, Election Office
- ✓ Civil Supplies and Consumer Affairs
- ✓ Collectorate North Goa& South



**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



- ✓ Commercial Taxes
- ✓ Commissioner of Excise
- ✓ Commissioner, Labour and Employment
- ✓ Dental College
- ✓ Directorate of Handicrafts Textile & Coir
- ✓ Directorate of Settlement and Land Records
- ✓ Directorate of Skill Development & Entrepreneurship
- ✓ Directorate of Technical Education
- ✓ Directorate of Tribal Welfare
- ✓ Rural Development Agency
- ✓ District and Sessions Court
- ✓ EDC Limited
- ✓ Education department
- ✓ Electricity Department
- ✓ Entertainment Society of Goa
- ✓ Evacuee Property
- ✓ Finance Department
- ✓ Fire and Emergency Services
- ✓ Fisheries Department
- ✓ Foods and Drugs Administration
- ✓ Forest Department Goa
- ✓ Goa Board of Secondary and Higher Secondary Education
- ✓ Goa Co-op Mktg and Supply Federation Ltd
- ✓ Goa Education Development Corporation
- ✓ Goa Electronics Limited
- ✓ Goa Energy Development Agency
- ✓ Goa Engineering College
- ✓ Goa Football Development Council
- ✓ Goa Forest Development Corporations
- ✓ Goa Handicrafts Rural and Small Scale Industries
- ✓ Goa Housing Board
- ✓ Goa Human Rights Commission
- ✓ Goa Industrial Development Corporation
- ✓ Goa Institute of Rural Development and Administration
- ✓ Goa Konkani Academy
- ✓ Goa Meat Complex Ltd
- ✓ Goa Medical College and Hospital



**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



- 
- ✓ Goa Public Service Commission
  - ✓ Goa Rehabilitation Board
  - ✓ Goa Sarva Shiksha Abhiyan
  - ✓ Goa State AIDS Control Society
  - ✓ Goa State Commission for Backward Classes
  - ✓ Goa State Commission for Protection of Child Rights
  - ✓ Goa State Commission for Women
  - ✓ Goa State Horticultural Corporation Ltd.
  - ✓ Goa State Information Commission
  - ✓ Goa State Infrastructure Development Corporation Ltd
  - ✓ Goa State Pollution Control Board
  - ✓ Goa State SC & OBC Finance & Development Corporation Ltd.
  - ✓ Goa State Scheduled Castes & other backward Classes Finance & Development Corporation Ltd
  - ✓ Goa State Scheduled Tribe Finance and Development Corporation Ltd.
  - ✓ Goa State Social Welfare Board
  - ✓ Goa State Urban Development Agency
  - ✓ Goa Tillari Irrigation Development Corporation
  - ✓ Goa Tourism Development Corporation Ltd.
  - ✓ Goa University
  - ✓ Government Polytechnic
  - ✓ Health Services
  - ✓ Directorate of Higher Education
  - ✓ Home Guards and Civil Defense
  - ✓ Home Science College
  - ✓ Housing, Secretariat
  - ✓ Industrial Tribunal and Labour Court
  - ✓ Industries, Trade and Commerce
  - ✓ Info Tech Corporation of Goa Ltd
  - ✓ Information & Publicity
  - ✓ Information Technology
  - ✓ Inspectorate of Factories & Boilers
  - ✓ Inspectorate of Prisons
  - ✓ Institute of Nursing Education
  - ✓ Institute of Psychiatry and Human Behaviour
  - ✓ Institute of Public Assistance (Provedoria)
  - ✓ Kadamba Transport Corporation Ltd





**Info Tech Corporation of Goa Ltd**  
**(A Government of Goa Undertaking)**  
**(An ISO 9001 : 2008 Company)**



- ✓ Kala Academy
- ✓ Khadi & Village Industries Board
- ✓ Law department
- ✓ Legal Metrology
- ✓ Mines and Geology
- ✓ Municipal Administration
- ✓ Museum
- ✓ Music College
- ✓ North Goa Planning & Development Authority
- ✓ Zilla Panchayat
- ✓ Official Language
- ✓ Ombudsman
- ✓ Directorate of Panchayats
- ✓ Pharmacy College
- ✓ Planning, Statistics and Evaluation
- ✓ Police department
- ✓ Printing & Stationery
- ✓ Prosecution
- ✓ Public Health, Secretariat
- ✓ Public Works Department
- ✓ Raj Bhavan
- ✓ Registrar of Coop. Societies
- ✓ Registration Department
- ✓ River Navigation
- ✓ Rural Development
- ✓ Sainik Welfare
- ✓ Science, Technology and Environment
- ✓ Sewerage and Infrastructural Development Corporation of Goa Ltd
- ✓ Small Savings and Lotteries
- ✓ Social Welfare department
- ✓ South Goa Planning & Development Authority
- ✓ Sports Authority of Goa
- ✓ Sports and Youth Affairs
- ✓ State Council of Educational, Research and Training
- ✓ State Election Commission
- ✓ Tourism department
- ✓ Town and Country Planning



- ✓ Transport department
- ✓ Vigilance
- ✓ Water Resources
- ✓ Women and Child Development

Some of the departments like Water Resource Department, Electricity, PWD, Police etc have sub offices / divisions which are spread across the State in Goa.

**OBJECTIVE:** ITG on behalf of Department of Information Technology intends to have Electronic platform for electronic tendering and electronic auction (forward and reverse) with the objective of automating entire procurement process for the Government of Goa. The key objective of this platform are to achieve process efficiency reduce processing time, achieve greater transparency, reduced cost, consistent and sustainable vendor customer development etc.

Currently the processing fees, bidder registration fees and the tender document fees are charged to the bidders participating in the tender. All the financial transactions are done electronically including the refund of EMD and the tender fees to the respective department. Certain % of the bidder registration fees and the tender processing fees is shared by the current vendor with ITG.

At present vendor assists all the users of this system by deploying the own manpower across the State of Goa for the smooth implementation of the solution. The details of the staff deployed are , 1 project coordinator, 2 – project managers one for each district, 2 – for help desk facility at central location, 12 technical people on the field visiting the departments for uploading, opening , tender formation and other related activities for the smooth implementation of the e-tendering solution. Depending on the work load the existing vendor increases the man power from time to time so as to meet the deadlines of the departments.

ITG also intends to extend this facility and explore other domestic and global opportunities in the e-Procurement domain. ITG may also propose this solution to other prospective clients in partnership with the selected bidder.



## **2 INVITATION FOR PROPOSAL**

### **2.1. RFP NOTICE**

This RFP document invites all the qualified bidders to submit their technical and financial offers for the selection of the Implementing Agency for the implementation of e-Tendering and e-Auction solution for the State of Goa”, in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document.

- I. Bidder agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- II. This copy of the RFP may be obtained from the office of ITG in the normal working hours from 9.30 to 5.30 pm on all the working days except on Saturdays, Sundays and Public holidays.
- III. Bidder agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- IV. This RFP document is not transferable.
- V. Bidder agencies are requested to attend a pre-bid conference on 16/08/2018 at 16:00 hrs



## 2.2. CRITICAL INFORMATION

Sr. No.	Information	Details
1	Bid Inviting Authority (Nodal Agency)	M/s Info Tech Corporation of Goa Limited, Panaji
2	Bid Reference No and Date	ITG-IT/RFP/E-TENDERING/01 dated 09/08/2018
3	Place of Execution	State of Goa
4	Cost of RFP Document	<b>Rs.10,000/-</b> (non refundable) in the form of the Demand Draft payable to Info Tech Corporation of Goa Ltd, Panaji, Goa. The cost of RFP has to be paid at the time of purchasing the RFP document from the office of ITG.
5	Date and time for the RFP requests at the Office of ITG	Till <b>05/09/2018</b> upto 16:00hrs
6	Last date for submission of written queries for clarifications to ITG through e mail only	<b>17/08/2018</b> upto 16:00 hrs
7	Date and time of pre-bid conference	<b>20/08/2018</b> at the Conference hall, Office of ITG, IT HUB, 3 <sup>rd</sup> floor, Altinho, Panaji, Goa at 16:00 hrs
8	Response to clarifications by email to the bidders	By <b>23/08/2018</b> by 16.00 hrs
9	Last date of receipt of proposals in response to RFP notice	<b>05/09/2018</b> upto 16:00 hrs at the office of ITG
10	Place, Date and Time to open the bid Response	Office of ITG, IT HUB , 3 <sup>rd</sup> floor, Altinho, Panaji, Goa on 05/09/2018 at 16:30 hrs
11	Place, Date and Time of opening of Financial proposals received in response to the RFP notice	Office of ITG, IT HUB , 3 <sup>rd</sup> floor, Altinho, Panaji, Goa 403001 (The date and time shall be indicated to the short listed bidders)



12	Contact Persons for queries	Mr. Umakant Naik, Manager IT, Phone No. 0832-2416024 Email : umakant.naik@nic.in
13	Addressee and Address at which proposal in response to RFP notice is to be submitted	The Managing Director M/s InfoTech Corporation of Goa Limited, IT HUB, 3 <sup>rd</sup> floor, Altinho, Panaji, Goa

### 2.3. OTHER IMPORTANT INFORMATION RELATED TO BID

Sr. No.	Item	Description
1	Earnest Money Deposit (EMD)	Rs. 5 lakhs in the form of the Demand Draft payable to M/s Info Tech Corporation of Goa Ltd, Panaji, Goa along with the bid.  For all small and medium enterprises including start-ups registered with Government of India / Government of Goa the EMD amount shall be NIL.
2	Bid Validity Period	180 days from the date of closing of submission of the bid.
3	Deadline / last date for furnishing performance security	Before signing of the Agreement.
4	Performance security value and its validity period (Performance Bank Guarantee) (PBG)	Rs 10 lakhs in the form Bank Guarantee from the nationalized or scheduled bank branch in Panaji Goa for the period of five years from the date of issue of work order. If required the bidder needs to extend the bank grantee suitably as per the request of ITG during the contract period.



**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



---

5	Deadline / last date for signing agreement	Finalization of the same by the concerned authority.
6	Date and time of submission of the hard copy of the Technical bid to ITG.	Date : <b>05/09/2018 upto 16:00 hrs</b>



## INSTRUCTIONS TO BIDDERS

### 3.1. INTRODUCTION & ISSUER

M/s InfoTech Corporation of Goa Limited (ITG) invites the qualified bidders to submit their technical and financial offers for “the selection of the Implementing Agency for the implementation of e-Tendering and e-Auction solution for the State of Goa” in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document.

### 3.2 PURPOSE

The purpose of this Request for Proposal (RFP) is for “the selection of the Implementing Agency for the implementation of e-Tendering and e-Auction solution for the State of Goa” . This document provides information to enable the bidders to understand the broad requirements to submit their "Bids". The general term and conditions for the RFP are mentioned in “General Information” and the detailed scope of work as mentioned under Scope of Work.

### 3.3 BID EVALUATING COMMITTEE

ITG shall constitute the Techno Commercial Evaluation Committee for the purpose of evaluating the bids and the decision of this committee in the selection process shall be binding on all the bidders.

### 3.4 ELIGIBILITY CRITERIA

The bidder must ensure that documentary proofs are submitted for all the pre-qualification criteria mentioned below. Page numbers of the documentary proofs should be provided against the criteria.

S.No	Clause	Documents Required
1.	The bidder should be a company registered under the Companies Act, 1956 or Companies Act 2013, operational for last 3 years as on date of issue of this RFP.	Certificate of incorporation/ Memorandum and Articles of Association or other relevant documents



S.No	Clause	Documents Required
2.	The bidder should have experience of IT System Integration/ Information Technology Infrastructure projects including implementation/ operations and should have been in the business of providing proprietary e-Tendering and e-Auction solution for a period exceeding two years from the date of issue of RFP.	1. Work Orders / Agreements confirming year and area of activity.
3.	The bidder must have a valid atleast CMMI Level 3 / ISO 27001 and ISO 9001 certification as on date of issue of this RFP	Copy of Certificate
4.	The bidder should have positive net worth of value more than Rs 1 crore as on <b>31/03/2018</b>	Provide the certificate from the Chartered Accountant
5.	The bidder should have an average turnover of more than or equal to <b>Rs. 5 crores</b> for last three Financial Years. ( i.e. average turnover of at least <b>Rs. 5 crores</b> for the years 2015-16, 2016-2017, 2017-18)	Copy of the audited financial statement/ Annual Report of the company showing turnover of the company for last three years. In case the accounts for the year 2017-18 are not yet audited the bidder is requested to submit the Chartered Accountants certificate for year 2017-18
6.	The bidder should be financially sound that is it must have made net profits in the last three financial years [2015-16, 2016-2017, 2017-18]	Copy of the audited financial statement/ Annual Report of the company showing net profit of the company for last three years.





S.No	Clause	Documents Required
7.	The bidder should have at least two years experience in e-Tendering / e-Procurement for the Government of India/State Government/ PSU and other Autonomous Bodies of the Government as on date of issue of this RFP that for the years (2015-16, 2016-2017, 2017-18).	Provide the necessary documents as the proof for the same. (work order / agreement), Certificate from the client indicating the value of the tenders floated
8.	The bidder should have at least <b>two</b> years experience in e-auction / reverse e-auction for the Government of India/State Government/ PSU and other Autonomous Bodies of the Government as on date of issue of this RFP that is for the years (2015-16, 2016-2017, 2017-18)	Provide the necessary documents as the proof (work order / agreement)
9.	The bidder must have on its roll at least 25 technically qualified IT professionals as on date of issue of tender.	Certificate from bidders HR Department for number of Technically qualified IT professionals employed by the company indicating name, qualification, designation, age, no of years in the current organization
10.	The bidder should furnish, as part of its bid, an Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Five Lakhs only)	Earnest money deposit of Rs. 5,00,000/- (Five Lakhs only) to be paid in the form of the Demand Draft payable to “M/s Info Tech Corporation of Goa Limited”, Panaji , Goa.  For all small and medium enterprises including start-ups registered with Government of



S.No	Clause	Documents Required
		India/Government of Goa the EMD amount shall be NIL.
11.	The bidder should not be debarred/Delisted/ black listed by any government undertaking/ UT administration/Semi Government organizations/ PSUs in respect of supply/ provision of proprietary of e-Tendering/ e-Auction solution as on date of issue of RFP	Declaration in this regard by the authorized signatory of the bidder in the form of Affidavit on the Stamp paper of 100 duly attested by Notary.
12.	The bidder should not be convicted of an criminal offence by any competent court of law at the time of issue of RFP	Declaration in this regard by the authorized signatory of the bidder in the form of Affidavit on the Stamp paper of 100 duly attested by Notary.
13.	The bidder should not be suspended/Terminated on account of non performance and/or defective/ dissatisfactory performance of such contract at the time of issue of RFP.	Declaration in this regard by the authorized signatory of the bidder in the form of Affidavit on the Stamp paper of 100 duly attested by Notary.
14.	The bidder should have an office in the State of Goa. However, if the local presence is not there in the state, the bidder should give an undertaking for establishment of a project office, within one month of award of the contract.	Relevant Documents or Undertaking signed by the Authorized Signatory



S.No	Clause	Documents Required
15.	The bidder should have valid GST registration and PAN no as on date of issue of this RFP	Provide the relevant documents
16.	List of references of clients e-Tendering and e-Auction for whom the solution has been provided. ( minimum 5 in each category)	Provide name of the client, address, contact person name, phone no, email etc. Provide the copies of the work order / agreement

**Note: The projects executed in Joint Venture/ Consortium shall not be considered.**

**2) The failure to comply with any of the eligibility Criteria will render the bid non responsive and liable to be rejected.**

**3) If it is found that the successful bidder has made false statements during the submission of the bid then in such a case the award f contract/ work order shall be immediately cancelled and the bidder shall be liable to compensate the ITG towards the damages.**

### 3.5 COST OF RFP

The complete RFP document shall be available in the Office of Info Tech Corporation of Goa Ltd, Panaji, Goa from 09/08/2018 to 05/09/2018 /2018 from 9.30 am to 5.30 pm on all working days except of Saturdays, Sundays and public holidays. The payment towards the RFP document shall be made in the form of Demand Draft of Rs 10,000/- (Ten thousand only) payable to M/s Info Tech Corporation of Goa Ltd, Panaji, Goa. The RFP Document is not transferable to any other bidder.

### 3.6 BID RESPONSE

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal



not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its proposal and forfeiture of the bid EMD. The decision of M/s InfoTech Corporation of Goa Limited (ITG) in this regard is final and binding on all the bidders.

### **3.7 PROPOSAL PREPARATION COSTS**

The bidder is responsible for all costs incurred in connection with 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 proposal, in providing any additional information required by ITG to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. M/s InfoTech Corporation of Goa Limited will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Submission of the bid does not entitle the bidder to claim any cost and right over ITG and ITG shall be at liberty to cancel any or all bids without giving any notice.

This RFP does not commit M/s InfoTech Corporation of Goa Limited to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.

All materials submitted by the bidder become the property of M/s InfoTech Corporation of Goa Limited and may be returned at its sole discretion, provided, any materials which are identified as "Proprietary and Confidential Material of Bidder" shall remain the property of such bidder and the ITG shall maintain confidentiality of such materials.

### **3.8 SIGNING OF COMMUNICATION**

All the communication to M/s InfoTech Corporation of Goa Limited (ITG) including this RFP and the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter should be attached with the bid.



### **3.9 PRE-BID MEETING**

- i. M/s InfoTech Corporation of Goa Limited (ITG) will host a pre-bid meeting.
- ii. The bidder or its official representative may attend the pre-bid meeting.
- iii. Bidders may confirm their participation for pre bid meeting in advance.
- iv. In case there is any change in date, time and venue of the meeting than M/s InfoTech Corporation of Goa Limited (ITG) shall announce the new date, time and venue to all bidders through fax or email.
- v. The purpose of the meeting is to provide bidders with information regarding the RFP and the project requirements, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project.
- vi. M/s InfoTech Corporation of Goa Limited (ITG) may make modifications to the RFP if felt necessary as a result of pre-bid meeting. All such modifications made to the RFP by M/s InfoTech Corporation of Goa Limited (ITG) will be issued as a corrigendum to the RFP and published .
- vii. Any such modifications resulting out of the pre-bid meeting will be circulated to the bidders by email.
- viii. M/s InfoTech Corporation of Goa Limited (ITG) will not be responsible for non-receipt of corrigendum / modifications sent by M/s InfoTech Corporation of Goa Limited (ITG) to the bidder through the available e-mail IDs provided by the bidder.
- ix. Pre – bid queries received after due date & time shall not be accepted under any circumstances.
- x. Pre bid queries to be sent only as MS WORD file and as per the prescribed format in this RFP. Pre bid queries sent in any other file format shall be rejected.

### **3.10 BIDDER INQUIRIES AND ITG'S RESPONSES**

All enquiries / clarifications from the bidders, related to this RFP, must be directed in writing exclusively to the contact person notified in this RFP document.



The preferred mode of delivering written questions to the aforementioned contact person would be through mail or fax or email. Telephone calls will not be accepted. In no event will the M/s InfoTech Corporation of Goa Limited (ITG) be responsible for ensuring that bidders' inquiries have been received by M/s InfoTech Corporation of Goa Limited (ITG).

After distribution of the RFP, the contact person notified by M/s InfoTech Corporation of Goa Limited (ITG) will begin accepting written questions from the bidders. ITG will endeavor to provide a full, complete, accurate, and timely response to all questions. However, ITG makes no representation or warranty as to the completeness or accuracy of any neither response, nor does ITG undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.

No request for clarification from any bidder shall be entertained after due date and time.

### **3.11 AMENDMENT OF RFP DOCUMENT**

- a. At any time till 7 days before the deadline for submission of bids, M/s InfoTech Corporation of Goa Limited (ITG), may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by an amendment. All the amendments made in the document would be published and shall be a part of the RFP.
- b. The bidders are advised to be in contact with M/s InfoTech Corporation of Goa Limited (ITG) on regular basis for checking necessary updates. M/s InfoTech Corporation of Goa Limited (ITG) also reserves the rights to amend the dates mentioned in this RFP for bid process.
- c. In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, M/s InfoTech Corporation of Goa Limited (ITG) may, at its discretion, extend the last date for the receipt of bids by a reasonable period.



### **3.12 SUPPLEMENTAL INFORMATION TO THE RFP**

If ITG deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP. Such supplements shall be published.

### **3.13 ITG'S RIGHT TO MODIFY SUBMISSION DEADLINE**

ITG may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an corrigendum or by intimating all bidders who have been provided the proposal documents, in writing or by facsimile, in which case all rights and obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

### **3.14 ITG'S RIGHT TO TERMINATE THE PROCESS**

M/s InfoTech Corporation of Goa Limited (ITG) may terminate the RFP process at any time and without assigning any reason. M/s InfoTech Corporation of Goa Limited (ITG) makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by M/s InfoTech Corporation of Goa Limited (ITG). The bidder's participation in this process may result in M/s InfoTech Corporation of Goa Limited (ITG) selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by M/s InfoTech Corporation of Goa Limited (ITG) to execute a contract or to continue negotiations. The M/s InfoTech Corporation of Goa Limited (ITG) may terminate negotiations at any time without assigning any reason. ITG reserves the right to amend/edit/add/delete any clause of this RFP document. This will be informed to all and will become a part of RFP and information for the same will be published.



### **3.15 EARNEST MONEY DEPOSIT AND ITS AMOUNT (EMD)**

EMD amount shall be paid in the form of the Demand Draft of Rs 5 lakhs ( Five lakhs only) payable to Info Tech Corporation of Goa Ltd, Panaji, Goa along with the bid.

- i. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.
- ii. Unsuccessful bidder's EMD will be discharged/ returned as promptly as possible, but not later than 180 days after the selection of the bidder.
- iii. Bids submitted without adequate EMD will be rejected.
- iv. The EMD may be forfeited:
  - a. If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
  - b. In the case of a successful bidder if the bidder fails to sign the contract for any reason not attributable to the M/s InfoTech Corporation of Goa Limited (ITG) or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP.
  - c. During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
  - d. During the bid process, if any information found false/fraudulent/mala-fide/hidden in the bid then ITG shall reject the bid and if necessary initiate action.
- v. The decision of InfoTech Corporation of Goa (ITG) Limited regarding forfeiture of the EMD amount and rejection of bid shall be final and binding on the bidders & shall not be called upon question under any circumstances.
- vi. The EMD of the successful bidder shall be returned on execution of the agreement and submission of the Performance Bank Guarantee.





### **3.16 SUB-CONTRACTING OF THE RFP**

Sub-contracting is not allowed for this RFP.

### **3.17 SUBMISSION OF BIDS**

The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.

The bidders should submit the technical bid as well as commercial bid in the form of hard copy only.

### **3.18 AUTHENTICATION OF BID**

The original and all copies of the bid shall be typed or written in indelible ink. The original and all copies (hard copies) shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the Contract. A letter of authorization shall be supported by a written power-of –attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.

### **3.19 VALIDATION OF INTERLINEATIONS IN BID**

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initiated by the person or persons signing the bid.

### **3.20 COST OF BIDDING**

The bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purposes of clarification of the bid, if so desired by ITG. M/s InfoTech Corporation of Goa Limited (ITG) will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.



### **3.21 SITE VISIT**

The bidders may visit ITG and obtain additional information at their own cost and responsibility if required.

### **3.22 LANGUAGE OF BIDS**

The bids and all correspondence and documents relating to the bids, shall be written in the English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English language. In case of ambiguity, the English version of the bid shall be considered final and binding. There should be proper page numbering on every page of Technical bid so that proper referencing can be done.

### **3.23 BID SUBMISSION FORMAT**

The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.

### **3.24 LATE SUBMISSION OF BIDS**

The bids received after due date and time shall be summarily rejected by ITG.

### **3.25 DOCUMENTS COMPRISING THE BID**

The hard copy of the Technical bid shall be sealed in a separate envelope and marked as “Technical bid for the “selection of implementation agency (IA) for the implementation of e-Tendering and e-auction solution in the State of Goa “ and addressed to The Managing Director, Info Tech corporation of Goa Ltd, IT HUB, 3<sup>rd</sup> floor, Altinho, Panaji - Goa, 403001.

The hard copy of the commercial bid shall be sealed in a separate envelope and marked as “Commercial bid for the “selection of implementation agency (IA) for the implementation of e-Tendering and e-auction solution in the State of



Goa “and addressed to The Managing Director, Info Tech corporation of Goa Ltd, IT HUB, 3<sup>rd</sup> floor, Altinho, Panaji - Goa, 403 501.

Both the technical bid envelope and the commercial bid envelope is to be enclosed in a separate envelope and marked as bid for the “selection of implementation agency (IA) for the implementation of e-Tendering and e-auction solution in the State of Goa “ and addressed to The Managing Director, Info Tech corporation of Goa Ltd, IT HUB, 3<sup>rd</sup> floor, Altinho, Panaji - Goa, 403001.

All the three envelopes has to be sealed.

Theses envelope also should indicate clearly the name, address, telephone number, email ID, Fax no of the bidder to enable the bid to be returned unopened in case it is declared “Late”.

The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers.

**Technical Bid:** prepared by the bidder shall comprise of the following:

- i. Proposal covering letter / undertaking as per the format provided in this RFP document
- ii. A board resolution authorizing the bidder to sign/ execute the proposal as a binding document and also execute all relevant agreements forming part of RFP.
- iii. Power of Attorney executed by the bidder in favour of the duly Authorized Representative, certifying him as the authorized signatory for the purpose of this tender.
- iv. Demand Draft of Earnest Money Deposit (EMD) amount, tender processing fees should be enclosed in the separate envelopes clearly indicating on the envelope the type of payment . ( EMD or tender fees)
- v. Provide the detailed plan for the implementation of this project week wise.
- vi. Team Composition – Proposed Team size, skill sets of people proposed to be engaged / deployed for the project for deployment and training purpose.



- vii. Curriculum Vitae (CV) of proposed staff to be deployed for the project as per the format enclosed.
- viii. All the relevant documents satisfying the eligibility criteria's.
- ix. All the relevant documents required for technical scoring.
- x. The hard copies of all the annexure.
- xi. Any other technical documents required for the completion of the project.
- xii. All the documents required as per Annexure VIII, Annexure IX and Annexure XI, Annexure XII to be enclosed.
- xiii. In case the bidder is registered with Government of India as Start up or Micro and small enterprise, the bidder has to enclose the proof for the same in the technical bid.

### **3.26 PERIOD AND VALIDITY OF BIDS**

The bid shall be valid for 180 days from the closing date of submission of the bid. On completion of the validity period, unless the bidder withdraws his bid in writing, it will be deemed as valid until such time that the bidder formally (in writing) withdraws his bid. In extreme circumstances, ITG at its discretion may solicit the bidders consent to extend the period of validity. The request and the responses for the same shall be made in writing. The bid valid for shorter period shall be rejected as non responsive bid.

### **3.27 PROPOSAL OWNERSHIP**

The proposal and all supporting documentation submitted by the bidder shall become the property of ITG.

### **3.28 DISCLAIMER**

The information contained in the Request for Proposal (RFP) document provided by ITG on behalf of DOIT to the interested bidders on the terms and conditions as set in the RFP document.



**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



This RFP document is not an agreement and is not an offer or invitation to any other party. The purpose of this RFP document is to provide bidders with information to assist the formulation of their proposal submission. This RFP document does not purport to contain all the information bidders may require. This RFP document may not be appropriate for all persons, and it is not possible for ITG to consider the investment objectives, financial situation and particular needs of each bidder. Each bidder should conduct its own investigation and analysis, and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. ITG and their advisors make no representation or warranty and shall incur no liability financial or otherwise under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

ITG may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.



## **4 SCOPE OF WORK**

e-Tendering /e-Auction solution provided by the bidder should have modules for e-Tendering, forward and reverse e-Auction, contract management system, mobile app for the bidders and department etc.

The offer should provide an electronic procurement platform (secure SSL web based) for electronic tendering, auctions (forward and reverse), with the objective of automating the entire procurement process from indenting to Award of Contract to the Departments / autonomous bodies etc in the State of Goa.

### **4.1. THE OFFER SHOULD HAVE THE FOLLOWING FUNCTIONALITIES**

- i. Indenting
- ii. Preparation and mapping tender / auction documents
- iii. The solution should have inbuilt dynamic bidding forms creation engine
- iv. Publishing of the tender / auction on the portal
- v. Invitation to all the suppliers / customers
- vi. Submission of bids by bidders including the e-payment for EMD, tender processing fees, tender fees etc.
- vii. Digital signing of the bids and corresponding documents
- viii. Bid Submission
- ix. Pre qualification evaluation of bids
- x. Technical evaluation of bids
- xi. Commercial evaluation of bids
- xii. Comparison statement
- xiii. Award or contract and purchase / work order along with the terms and conditions as set by the department
- xiv. MIS reports for the departments
- xv. Help desk facility at ITG



- xvi. Reverse auction should support multiple auction types and format
- xvii. Forward auction should support multiple auction types and format
- xviii. Online training module for department users and the bidders
- xix. Integration with the existing contractors management system of PWD
- xx. Vendor and users registration
- xxi. Renewal of the vendors
- xxii. Department wise users
- xxiii. Corrigendum / Addendum
- xxiv. Dynamic form library
- xxv. Uploading the attachments
- xxvi. Audit trail for all the modules
- xxvii. In built work flow
- xxviii. SMS/e-Mail alerts and dashboard for the departments and the bidders

**4.2. FEATURES OF FORWARD AND REVERSE E-AUCTION**

<b>Sr. No.</b>	<b>Roles</b>
1.	Auction EOI/ Enquiry to be published in media other than e-auction platform.
2.	Techno-commercial Scrutiny of bidder.
3.	Publishing / Mapping of auction in portal
4.	Mock auction to bidders/ITG officials
5.	Sending contact details of techno-commercially approved Bidders to service provider
6.	Framing Business rule containing auction format and other details
7.	Approval of Business Rule
8.	Sending Business rule document to all the Bidders
9.	Collection of consent letter & compliance statement from Bidders
10.	Commercial query handling
11.	Auction related query handling & Bidder Training
12.	Making user id & Password available to Bidders
13.	Assisting Bidders participate in dummy auction



14.	Event Date & Time finalization
15.	To provide Start Bid price/Estimate/minimum quantity/minimum incremental price & quantity for bidding
16.	Conducting Auction & Providing Helpdesk service during auction
17.	Auction report generation and submission (Detail and summary as required by ITG immediately after completion of auction)
18.	Price break up (if any) to be collected from the Winning bidder
19.	Non-disclosure of identity of vendors/customers to ITG and other participating vendors for maintaining sanctity of event
20.	Multiple currency bidding, provision for bidding upto predefined decimal places, auto closing/extension of auction after predefined time, auto refresh of vendors/customer screen at pre set interval, support single as well as multiple lot auctions, display of ranks /price only on the dashboard of vendors/customer, auto bid facility & bid trail,
21.	In case of loss of connectivity of vendors/customer computer/laptop/mobile etc due to any reason, the bidders should support secure alternate to allow such vendors/ customers to place the bid
22.	Voice and video logging of auction event and submission to ITG as when asked for
23.	SMS broadcasting to vendors/customers on auction notification, schedule, reschedule etc
24.	Devise suitable auction strategy

The solution should be built on a modular architecture, which enables the organization to pick and plug the activities as per need. The application should allow the user to define the parameters and configure the system as per the requirements. The e-Tendering software should be map able with any type of organization structure and support multiple types of workflows that is spending and approval limit based, hierarchy based etc.

#### 4.3. FUNCTIONALITIES OF CONTRACT MANAGEMENT SYSTEM;

- i. Create/Edit Contract Document
- ii. Upload Documents
- iii. Cancel Contract Document
- iv. Cancel Contract in the System
- v. Document Library





- vi. Assign Rights to Contractor
- vii. Publish/View Contract
- viii. Accept/Reject/Amend Contract
- ix. Prepare Work Plan from BoQ or Manually
- x. Accept/Reject/Amend Work Plan
- xi. Prepare/Edit/Finalize Progress Report
- xii. Work Completion Certificate
- xiii. Contract Termination
- xiv. Upload Invoice

#### **4.4. FUNCTIONALITIES OF MOBILE APPLICATION**

- i. Fast & Easy to use interface
- ii. Tenders on Hand 24\*7
- iii. Notifications of each tender published
- iv. App should be available on leading Platforms like Android and IOS
- v. Download Tender Documents
- vi. Get Reminders on key events of your Favourite tenders
- vii. Analytical & Graphical Reports

#### **4.5. FOR BIDDERS**

- i. Tender Listing – Add your Tenders to Favourites
- ii. Get Realtime Notifications for each activity of your Favourite Tenders
- iii. Detailed NIT View
- iv. Download Tender Document on the Go
- v. Set Reminders for your Tenders so that you don't miss out important Dates
- vi. Single click Call/Mail to Helpdesk for any queries
- vii. Tender Alerts on all Tenders Published
- viii. Business Category wise Tender Alerts
- ix. View Results of your Tenders



- x. Analytical/Graphical Reports on the Tenders
- xi. Different Tender Search Criteria:
  - a. Product wise search
  - b. Location wise search
  - c. Department wise search
  - d. Event Type wise search
  - e. Combinational Criteria Search

#### **4.6. FOR DEPARTMENT**

- i. Roles & Rights based access
- ii. Tender Listing of all Tenders of respective Department
- iii. All Tender Alerts/Reminders for different activities
- iv. Real Time Notifications pertaining to relevant Tenders
- v. Analytical/Graphical MIS Reports

The solution should be built on a modular architecture, which enables the organization to pick and plug the activities as per need. The application should allow the user to define the parameters and configure the system as per the requirements. The e-Tendering software should be capable with any type of organization structure and support multiple types of workflows that is pending and approval limit based, hierarchy based etc.

E-tendering/e-auction solution should be installed at State Data Center at SDC, Goa and bidder shall provide all call logs to ITG and bidder shall be responsible for taking up backup of all the data. Solution provided should have a management system clearly indicating the status of IT infrastructure and the solution.

The bidder shall be responsible for providing the toll free help desk facility from 9.30 am to 6.pm from Monday to Friday



#### 4.7. SECURITY

- i. The solution should deploy the highest level of security that is available as on date in the market to prevent un-authorized access, modifications to the system, denial of service attack, hacking etc.
- ii. The Information Security Audit of the system should have been conducted from CERT-IN empanelled Auditor annually and submit the auditor's report, failing which any payment due to vendor shall be withheld till such time report is made available to ITG. The said report should also include successfully implementations of vulnerabilities and recommendations by auditors.
- iii. The system should support high order encryption level and all the commercial information is encrypted at the database level.
- iv. The entire solution should be PKI enabled and supports Digital Certificates as per the Indian IT Act 2000 and subsequent amendments.
- v. The E-Procurement Solution be certified by Standardization Testing and Quality Certification (STQC) Directorate under Department of Information Technology (DIT), Ministry of Communication & Information Technology and compliant with all the applicable requirements relating to functionality, security and transparency of the following guidelines (Certificate for the same to be submitted annually):
- vi. 'Guidelines for compliance to Quality requirement of e-Procurement Systems' dated 31<sup>st</sup> August, 2011 of Department of Information Technology (DIT)/ Standardization Testing and Quality Certification (STQC), Ministry of Communication & Information Technology of the Government of India (DIT-Guidelines) which includes:
  - a. CVC Guidelines for e-Procurement application software as covered by the relevant provisions of Annexure-II of MeitY-Guidelines
  - b. GFR-2005 as covered by Annexure-III of MeitY-Guidelines
  - c. IT Act 2000 and its amendment from time to time
- vii. The certification to be valid at the time of closing of the tender.
- viii. Security features should be compliant with the e-Governance Security Guidelines (e Gov Security Standards Framework).
- ix. All systems should have integrated security features that are configurable by the system administrator to control access to the application, functional modules, transactions, and data.
- x. Public key verification methods should be followed for verifying that the contents of a document have not been tampered with, and allowing the receiver to confirm the identity of the sender.



- xi. The applications should require the use of unique user IDs and passwords for authentication purposes and digital signatures as applicable.
- xii. The application should allow for the following:
  - a. The enforcement of password standards
  - b. The establishment of a specified period for password expiration, and
  - c. The prohibition of recent password reuse
- xiii. System administrator should be able to restrict access to sensitive data elements by named user, groups of users, or functional role.
- xiv. System should be auditable as per requirements from time to time.
- xv. System should have audit logging capability to record access activity, including the following:
  - a) All log-in/log-out attempts by user and workstation;
  - b) User-submitted transactions;
  - c) Initiated processes;
  - d) System overrides events; and direct additions, changes, or deletions to application-maintained data
- xvi. System should provide the ability to query the audit log by type of access, date and time stamp range, user ID, or terminal ID.
- xvii. System should be capable of sending out email and/or sms alerts to the System Administrator and the concerned users as per needs of the department.
- xviii. The audit logs and critical data should be appropriately protected to avoid tampering even by a user with full admin access. Some method of time-stamping /digital signing /or logging to a secondary system, should be in place.
- xix. The Government of Goa shall appoint the Third Party Auditor (TPA) to audit the functionality, data security, audit logs, VA& PT and the availability of the application to the User. The payments to the bidder shall be subjected to the reports submitted by the TPA. All the necessary SLA calculation will be done by the TPA. The Bidder shall provide all the support required by the TPA in a time bound manner.
- xx. M/s ITG shall conduct the STQC Audit of the application before the Go-live and periodically thereafter every year. The fees for the same shall be borne by M/s ITG.

Note : Other functional and security details required are also documented at annexure VIII, IX and XI.



#### 4.8. THE APPLICATION SHOULD HAVE THE FOLLOWING FEATURES.

- i. The application should be available on e – devices.
- ii. The application should follow all the e-Governance standards as specified by Meity from time to time.
- iii. The application should be integrated with SMS gateway, email gateway and the payment gateway.
- iv. The application should be PKI enabled.
- v. The application should have the dashboard facilities for the key users.
- vi. The application should have inbuilt help.
- vii. Each of the modules shall have in depth MIS reports.
- viii. The bidder should provide handholding support to the departmental users and the bidders till the end of project period.
- ix. The solution should be compliant as per Indian IT Act 2000 and subsequent amendments issued by the Government of India from time to time.
- x. The solution should have inbuilt auction engine forward and reverse.
- xi. The solution have the security components
- xii. The solution should meet the guidelines (amended from time to time) of Central Vigilance Commission, Government of India and the other instructions issued by Government of India and ITG.
- xiii. The bidder needs to customise the solution as per the requirements of the department of the Government of Goa and CVC guideline issued by the Government of Goa from time to time.
- xiv. The solution should integrate in providing e-payments, public key infrastructure and security solutions.
- xv. The solution should be able to care of all the taxes that come into force from the State / Central Government.

**On line availability: The solution should be available on internet as well as intranet users on 24 X 7 X 365 basis.**



## **5 GO LIVE**

GO LIVE of the project is the date on which 10 tenders successfully hosted and evaluated by the department.

## **6 PROJECT TIMELINES**

The entire project has to be completed within a span of six weeks from the date of signing of the contract. The work order has to be accepted within 2 days of the issue of the work order. The agreement has to be signed within 15 days of the acceptance of the work order.

## **7 THE BID PROCESS**

### **7.1 TENDER EVALUATION COMMITTEE**

The Tender Evaluation Committee constituted by the ITG shall evaluate the bid response submitted by the bidders. The decision of the Tender Evaluation Committee in the evaluation of the Technical and Financial bids shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.

### **7.2 OPENING OF BIDS**

- i. Total transparency will be observed while opening the proposals/bids.
- ii. ITG reserves the rights at all times to postpone or cancel a scheduled bid opening.
- iii. The bids will be opened, in two sessions, one for Technical and one for Commercial of those bidders whose technical bids qualify, in the presence of bidders' representatives who choose to attend the bid opening sessions on the specified date, time and address.
- iv. Technical Bid responses of the bidders will be opened by the Tender Evaluation Committee, in the presence of the available bidders or their authorized persons as per the time specified in this RFP document.
- v. Commercial bid would be opened by the Tender Evaluation Committee only for those bidders who achieve the threshold score of 70 in the Technical bid.



- vi. The bidders' representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for the bids shall be opened at the same time and location on the next working day. However if there is no representative of the bidder, ITG shall go ahead and open the bid of the bidders.
- vii. During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
- viii. To assist on the scrutiny, evaluation & comparison of offers, ITG may at its discretion ask some or all the bidders for clarification of the offer. The request of such clarification and response shall be necessarily be in writing.
- ix. Any bid found to be unsatisfactory in terms of methodology may be rejected and will not be considered for further evaluation. The decision of tender evaluation committee in this matter shall be final and binding.
- x. The bidders shall be responsible for properly super-scribing and sealing of each envelope. Neither ITG nor the Tender Evaluation Committee shall be responsible for accident opening of envelopes that are not properly super-scribed and sealed.

### **7.3 CONTRACT FINALIZATION AND AWARD**

In case the first ranked bidder is unable to finalize a service agreement with ITG then ITG shall proceed to the next ranked bidder and so on until a contract is awarded.

### **7.4 AWARD CRITERIA**

ITG will award the contract to the bidder whose bid has been determined to be substantially responsive and the decision in this regard shall be taken by ITG and shall be binding on all the bidders.

### **7.5 ITG RIGHTS TO ACCEPT / REJECT ANY OR ALL PROPOSALS**

ITG reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids at any time prior to award of contract, without assigning any reason.



## 8 EVALUATION PROCESS

### 8.1 OVERALL BID EVALUATION

- i. Tender Evaluation Committee will evaluate and compare the bids determined to be substantially responsive.

Substantially responsive bid: A substantially responsive bid is one, which confirm to all the requirements, terms, conditions and specifications of the Request for Proposal without any material deviations. Deviations from or objections or reservations to critical provisions such as those concerning performance security, warranty, applicable Law, taxes and duties will be deemed as material deviation.

- ii. ITG's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. It is ITG/ Tender Evaluation Committee's intent to select the proposal that is most responsive /advantageous to the project needs and each proposal would be evaluated using the criteria and process outlined in this section.
- iii. The technical evaluation of bids will be carried out using a points system. Bidders with score of 70 and above in the technical bid shall be considered as technically qualified. The financial bid of only the technically qualified bidders shall be opened.
- iv. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of the errors, its bid would be rejected and may result in forfeiture of EMD amount.
- v. The Tender Evaluation Committee may waive any minor infirmity, nonconformity or irregularity in which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- vi. The Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.





## **8.2 EVALUATION OF BIDS**

- i. Tender Evaluation Committee will carry out a detailed evaluation of the Technical bids received by it in order to determine whether they are substantially responsive to the requirements set forth in the Request for Proposal. In order to reach such a determination, Tender Evaluation Committee will examine the information supplied by the bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP.
- ii. Technical Presentations: The Tender Evaluation Committee may invite each bidder to make a presentation. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the Tender Evaluation Committee and the key points in their proposals.

## **8.3 TECHNICAL BID EVALUATION**

- i. The objective of the Technical bid evaluation is to short list bidders who have the technical expertise/skills that are essential to establish / implement this business activity as envisaged.
- ii. The technical bids shall be evaluated by the Tender Evaluation Committee based on a weighted point system, assessing each bidder's ability to satisfy the requirements set forth in the RFP Document. The Tender Evaluation Committee will evaluate the technical proposals by taking into account factors mentioned below. The information furnished by the bidders in the technical bid shall be the basis for this evaluation
- iii. Each of the Technical bids shall be evaluated on a score of 100 points
- iv. Each Proposal will be evaluated according to the following criteria, but not limited to:
  - a. Project objective, scope of work and understanding along with past experience in projects executed of similar nature. Bidders must demonstrate their experience.
  - b. The Evaluation Criteria along with the relevant marks for each component is summarized in Exhibit-I below
  - c. Capability of the Proposed Team: Experience and capability of the proposed team in similar projects/technologies and relevant certifications, if any, of the project team, which might help in project



delivery.

- v. An Evaluation Score (ES) shall be assigned to each prospective bidder on the basis of the technical bid submitted. The technical evaluation score shall be based on the number of points that shall be awarded as per the following Evaluation Criteria:

### EXHIBIT-I

**To technically qualify the bidders would require satisfying a minimum score of 70.**

Bidders would be evaluated on the following criteria as per the guidelines given.

Sr. No.	Eligibility Criteria	Description	Marks
1.	Certification	The Bidder Should be certified as under on date of publishing of this RFP  CMM Level 3/5 and ISO 27001 and ISO 9001 above – 5 Marks  ISO 27001 and ISO 9001 above – 3 Marks	5
2.	Joint Venture	Signing Joint Venture agreement with ITG for implementing this solution outside the State of Goa. If yes – 30 marks If no – 0 marks	30
3.	Software proprietary Ownership	The bidder should have the proprietary ownership of the proposed e-Tendering and e-auction Software If yes – 10 marks If no – 0 marks	10
4.a	Bidder's Experience of Similar nature of work	The e-tendering/ e-Auction application software proposed by the Bidder should have been implemented in Government of India/State Government/ PSU and other Autonomous Bodies of the Government in India as on date of publishing of this RFP  <ul style="list-style-type: none"><li>• More than 5 Locations – 10 Marks</li><li>• Less than 5 and more than or equal to 3 – 5</li></ul>	10



Sr. No.	Eligibility Criteria	Description	Marks
		<p>Marks</p> <ul style="list-style-type: none"> <li>One and Less than 3 – 3 Marks</li> </ul>	
4.b		<p>The Bidder should have experience of having worked outside of India with Government clients for the e-Tendering/e-Auction solution            If yes – 5 marks            If no – 0 marks            Submit the relevant documents as the proof of the same.</p>	5
4.c		<p>The bidder should have successfully enabled e-Tenders</p> <p>If <math>\geq 4000</math> then 5 Marks            If <math>\geq 2000</math> and <math>&lt; 4000</math> then 3 Marks            If <math>&gt; 50</math> and <math>&lt; 2000</math> then 2 Marks.</p>	5
4.d		<p>Availability of the solution on the e-devices (Smart phones and tablets)            If yes – 5 marks            If no – 0 marks            To be demonstrated at the time of technical presentation.</p>	5
5.a	Technical Criteria	<p>The Bidder should have experience in System Integration Capabilities with external systems for atleast 2 external/ third party system such as ERP/ legacy system/ payment gateway (EMD and payment of fees related to e-Tender and e-Auction) for Government of India/State Government/ PSU and other Autonomous Bodies of the Government.            If 2 clients – 5 marks            If 1 client – 2 marks            Else – 0 marks</p>	5
5.b	Presentation with live demo	<p>Bidder should demonstrate the proposed software's Functional and technical capabilities including e-Tendering through live demo (Indent, e-bidding, bid opening, Negotiation, PO, reports etc.), e-auction (e-bidding, reports etc), Data Analytics and management, contract management</p>	25



Sr. No.	Eligibility Criteria	Description	Marks
		and other features in detail.	
		Total	100

Note: All the relevant documents required for the technical scoring should be placed in the technical bid. Projects executed in consortium shall not be considered for the purpose of evaluation.

#### 8.4 FINANCIAL BID EVALUATION

Although the Financial bid will also be submitted at the same time along with the Technical bid, the same would be opened at only after completing the evaluation of Technical bids.

Financial bids of only those bidders who score more than 70 points in the technical bid will be opened in the presence of their representatives if any at a scheduled date and time.

### 9 SELECTION PROCEDURE

#### 9.1 SELECTION OF BIDDER

- i. The Tender Evaluation Committee will select that bidder as a bidder, based on the highest % quoted by the bidder in the commercial bid.
- ii. ITG's decision would be final and binding
- iii. In case there is only single bidder meeting the minimum requirement marks of the Technical bid evaluation, the same would be accepted as a Bidder for the project by ITG after appropriate negotiations with the bidder.

#### 9.2 NOTIFICATION OF AWARD OF CONTRACT

- i. Prior to the expiration of the period of proposal validity, ITG or its authorized person will notify the successful bidder in writing or by fax or email that the bid has been accepted.



- ii. ITG shall place the work order on the successful bidder. The bidder shall acknowledge in writing to ITG the acceptance of the work order and shall sign the agreement with ITG within Fifteen (15) days of receipt of the work order.

### **9.3 SIGNING OF CONTRACT**

- i. The successful bidder shall sign and date the agreement and return it to ITG on verification of the agreement by the concerned authorities.
- ii. All incidental expenses of execution of the agreement shall be borne by the successful bidder.
- iii. The agreement between ITG and the successful bidder shall cover in detail the aspects/terms of contract such as mentioned below but not limited to
- Performance security
  - Warranty
  - Payment
  - Prices
  - Assignment
  - Sub-contracts
  - Termination
  - Applicable Law
  - Notices
  - Change orders
  - Taxes and Duties
  - Confidentiality
  - Limitation of liability
  - Training and consultancy
  - Technical Documentation
  - Project Management
  - Bidder's obligations



- Department's obligations
  - Patent Rights
  - Any additional items as decided by the ITG.
- iv. Thereafter the successful bidder shall be officially termed as "IA for the implementation of the e-Tendering / e-Auction for the State of Goa"

#### **9.4 PERFORMANCE BANK GUARANTEE**

- i. The bidder shall submit Bank Guarantee of Rs 10 lakhs as unconditional and irrevocable Performance Bank Guarantee (PBG) from the Nationalized Bank or scheduled bank Payable on demand to ITG for period of five years initially, which should be extendable for further period if requested by ITG.
- ii. The Performance Bank Guarantee should be valid initially for the period of five years and extendable further for another six months if requested by ITG. No interest shall be payable on the Performance Bank Guarantee.
- iii. In the event of the bidder being unable to service the contract for whatever reason, ITG would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever ITG under the contract in the matter, the proceeds of the PBG shall be payable to ITG as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. ITG shall notify the bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the bidder is in default.
- iv. ITG shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.



## 9.5 THE BIDDER WARRANTS TO DEPARTMENT THAT

The bidder shall accept responsibility for the successful implementation and operation of the e-Tendering and e-Auction solution for the State of Goa and this solution shall be installed at SDC, Altinho, Panaji – Goa.

## 9.6 FAILURE TO AGREE WITH THE TERMS & CONDITIONS OF THE RFP/CONTRACT

Failure of the bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

## 10 SOURCE CODE

Bidder is required to share the source code of the e-tendering/e-auction solution at the beginning of the 5<sup>th</sup> year of contract period.

The source code shared with the employer may be utilised by the employer to cater to the e-tendering/e-auction services needs of Government of Goa only after the expiry of contract period.

## 11 JOINT VENTURE AGREEMENT

ITG shall to enter into JV with the successful bidder to explore business opportunities outside the State of Goa. The bidder should indicate in writing their willingness to sign JV agreement with ITG. JV agreement would broadly carry following areas:

- a. The proposal or participation in the bids for business opportunities outside the State of Goa shall be submitted with mutual terms with Revenue sharing would be decided on Project to Project basis and would not be less than the highest discovered value in the present tender. However the revenue sharing would be subject to the upward revision by M/s ITG based on mutual discussion with the successful bidder for which a separate framework of engagement would be detailed out in the JV agreement.
- b. The successful bidder shall be responsible for performing key function in contract management as envisaged in the present tender. The successful bidder shall be nominated as in charge during the post-qualification, bidding process,



- in the event of successful bid and during execution of contract and shall be legally authorised signatory.
- c. Joint Venture agreement shall be entered in to by both the partners i.e. successful bidder and ITG as per mutually agreed terms and in accordance with the terms & conditions of the present tender.
  - d. The Joint Venture agreement shall indicate precisely the responsibilities of the partners of the Joint Venture in respect:
    - 1. Business opportunities
    - 2. Planning and strategies
    - 3. Procurements of ICT equipment
    - 4. Deployment of key personnel
    - 5. Work execution of the project
    - 6. The financing of the project
    - 7. Revenue sharing
  - e. Both the joint venture partners should have active participation in execution of the project.
  - f. The Joint Venture agreement should be registered in Goa so as to be legally valid and binding on the partners. The Joint Venture partners shall agree that since the JV agreement will be executed in the state of Goa and ITG is based in the state of Goa any dispute and/ all issues arising between the parties in respect of JV agreement shall subject to exclusive jurisdiction of the competent court in the State of Goa.

## **12 AGREEMENT**

ITG shall execute an agreement with the bidder as per the terms and conditions of the State of Goa. The conditions stipulated in the agreement must be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of Government of Goa and in such a case ITG has right to evoke Performance Bank Guarantee. ITG reserves the right to terminate the entire or part of the contract by giving 3 months notice period to the vendor.

## **13 FORCE MAJEURE**

- i. Force majeure shall not include any events caused due to acts/omissions of such party or result from a breach/contravention of any of the terms of the contract,





bid and/or the tender. It shall also not include any default on the part of a party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the contract.

- ii. The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a force majeure event only where such failure or delay could not have reasonably been foreseen or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. ITG will make the payments due for services rendered till the occurrence of force majeure. However, any failure or lapse on the part of the bidder in performing any obligation as is necessary and proper to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the abovementioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.
- iii. In case of a force majeure all parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of force majeure.
- iv. Force majeure clause shall mean and be limited to the following in the execution of the work:-
  - War / hostilities
  - Riot or Civil commotion
  - Earth quake, flood, tempest, lightning or other natural physical disaster
  - Restriction imposed by the Government or other statutory bodies, which is beyond the control of the selected bidder, which prevent or delay the executive of the order by the selected bidder.
- v. The selected bidder shall inform ITG in writing, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, ITG reserve the right to cancel the conditions of empanelment without any obligation to compensate the selected Bidder in any manner for what so ever reason, subject to the provision of clause mentioned.



- vi. Applicable Law - The conditions shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
- vii. Notwithstanding above decision of ITG shall be final and binding on bidder

## **14 CONFIDENTIALITY**

The solution should ensure complete confidentiality and security of data. It should incorporate digital signatures to ensure that only authorized personnel have access to the tender application and the data. The software prepares a log of all the activities and make it available to the ITG, thereby leaving a robust audit trail.

Also bidder must maintain absolute confidentiality of the documents/maps/tools collected in any form including electronic media and any other data/information provided to him for the execution of the work. The bidder should not use the Project data for any purpose other than the scope of work specified in the document and added/amended before signing the contract. The bidder must remove/ destroy entire data from his custody after completion of the validity period. However a backup of data/logs to be handed over to ITG after completion of the validity period. If any stage it is found that the bidder is using the data provided by the client any time during the contract execution or after completion of the contract for any other purposes, stringent legal action will be initiated as per applicable law of land and the contract will be terminated without assigning any reasons.

## **13 CHANGE MANAGEMENT AND TRAINING**

- 1 The bidder shall provide a change management plan to M/s ITG which addresses the various aspects of capacity building and training. The Bidder shall impart training to Departmental staff and other key stakeholders on the usage of this solution.
- 2 The bidder shall propose different training modules for different user profiles at appropriate timelines.
- 3 Other than the Departmental Trainings, the bidder is expected to conduct Periodic trainings for the bidders
- 4 The bidder must also prepare Training Modules/content to enable the users for self learning and build a Knowledge Base Repository for the solution.



**14 PAYMENT STRUCTURE**

ITG shall make the payment to the bidder on the quarterly basis separately for e – Tendering and e-Auction activity on production of the bill by the bidder.

**15 PENALTY**

For the purpose of calculation of penalties the date of signing of contract shall be taken as day start of the project.

Completion of work means e-tendering/e-auction solution is deployed and is ready to host the tenders.

**16 SERVICE LEVEL AGREEMENT**

Sr No	Percentage uptime of the e-Tendering and e-Auction application from the date of GO LIVE	Penalty per quarter
1	Uptime of 99.50 % and above per quarter	0.00
2	Uptime between 97% to 99.49 % per quarter	2%
3	Uptime between 95% to 97 % per quarter	5 %
4	Uptime less than 95 % per quarter and upto 90% per quarter	10 %
5	Uptime less than 90 % per quarter and upto 85 % per quarter	25%
6	Uptime less than 85 %	No payment

Note : It may be noted that the SLA amount shall be deducted from the amount due to the bidder on quarterly basis.

**1. Service Level Requirements**

Deployment SLR, the Duration, measurement basis and penalty for the Deployment SLR is defined in the below table:



S. No.	Deployment SLA Component	Baseline * (T) (In weeks)	Low Performance	Penalty **
1	Deployment & installation and configuration of e-Tender/ e-Auction Project	=T+6	>T+9	Penalty of Rs. 100,000 per week for first four weeks, Rs. 1,50,000 per week for every subsequent week or part thereof subject to a maximum of Rs. 6,00,000.

**Technical SLR:** The solution would be tested during the user acceptance testing phase with reference to the technical SLRs mentioned in the table.

Sr. no	Service Metrics Parameters	Metric	Basis of measurement	Response time/remarks
1	Capacity of the of e-Tender/ e-Auction project portal	Equivalent of capacity to handle 300 concurrent online of e-Tender/ e-Auction users per day with a bid document size of 200 pages approx.	Simulated the stated loads and testing the system performance using load-testing tools	Static web pages of e-Auctioning Project, rules and regulations hosted in e-Auctioning Project instance <= 5 seconds; static web pages shall be Home Page Dynamic web pages of e-Tender/ e-Auction Project <=7 sec
2	Concurrent connects to e-Tender/ e-Auction project portal	300		
3	of e-Tender/ e-Auction Project Storage and Retrieval from per-defined locations	>=99% on quarterly basis	Audit done by third party administrators-sample and random audits done by concerned authority	For 99% of request, should store and retrieve the data form per defined location
4	Provision for uploading new versions/pages with maintenance of version control (installation of New	No errors allowed		Error monitoring and clearance within 1 working day. Submission



Sr. no	Service Metrics Parameters	Metric	Basis of measurement	Response time/remarks
	Patch)			of version control document by Bidder every quarter.
5	Denial of Service (DoS) is the most common form of attack on the application, which leads to application unavailability for the genuine application users. The denial of Service attack can be defined as sudden burst of network traffic leading to more than 90-95% utilization of the application in any segment or complete network.	No errors allowed	In case it is identified as DoS attack, operator shall identify the source of Denial of Service attack & resolve the issue to ensure availability and performance of the backbone. The e-Tender/e-Auction Operator, at regular intervals, shall monitor and measure the performance.	DoS is the most common form of attack on the application, which leads to application. No errors allowed In case it is identified as DoS attack, operator shall identify the source of Denial of Service attack & The operator shall respond to Denial of Service attacks reported by application users of maintenance personnel within 15 minutes of intimation to the helpdesk. In such a scenario operator shall perform an analysis of the issue, Verify whether the application utilization is due to genuine user requirements or it is a denial of service attack

\* A Business Transaction represents a Business process, which have multiple transactions.  
 Service Type: Availability of Non-Production Environment.



SLA	SLA definition	SLA metric	Measurement & Reporting	Comment/Assumption
98.5% Monthly Avg.	Hours of Availability	Unless otherwise specified, the listed hours of availability: Availability: Mon - Sat 6:00 AM - 12:00 AM Availability: Sunday 6:00 Am - 10:00 PM	Monitored daily, reported monthly	All maintenance work to be performed during Maintenance Window Backup will be required both prior to batch processing and after batch processing is completed. "Business hours" to be calculated based on Hours of Availability "Hours" refers to clock hours or contiguous hours  Any down time required shall mutually agreed and approved and shall not be considered for SLA calculation

**Operational SLR:**

SLR for Helpdesk/Maintenance support calls:

The Bidder and ITG shall regularly review the performance of the services being provided by the Bidder and the effectiveness of this SLA.

**Definitions**

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

- "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available to the state and user departments. Uptime, in percentage, of any component (Non IT & IT) can be calculated as:  

$$\text{Uptime} = \{1 - [(\text{Downtime}) / (\text{Total Time} - \text{Maintenance Time})]\} * 100$$
- "Downtime" shall mean the time period for which the specified services / components with specified technical and service standards are not available to the state and user departments and excludes the scheduled outages planned in advance for SDC and the



link failures. It is clarified that this term covers non-availability of the Application at Server Side and shall be monitored at Server Side.

- Bidder shall be given maintenance time as per the SDC standards.
- “Incident” refers to any event / abnormalities in the functioning of the e- procurement Project application services that may lead to disruption in normal operations.
- “Helpdesk Support” shall mean the centre which shall handle fault reporting, trouble ticketing and related enquiries during the term of this contract.
- “Response Time” shall mean the time incident is reported to the Helpdesk and an engineer is assigned for the call.
- “Resolution Time” shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level or to respective vendors, getting the confirmatory details about the same from the Vendor and conveying the same to the end user), the services related troubles during the first level escalation. The resolution time shall vary based on the severity of the incident reported at the Helpdesk.

**Basis of Measurement:** The basis of measurement for service metrics parameters is mentioned in the below table.

Sr. No	Service	Baseline metrics	Basis	Remarks
1	of e-Tender/ e-Auction Portal uptime	web pages of portals, rules and regulations hosted on e-Tender/ e-Auction Project instance- 99.0 %	Based on the call raised by end user and application availability of reports	
2	Portal response Time	Static web pages of e-Tender/ e-Auction Project, rules and regulations hosted in e-Tender/ e-Auction project instance $\leq 7$ sec Dynamic web	Reports submitted by Bidder and audited by Third Party.	Sample and random audits would be done by designated authority using broadband as well as dial up connections.



		pages of e-Tender/ e-Auction Project		
3	e-Tender/ e-Auction Project Load Testing	Conduct load testing on the Portal every 3 Months.	Reports submitted by Bidder and audited by Third Party	Quarterly MIS reports.

**SLRs for Helpdesk/ Maintenance:**

The Helpdesk service will serve as a single point of contact for all incidents and service requests for the user departments & for Bidders. The service will provide a Single Point of Contact (SPOC) and also escalation / closure of incidents for the user departments & Bidders. The activities shall include:

- I. Provide Helpdesk facility during agreed service period window for reporting user Department incidents / issues.
- II. Service Provider shall set up the training centre. The entire IT infrastructure required for the Helpdesk services shall be arranged by the Bidder.
- III. Provide necessary channels for reporting issues to the Helpdesk. The incident reporting channels shall be the following:

---

Specific e-Mail account

---

Toll Free Telephone line including telephone sets

---

- IV. e-Tendering/e-Auctioning Portal
- IV. Implement a call logging system in line with the defined incident types as per the SLRs. The Helpdesk shall log user calls related and create an incident.
- V. Creation of knowledge based on frequently asked questions to assist user departments in resolving basic issues themselves.
- VI. Track each incident / call to resolution
- VII. Provide feedback to callers.
- VIII. Analyze the call statistics
- IX. Creation of knowledge base on frequently asked questions to aid users.
- X. Continuous monitoring to ensure availability as per agreed SLRs.
- XI. Day-to-day monitoring shall be done with the manpower to be deployed at the various divisions by selected Bidder.
- XII. Escalate the calls, to the appropriate levels, if necessary as per the escalation matrix agreed between the Bidder and the user department. The escalation matrix shall be developed by the Bidder in discussion with ITG.
- XIII. Coordinate with respective vendors for closure of calls.





XIV. Analyze the incident / call statistics and provide monthly reports including but not limited to:

- Type of incidents / calls logged
- Incidents / calls resolved
- Incidents / calls open

XV. SLR for support calls for e-Tendering/ e-Auctioning project application are mentioned

Sr. No	Type of Incident	Response Time	Resolution time SLA
1	Critical For critical incidents the resolution time “T” shall be mutually agreed by the ITG and the Bidder at the time of award of contract.	15 Minutes from call logged	$\leq T$ “T” shall be the agreed Resolution Time between Bidder and ITG (or else considered to be 2 hrs for critical incident).
2	Medium	30 minutes from call logged	$\leq 1$ day from the time of incident logged at Helpdesk
3	Low	45 minutes from call logged	$\leq 2$ days from time of response logged.

Critical: fault which impact 80% of the user community shall be considered under Critical faults.

Medium: fault which impact 40% of the user community shall be considered under medium faults and rest fall under Low.

Level 1: The e-Tender/ e-Auction outage, security or performance related issues impacting the performance and leading to unavailability of the services.

Level 2: The e-Tender/ e-Auction outage, security or performance related issues impacting the performance and leading to unavailability of the services in one or more locations /departments.

Level 3: The e-Tender/ e-Auction outage, security or performance related issues impacting the performance and leading to unavailability of the services to one or more users in the departments.



### Penalty Clause for Helpdesk/Maintenance support calls

SLR for helpdesk/maintenance calls for departments is mentioned in the below table:

Sr. No	Type of incident	Response time	Resolution time SLR	Penalties
1	Critical For critical incidents the resolution time “T” shall be mutually agreed by the ITG and the Bidder at the time of award of contract.	30 minutes from call logged	7 hours $\leq T$ “T” shall be the agreed Resolution Time between Bidder and Departments/ ITG (or else considered to be 2 hrs for critical incident)	Beyond 7 hours of down time or T whichever is lower, Rs.500 per incident subject to a maximum of Rs. 2000
2	Medium	60 minutes from call logged	Within 24 hours from the time of incident logged at the Helpdesk	Beyond 24 hours of down time, Rs. 300.00 per incident subject to a maximum of Rs. 1500
3	Low	60 minutes from call logged	Within 48 hours from time of incident logged at the Helpdesk	Beyond 48 hours of down time, Rs. 200.00 per incident subject to a maximum of Rs. 2000.00



## **17 OTHER TERMS & CONDITIONS**

- i. In case it is observed that the price quoted by the bidder is for any of the components is unreasonable, ITG shall reject the commercial bid submitted by the bidder. The decision of ITG shall be final and binding on all the bidders.
- ii. The substantially low quotes shall be rejected and the decision of the committee shall be final and binding on the bidders.
- iii. All the licenses should be perpetual in nature. (licenses of the OS, RDBMS, any other third party software etc). The bidder should provide the necessary documentation on the same as the proof before installing the application on SDC.
- iv. All the transactions from this portal should be integrated with e-Taal portal of Government of India.
- v. The selected bidder shall be totally responsible for providing end to end solution and shall not outsource the solution to any other third party.
- vi. In case the selected bidder is found to be using the solution illegally to the detriment of sanctity of tendering process investigated by a committee constituted by ITG for the purpose. If the findings of the committee are positive, the bidder shall be blacklisted and the agreement shall be terminated and payments if any due to the bidder shall be withheld permanently. The decision of the committee shall be final and binding on the selected bidder.
- vii. The selected bidder shall support ITG in all the ways as desired by ITG from time-to-time to implement this solution across the globe.
- viii. The Proposed custom solution which will be built by the successful bidder for M/s ITG must be built and delivered on open source technology.
- ix. During the period of validity of Tender M/s ITG shall have exclusive Marketing/ Business development rights in respect of custom solution for both domestic and international market within the joint Venture structure established through this RFP.
- x. At the end of 5<sup>th</sup> year the vendor shall transfer the source code and allow M/s ITG for unlimited use of the solution and also to commercially exploit the solution on (Perpetual Licenses).



## **18 PERIOD OF CONTRACT**

The period of contract shall be five years from the date of issue of the work order.

## **19 ARBITRATION**

### **Informal Dispute Resolution:**

The parties agree to attempt to resolve all disputes arising under the Agreement, equitably, in good faith and using their best endeavors. To this end, the parties agree to provide frank, candid and timely disclosure of all relevant fact, information and documents to facilitate discussions between them/their representatives or senior officers.

### **Formal Dispute Resolution:**

For adjudication of all disputes and/ or issues arising in respect of the contract entered into by ITG with the successful bidder, no court other than the Courts in Goa shall have exclusive jurisdiction, as the contract could be executed and it is to be performed in the State of Goa.

## **20 BIDDERS RESPONSIBILITIES AND LIABILITIES**

### **TRADE SECRETS, COPYRIGHT & PATENT INDEMNITY**

- i. Bidder will defend all actions against ITG claiming that the software infringes any trade secret, copyright or duly issued patent or any other repute of third parties, provided Bidder is notified promptly, Bidder shall compensate ITG for any expense, damage or loss suffered as a result of any claims or proceeding against them for infringement of any intellectual property reputes of third parties as aforesaid.
- ii. Bidder shall be responsible for all liabilities arising out of or in connection with
  - a. Damage of data, computer database or any other software residing in their computer, computer system or computer network is caused;
  - b. Denies or causes the denial of access to any person authorized to access any computer, computer system or computer network by any means;



- c. Provides any assistance to any person to facilitate access to a computer, computer system or computer network in contravention of the provisions of IT Act 2000, rules or regulations made there under and subsequent amendments;
- d. Tampering with computer source documents.
- e. Hacking with Computer System.
- f. Breach of confidentiality and privacy.

## **21 INDEMNITY**

The successful Bidder shall provide bond that at all times indemnify ITG, being unlimited with the time, against all claims which may be made in respect of infringement of any rights protected by patent registration, design or trade mark or for any other reason for performance of the Contract by the successful Bidder. In the event of any claim in respect of any alleged breach of a patent, registered design or trade mark being made against ITG, it shall notify to the Bidder and the Bidder shall at his own expense, either settle any such dispute or conduct any litigation that may arise, there from and indemnify ITG for any loss/damage/cost/expenses etc.

## **22 DELAYS IN THE BIDDER'S PERFORMANCE**

- Delivery of the Services and performance of the activities mentioned in the Contract shall be made by the Bidder in accordance with the time schedule specified in the Contract and Scope of Work.
- Delay by the Bidder in the performance of its obligations shall render the Bidder liable to any or all of the following sanctions:-
  1. Invocation of its Performance Guarantee.
  2. Imposition of Penalty for server down time, and/or
  3. Termination of the Contract for default.



## **23 TERMINATION**

Either Party may terminate the contract for cause if the other Party breaches this contract or is in default of any of the provisions thereof, or for any other reason specified herein, by giving a written notice of termination to the Party in breach or default of the contract, not less than thirty (30) days before such termination as to become effective, and such termination shall become effective on the date specified in the said notice unless such breach or default shall be corrected within fifteen (15) days of the giving of such notice of termination or within such longer period of time for correcting the breach or default as may be mutually agreed in writing for that purpose

## **24 TERMINATION FOR INSOLVENCY**

The ITG may at any time terminate the works order by giving written notice to the supplier, without compensation to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right or action or remedy which has accrued or will accrue thereafter to ITG.

## **25 EXIT MANAGEMENT**

Exit management shall involve the complete handover of the e-Tendering/e-Auctioning operations to the team identified by M/sITG, which would take care of e-Tendering/e-Auctioning operations after the tenure of the bidder ends after five years. Exit Plan has to be submitted by the bidder and approved by ITG

Exit procedure needs to be carried out as per approved Exit Plan. Exit Plan would include transfer of Intellectual property, transfer of assets, knowledge transfer and smooth transition from e-Tendering/e-Auctioning operation and maintenance team to new team selected and managed by ITG.



## 26 COMMERCIAL BID FORMAT

The bidder has to submit the financial quote in the sealed envelope as per the below mentioned format only.

Sr. No	Description	% sharing with ITG of the tender processing fees and the registration fees inclusive of all the taxes
1	Supply , installation and implementation of the e-Tendering and e-Auction Solution on State Data Center (SDC) with the deployment of the manpower for handholding, training etc for the department users and the bidders	(Numerical as well as words)

Note: The estimate manpower required is as follows: 1 project manager, 2 nos. district project managers, 2 nos. for helpdesk, 15 technical assistance on the field to assist bidders and the department for the smooth implementation of the e-Tendering and e-Auction solution. However the bidder may have to increase the manpower as per the workload.

The rates should be quoted inclusive of all the taxes and their shall be no upward or downward revision of the quoted rate. The rate quoted shall be fixed for the period of five years from the date of acceptance of the work order.

The decision of ITG in this regards shall be final and ITG shall not entertain any queries from the bidders in this regard.



**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



URS is a member of Register of Standards Providers Ltd.

## **ANNEXURES**





**ANNEXURE-I: COVERING LETTER WITH THE PROPOSAL IN  
RESPONSE TO RFP NOTICE**

(To be submitted on the Letterhead of the responding firm)

{Place}

{Date}

To

The Managing Director,

M/s InfoTech Corporation of Goa Limited

IT HUB, 3<sup>rd</sup> floor,

Altinho, Panaji – Goa

**Ref: RFP for “Selection of the implementation agency (IA) for the implementation of e-Tendering and e-Auction in the State of Goa”**

**Subject:** Submission of proposal in response to the RFP No: ITG-IT/ RFP/E-TENDERING dated **09/08/2018**

Dear Sir,

Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to above RFP for **“Selection of the implementation agency (IA) for the implementation of e-Tendering and e-Auction in the State of Goa”**

1. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
2. In the event of acceptance of our bid, we do hereby undertake:-
  - We affirm that the prices quoted are inclusive of delivery, installation and commissioning charges and inclusive of all the taxes
3. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 **days** from the date of issuing the Work order.



**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



4. The EMD of Rs. 5 Lakhs submitted by us may be en-cashed if we do not submit the requisite Performance Bank Guarantee within 30 days of award of contract.
5. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
6. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
7. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
8. We understand you are not bound to shortlist / accept any proposal you receive.

Please find enclosed details of our company in the format as given in Annexure-II

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[FIRM'S NAME]

Signature of Authorized Signatory and Seal of the bidder  
Name : Title and Date



**ANNEXURE-II: DETAILS OF THE RESPONDING FIRM**

S.No.	Particulars	Details to be Furnished
<b>1</b>	<b>Details of the Responding Firm</b>	
	Name	
	Address Corporate Office, Local Office	
	Telephone	
	Fax	
	Website	
	e-Mail	
<b>2</b>	<b>Details of the Authorized person for the bid</b>	
	Name	
	Designation	
	Telephone	
	Fax	
	e-Mail	
<b>3</b>	<b>Status of the firm/Company (Public /Pvt. Ltd.)</b>	
	Details of Registration	
	ROC Ref No	
	Date of Incorporation	
	Type of Organization	a. Public Sector/ Limited/ Private Limited/ Partnership/ Proprietary/Society/Any other b. Whether Foreign Equity Participation (Please give name of foreign equity participant and percentage thereof) c. Names of Directors of Board/Proprietors Name and address of NRI(s), if any
	Category of the firm: Large/Medium/Small scale unit	



**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



	Number of the Offices with addresses (Excluding Registered Office):	
	Certificate of registration as a manufacturing unit	
	Permanent Account Number	
	GST NO	
	Number of IT Professionals (On the rolls of the firm)	



### ANNEXURE-III: FINANCIAL INFORMATION SUMMARY

Name of the bidder :

Turnover (in Rs. lakhs)		
2015-2016	2016-2017	2017 - 2018

Net Profit (in Rs. lakhs)		
2015-2016	2016-2017	2017 - 2018

Turnover from e-Auction (in Rs. lakhs)		
2015-2016	2016-2017	2017 - 2018

Note: Please enclose balance sheet and Profit & Loss statement duly certified with authorized auditor.



#### ANNEXURE-IV: TEAM COMPOSITION AND TASK ASSIGNMENTS

Please indicate composition of teams separately for Implementation and Post Implementation phases of the e-Tendering / e-Auction Solution

Professional Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

This information should be provided for all key staff, such as team leaders, project managers, technical support staff, etc. There should be at least one Project Manager with relevant experience for a similar project. The relevant CV's of the professional staffs mentioned above are also required to be given in the format provided under this section.



Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)



---

**ANNEXURE-V: FORMAT: TECHNICAL PROPOSAL COVERING  
LETTER**

{Place}

{Date}

To  
The Managing Director,  
M/s InfoTech Corporation of Goa Limited  
IT HUB, 3<sup>rd</sup> floor,  
Altinho , Panaji - Goa

**RFP NO : ITG-IT/ RFP/E-TENDERING /01 dated: 09/08/2018**

Subject: Submission of Technical proposal in response to the RFP for “Selection of the implementation agency (IA) for the implementation of e-Tendering and e-Auction in the State of Goa”

Dear Sir,

We, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date].

Our attached Technical Proposal is based on our full understanding of scope of work and services and other requirements as mentioned in this RFP.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:



**ANNEXURE-VI: DRAFT FORMAT OF PERFORMANCE BANK  
GUARANTEE**

**RFP NO : ITG-IT/RFP/E-TENDERING/01 dated: 09/08/2018**

**PERFORMANCE BANK GUARANTEE**

No. \_\_\_\_\_.  
Date \_\_\_\_\_.

To  
The Managing Director  
3<sup>rd</sup> floor, IT HUB, Altinho  
Panaji – Goa.

WHEREAS \_\_\_\_\_(supplier name & address) (here in after referred to as the Seller) have entered into a contract with M/S. Info Tech Corporation of Goa Ltd, 3<sup>rd</sup> floor, IT HUB, Altinho, Panaji , Goa, (ITG), (hereinafter called the “ITG”) bearing Contract No. dated for the supply of \_\_\_\_\_(Items) for a value of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ (in words)) and whereas the Seller has agreed to supply the computer hardware strictly as per the description. Specification and delivery schedule as mentioned in the aforesaid contract no. \_\_\_\_\_ dated \_\_\_\_\_.

AND WHEREAS the seller is required to furnish a bank guarantee of the value of Rs.(Rupees \_\_\_\_\_) for the due performance of the contract in favour of the said ITG. We \_\_\_\_\_(name of the bank & address)(hereinafter called the bank) do hereby irrevocably and unconditionally guarantee and undertake to pay to ITG merely on demand in writing an amount not exceeding





**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



Rs. \_\_\_\_\_ (Rupees(in words)) without any demur, contestation, protest or reference to the seller or any other party if the seller fails to perform all or any of his obligations, or commit any breach of his obligation as described in the aforesaid contract. The decision of ITG communicated in writing that the Seller has defaulted in performance of his obligations under the contract, shall be final and binding on us now with standing any contestation or protest by the seller. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. \_\_\_\_\_ (in words).

We, \_\_\_\_\_ (banker's name and address) further agree that the guarantee here in contained shall remain irrevocable and continue in full force and effect upto and that it shall continue to be enforceable till all the dues of ITG under or by virtue of the said contract have been fully paid and its claims satisfied or discharged till ITG certifies that the obligations of the said contract have been fully and properly carried out by the seller and accordingly discharge the guarantee. ITG will have the right to file its claim under this contract for a further period of three months after the expiry of the validity of this guarantee.

We, \_\_\_\_\_ (bank name & address) further agree that ITG shall have the fullest liberty without our consent and without affecting in any manner our obligations herein to vary any of the terms and conditions of the said contract or to extend time of performance by the seller from time to time or postpone for any time or from time to time any of the powers exercisable ITG by ITG against the seller and forbear or enforce any of the terms and conditions relating to the said contract and we shall not be relieved from our liability by reasons of any such variations or extensions being granted to the seller or for any forbearance, act or omission on the part of ITG or any indulgence by ITG to the seller, or by any letter or thing whatsoever, which under the law relating to the sureties would, but for this provision have the effect of so relieving us.



**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



We, \_\_\_\_\_ (bank name & address) also undertake not to revoke the guarantee during its currency except with the previous consent of ITG in writing. We, \_\_\_\_\_ (bank name & address) hereby undertake and guarantee to pay any money so demanded notwithstanding any dispute(s) raised by the said seller in any suite or proceeding pending before any court or tribunal relating there to. Our liability under this premises being absolute and unequivocal. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment thereunder and that the said Seller have no claim against us for making such payment.

Our liability under this guarantee is restricted to an amount of Rupees \_\_\_\_\_ (in words)). The guarantee shall remain valid upto unless a demand or claim under this guarantee is made on us in writing within three months thereafter. We shall be discharged from all liabilities under this guarantee thereafter. We further agree that this guarantee will not be affected in any manner whatsoever due to any change in the constitution of the Seller or the bank. We lastly undertake not to revoke this guarantee during its currency except with the previous consent in writing from ITG..

Witness : 1.  
2.

(Authorised Signatory)  
(Signed with stamp &  
seal of the bank



**ANNEXURE-VII: FORMAT OF SENDING PRE-BID QUERIES IN MS WORD  
FILE ONLY**

**RFP NO : ITG-IT/ RFP/E-TENDERING /01 dated: 09/08/2018**

Name of the Bidder- <<>>  
Contact Address of the Bidder- <<>>  
Email ID : Phone no :

Sr. No.	Section No.	Page No.	Query
1			
2			
.			
N			

Signature:  
Name of the Authorized signatory:  
Company seal:

Note : The pre bid queries has to be emailed to [umakant.naik@nic.in](mailto:umakant.naik@nic.in) in word format only.



**ANNEXURE VIII: SECURITY OF E-PROCUREMENT (E-TENDER, E-AUCTION AND REVERSE E-AUCTION) SYSTEM.**

**A Security Infrastructure level:**

Sr No	Issues	Best Practices to achieve security considerations	Compliance(Y/N)	Remarks, supporting document, if any
1	Perimeter Defense	Deployment of routers, firewalls, IPS/IDS, Remote Access and network Segmentation		
2	Authentication	Network authentication through deployment of password policy for accessing the network resources. To minimize unauthorized access to the e-procurement system at system level.		
3	Monitoring	Deployment of logging at OS network level and monitoring the same.		
4	Secure configuration of network host	The security of individual servers and workstations is a critical factor in the defenses of any environment, especially when remote access is allowed. Workstations should have safeguards in place to resist common attacks.		
5	System patching	As the vulnerability of the system are discovered almost		



Sr No	Issues	Best Practices to achieve security considerations	Compliance(Y/N)	Remarks, supporting document, if any
		<p>regularly and system vendors are also releasing the patches.</p> <p>It is expected the host are patched with latest security updates released by the vendors.</p>		
6	Control of malware	<p>Suitable control like anti-virus, anti spyware etc. should be deployed on the host associated with e-procurement system. However, option of running the services at non-privileged user profile may be looked for. Otherwise, suitable operating system which is immune to virus, Trojan and malware may be deployed.</p>		
7	Structured Cabling	<p>The availability of the network services is critically dependent on the quality of interconnection between the hosts through structured including termination and marking. It is expected the e-procurement system has implemented structured cabling and other controls related with network and interconnection.</p>		



## B Security at Application Level

SR No.	Issues	Best Practices to achieve security considerations	Compliance(Y/N)	Remarks, supporting document, if any
1	Authentication	The authentication mechanism of the e-procurement application should ensure that the credentials are submitted on the pages that are server under SSL.		
2	Access Control	The application shall enforce proper access control model to ensure that the parameter available to the user cannot be used for launching any attack.		
3	Session management	The design should ensure that the session tokens are adequately protected from guessing during an authenticated session.		
4	Error handling	The design should ensure that the application does not present user error messages to the outside world which can be used for attacking the application.		
5	Input validation	The application may accept input at multiple from external sources, such as users, client applications, and data feeds. It should perform validation checks of the syntactic and semantic validity of the input. It should also check that input data		



SR No.	Issues	Best Practices to achieve security considerations	Compliance(Y/N)	Remarks, supporting document, if any
		<p>does not violate limitations of underlying or dependent components, particularly string length and character set.</p> <p>All user-supplied fields should be validated at the server side.</p>		
6	Application logging and monitoring	<p>Logging should be enabled across all applications in the environment. Log file data is important for incident and trend analysis as well as for auditing purposes.</p> <p>The application should log failed and successful authentication attempts, changes to application data including user accounts, server application errors, and failed and successful access to resources.</p> <p>When writing log data, the application should avoid writing sensitive data to log files.</p>		



**C Security during application deployment and use.**

<b>Slno</b>	<b>Issues</b>	<b>Best Practices to achieve security considerations</b>	<b><u>Compliance</u> (Y/N)</b>	<b>Remarks, supporting document, if any</b>
1	Availability Clustering Load Balancing	Depending on the number of expected hits and access the options for clustering of servers and load balancing of the web application shall be implemented.		
2	Application and data recovery	Suitable management procedure shall be deployed for regular backup of application and data. The regularity of data backup shall be in commensurate with the nature of transaction / business translated in to the e-procurement system.		
3	Integrity of the application control of source code. Configuration management	Suitable management control shall be implemented on availability of updated source code and its deployment. Strict configuration control is recommended to ensure that the latest software in the production system.		

**D Security in data storage and communication**

<b>Sr No</b>	<b>Issues</b>	<b>Best Practices to achieve security considerations</b>	<b>Compliance (Y/N)</b>	<b>Remarks, supporting document, if any</b>
1	Encryption for data storage	Sensitive data should be encrypted or hashed in the database or file system. The application should differentiate between data		





		<p>that is sensitive to disclosure and must be encrypted, data is sensitive only to tampering and for which a key hashed value (HMAC) must be generated, and data that can be irreversibly transformed (hashed) without loss of functionality (such as passwords). The application should store keys used for decryption separately from the encrypted data.</p> <p>Examples of widely accepted strong ciphers are 3DES, AES, RSA, RC4 and Blowfish. Use 256 bit keys (1024 for RSA) at the minimum.</p>		
2	Data transfer security	<p>Sensitive data should be encrypted prior to transmission to other components. Verify that intermediate components that handle the data in clear text form, prior to transmission or subsequent to receipt, do not present an undue threat to data. The application should take advantage of authentication features available within the transport security mechanism.</p> <p>Specially, encryption methodology like SSL must be deployed while communicating with the payment gateway over public network.</p>		
3	Access control	<p>Application should enforce an authentication mechanism that provides access to sensitive data and</p>		



---

		<p>functionality only to suitably permitted users or clients.</p> <p>Role based access control should be enforced at the database level as well as the application interface. This will protect the database in the event that the client application is exploited.</p> <p>Authorization checks should require prior successful authentication to have occurred.</p> <p>All attempts to obtain access, without proper authorization should be logged.</p>		
--	--	---	--	--



**ANNEXURE IX: CHECK LISTS FROM CENTRAL VIGILANCE COMMISSION,  
GOVT. OF INDIA, TO ACHIEVE SECURITY IN E-PROCUREMENT PLATFORM**

SR No.	Security Consideration	Compliance(Y/N)	Remarks, supporting document, if any
1	Whether the application is secure from making any temporary distortion in the electronic of tender notice, just to mislead certain vendors?		
2	If Yes at 2 above, then whether any automatic systems alert is in the form of daily exception report in the application in this regard?		
3	Whether application ensures that the tender documents issued by bidders are complete in shape as per the approved tender documents including all its corrigendum?		
4	Is there any check available in the application to detect & alert about the missing pages to the tenderer, if any?		
5	Whether application ensures that all the corrigendum issued by the Authority are being fully communicated in proper fashion to all bidders including those who had already purchased/downloaded the bid documents well ahead of the due date & before uploading the corrigendum ?		
6	Whether systems are safe from sending discriminatory communication to different bidders about the same e-Tendering process?		
7	Whether e-Procurement solution has also been customized to all process type of tenders viz Limited/Open/Global Tenders?		
8	Whether online Public Tender opening events feature are available in the application?		
9	Whether facilities for evaluation / loading of bids, strictly in terms of criteria laid down in bid documents are available in the application?		
10	Whether sufficient safeguards have been		



	provided in the application to deal with failed attempt blocking?		
11	Whether application is safe from submission of fake bids?		
12	Whether encryptions of bids are done at clients place?		
13	Whether safety against tampering and stealing information of submitted bid, during storage before the opening is secured?		
14	Whether application is safe from siphoning off and decrypting the clandestine copy of a bid encrypted with Public Key of tender opening		
15	Whether application is safe from otherwise encrypted bid in the e-tender box during storage to make it unreadable/invalid in any form before opening of the bids?		
16	Whether introduction of special characters / executable files etc by users are restricted in the application?		
17	Whether validity check of DSC is being done at server end?		
18	Whether systems supports the feature that even though if a published tender is being deleted from the application, system does not allow permanent deletion of the published tender from the Database?		
19	Whether sufficient security features are provided in the application for authentication procedure of the system administrator like ID, Password, digital signature, biometric etc?		
20	Whether audit trails are being captured in the application on media not prone to tampering, such as optical write once?		
21	Whether log shipping feature is available, where a separate dedicated server receives the logs from the application over a web service in real time?		
22	Whether integrity and non-tampering is ensured in maintaining the server clock		



	synchronization & time stamping?		
23	Whether application separator any execution report / system alerts etc to indicate the resetting of the clock, in case the application at the server level and time is manipulated?		
24	Whether application ensures that the quotes from various bidders with their name are not being displayed to any one including to the Organization during carried out of the e-Reverse Auctioning process ?		
25	Whether application is fit for usage complying with the requirements of tender processing viz Authenticity of tenderer, nonrepudiation and secrecy of information till the actual opening of tenders.		
26	Whether any comprehensive third party audit (as per statutory requirement and also as per the requirements of e-ender processing (Compliance to IT Act 2000 ) was got conducted before first putting it to public use?		
27	Whether application complies with the Commissions's Guidelines dated 17.09.2009 on Security considerations for e-Procurement Systems.		



**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



---

## **ANNEXURE-X TERMS AND CONDITIONS AS AGREED**

**RFP NO : ITG-IT/RFP/E-TENDERING/01 dated: 09/08/2018**

Our Company / Firm is agreeable to the terms and conditions of the RFP. A copy of the same duly signed by us is attached.

Signature :  
Date :  
Designation :  
Company / Firm name with  
stamp

Date :

Place:



### ANNEXURE - XI

The bidder is expected to provide the compliance of each of the sub activity compliance with respect to e-Tendering / e-Procurement solution. The same should also be demonstrated to the technical evaluation committee at the time of the technical presentation.

<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
1		System should provide the interface for online registration of vendors and their users with / without registration fee. System should provide the interface for collection of registration fee (if needed). Integration with Single Window Clearance System (also called Industry Single Sign On (Industry SSO))		
2	Vendor Management	System should capture the following minimum information of the vendor		
		Name		
		Address		
		•Corporate Information (CIN, CST, GST, PAN, TIN, VAT No, etc)		
		•Special Privileges enjoyed/protection needed (MSME/ businesses, SC/ST etc..) to be specific to GOR.		
		•Nature of Business (Goods, Services and Works etc), Area of Business		
		• Financial Information		
		•Name of partners, their present nationality with their liabilities		
		• Name of Bankers and full address		
		• Experience Particulars		
		• Certification Details like Service Level, Quality, etc		



Vendor Management				
SR No.	Requirements	Details Requirements	Compliance (Yes / No)	Provide documentary proof
		<ul style="list-style-type: none"> <li>• Contact Details</li> <li>• Company Profile</li> <li>• Company Directors/ Owners etc</li> <li>•Point of Contact (Mobile Number, Email and other demographic information)</li> </ul>		
4		System should provision for sending the account activation link, user name and password to registered email id and mobile number.		
5		System should restrict duplicate registration of vendors or users within a vendor organization.		
6		System should have the provision to configure the organization. Therefore, system should have the provision of setting up different registration fee rules.		
7	Registration process of vendors specific departments	<p>As per practice, some of the organizations like PWD, PHED, Housing Board, Irrigation etc. register vendors in their respective departments, as per the vendor registration/enlistment process. Once these vendors are registered, they can participate in various tenders of those departments based on their category of registration. The major parameters considered for such registration are as under:</p> <ul style="list-style-type: none"> <li>•Registration based on jurisdiction (Organization wide, Region-wise, Zone-wise etc.)</li> <li>Registration based on vendor's area of operation</li> <li>Vendor's capability for delivery of work based on the work size</li> </ul>		





<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
		System should have an interface where departments/ organizations can create rules and register their vendors online based on various such parameters as mentioned above.		
		This registration interface should have the provision for attaching relevant bidder documents and submit the registration fee online		
		After registration, these registered vendors should be able to participate in tenders/auctions of those departments.		
8	Validity of registration of specific departments	System should have the provision for fixing the registration validity of vendor or registration renewal rules, as and when decided by the respective department or its office.		
9		System should create one of the vendor's user as default admin and provide an admin interface to map the other registered users and add/edit the users under their organization's profile.		
10	Vendor User Management	The admin interface provided to the vendor organization will have the facility to assign/revoke roles to or from their users in addition to the role already assigned to them.		
11		System should provide role based access to the vendor Admin to view bids submitted by its organization's user.		
12		System should store the log of tenders processed and activities done by the Vendor users. The information of the same should be available to the default admin login of vendor.		
13	Renewal of Registrations	System should facilitate renewal/deactivation of vendor registration based on configurable		



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
		renewal/expiry period and rules and send advance alerts via SMS/email etc.		
14	<b>Cancellation/ Blacklisting/ Deactivation</b>	System should have a provision to cancel blacklist/deactivate vendors at Organization level or State Level as the case may be. The department users should be able to view the vendor's status. This status should also be mapped to the respective user ids of the vendor so that they cannot participate in any new tender for a set period of time (in case of deactivation) or forever (in case of blacklisting or cancellation), as the case may be		
15		Any decision regarding cancellation / blacklisting / deactivation of the vendors should be done as per the business rules laid down by Government in this regard. Various departmental users should be able to see the list of such vendors and their details.		
16		System should prevent creation of new user id by the cancelled/ blacklisted/ deactivated vendor.		
17		System should check for blacklisting or permanent disablement of login of the vendor at the time of log-in.		
18		System should highlight the blacklisted vendor's profiles		
19		In case, a vendor is cancelled / blacklisted / deactivated in the middle of another tender process in which their firm has already participated, system should highlight that vendor's name and send out required notifications to the concerned TIAs.		

A2:	<b>Department User Registration</b>	
-----	-------------------------------------	--



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance</b>	
1	Organization's Hierarchy	Mapping Organizations, Organization hierarchy and Users etc from Raj-Kaj (e-Office). System should also provide the interface for registration of Government Users.		
2		System should provide the admin interface to nodal officers to create and map sub-nodal officers and add/edit the users under their departments and assign roles and management of user profiles.		
3	Department User Management	System should provide admin facility for registration and management of all nodal officers. Registration, mapping and role allocation of the nodal officer should be done by the Admin user only.		
4		The Admin facility should allow adding/editing/deleting the nodal officers/departmental users registered under a particular department and mapping them with the new department.		
5		The Admin facility should have the provision for the nodal officers to assign/revoke role to or from specific users in addition to the role already assigned to them.		
6		System should store the log of tenders processed and activities done by the department user. This information should be made available to the authorized official of the respective department in case of transfer/long leave/deputation etc of the concerned departmental user.		

<b>A3:</b>	<b>e- Tendering</b>
------------	---------------------



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance</b>	
1	Creation of Notice Inviting Bid (NIB)/ Tender	System should have the facility for online creation of NIB/tender for all types of procurement goods/works/services), methods of procurement (single source procurement, open competitive bidding, limited bidding, rate contract etc), stages of procurement etc, as selected by the user through provision of templates with relevant fields to facilitate easy entry of information by the creator.		
2		System should facilitate workflow based approval process.		
3		Facilitate copying/customizing data from previously published tenders or from excel spreadsheet (standard format).		
4		Allow the NIB/Tender creator to specify the minimum requirements to be fulfilled by a bidder against each evaluation parameter.		
5		System should enable selection of bid openers/alternate bid openers and defining bid opening rules.		
6		System should facilitate entering the tender schedule. For this, it should recommend a schedule for various stages of procurement based on parameters like nature of procurement, standard time durations, etc as prescribed by the State procurement rules/guidelines.		
7		Technical Bid Formats	System should provide library of configurable pre-defined formats/templates applicable for each phase of the tendering process including templates for EoI Notices, clarifications templates, technical bid formats based on various types of	



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
		procurement (goods/works/services), certificates and statements to be obtained from bidders, etc.		
8		System should provide the facility to the tender creator to modify/configure the templates and save it in 'My Space' folder.		
9		System should enable the tender creator to define master list of technical bid requirements and provide facility to the bidders to provide response against each technical bid requirement		
10		System should enable the tender creator to define essential list of documents to be submitted by the bidder and should mandate the users to respond to each requirement.		
11		System should enable the bidders to provide response against each technical bid requirement either through directly entering the information in the online form provided for each technical bid requirement or through uploading the attachments or both.		
12		System should facilitate the tender creator to upload of drawings (scanned and CAD format), technical specifications, and other data on the project or required items from the bidders.		
13		System should facilitate creation of milestones, delivery schedule, tasks with linkage of items from the bill of quantity for the tender.		
14		System should facilitate creation of single and multiple schedules/ lots for the bill of quantity with option to quote for all		



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
		or any item in one or many of these lots.		
15		In case bidders are required to submit the samples for items planned for procurement, system should facilitate defining the list of items which needs submission of samples and response from bidders on submission of such samples to the department.		
16		All technical bid formats downloaded by the bidder for bidding should be validated at the time of upload and restrict the bidders from tampering with the format.		
17		System should provide library of configurable pre-defined formats/templates applicable for various types of financial bid formats based on type of procurement (goods/works/services), procurement method, type of financial bid quote selected by the creator (i.e., item rate quotes, fixed rate, lump-sum, percentage, etc).		
18	Financial Bid Formats	System should facilitate creation of financial bid format for more than one items. Similar items/work or a category of items/work can be grouped.		
19		System should facilitate accepting the financial bid quotes through the input fields defined in the financial bid formats. All financial bid formats downloaded by the bidder for bidding should be validated at the time of upload and restrict the bidders from tampering with the format. System should facilitate to upload documents in addition to Financial Bid as per the requirement.		



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
20		The financial bid formats should capture the base price and applicable taxes etc separately.		
21		System should facilitate defining the financial bid formats in both aggregated and detailed manner. The format should be dynamic in nature and should support adding additional items page. The total price of all the items should be automatically calculated which should flow into the related grouped item in the summary page.		
22		System should facilitate capturing the financial bid value both in numbers and in words based on the specific requirements of the tender. System should facilitate auto conversion of numbers/values entered by the bidders into words and should not allow the bidders to edit the amounts in words.		
23		For International competitive bidding, system should support acceptance of bids in multiple currencies and help in arriving at the financial bid quotation in INR. System should also have the flexibility of acceptance of different currency quotation for different line items.		
24	Pre-bid Meeting	Based on the created tender schedule, system should facilitate to provide information about the pre-bid meeting along with tender details on the portal.		
25		TIA should be able to send the pre-bid meeting invitation to the concerned officials and prospective bidders.		



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
26	Corrigendum/Addendum	System should have the facility for acceptance of bidder's queries/clarifications against a tender and prepare a consolidated query sheet for the TIA. It should also have the facility to download the same in editable excel format which can be subsequently uploaded against the same tender as clarifications.		
27		System should have the facility to prepare pre-bid meeting minutes and upload approved minutes against a particular tender.		
28		System should have the facility to send alert about the clarification to those bidders who submitted queries for that tender.		
29		System should provide configurable templates for all types of corrigendum/addendum like Extension in bid submission due date/time, change in bid openers, changes in technical/financial bid, BoQ, Revoke Tender/ Re-tender/Cancellation of tender, change in fees etc.		
30		System should have the facility to prepare a corrigendum/addendum and upload the same after approval against a particular tender and multiple tenders.		
31		System should allow for doing the relevant changes in the tender schedule/documents, post issue of corrigendum.		
32		System should have the facility to send the corrigendum/addendum to the members/ bidders who attended the pre-bid meeting or who sent the clarifications.		





Vendor Management				
SR No.	Requirements	Details Requirements	Compliance (Yes / No)	Provide documentary proof
33	Online Bid Submission	In case of a corrigendum resulting in extension in bid submission date or changes in tender documents or any other changes, system should support for withdrawal/re- submission of already submitted bids.		
34		Allow registered vendors to log-on to the system and use digital signature certificate for submission of bids.		
35		Allow registered bidders to submit prequalification, technical and financial bids online in the specified online dynamic formats (or downloadable templates), and attach the relevant supporting documents as required. System should allow attaching of supporting documents from previously stored documents from 'My Space'.		
36		Allow vendors to save their bid mid-way (as a draft) and access it again later to update and submit. Bidder's identity should not be revealed at any stage of bid submission.		
37	Fee Payment	System should allow bidders to submit various types of fees/security amount pertaining to e-tendering, e-auction etc. as applicable.		
38		Bidder's identity should not be revealed to any stakeholder, at any stage of fee submission, till the bids are opened.		
39		System should allow different modes of fee payment i.e. Credit Card, Debit Card, NEFT/RTGS, online net banking etc.		
40		System should support acceptance of complete/partial bid security in the form of Bank Guarantee. In case of Partial bid security submitted through BG, the system should support remittance of remaining amount through other payment modes.		



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
41	Security of the Bid	In exceptional conditions, system should also support acceptance of fees through traditional methods: like demand draft etc and capturing the relevant payment details. Post that system should allow for tender submission in the same manner as before.		
42		Capture tender response information including vendor user name, IP address from which the bid is uploaded response date – time, etc..		
43		Facilitate double authentication of bidders using Digital Signature Certificates first at the time of login on system, then again at the time of submission of technical and financial bids. This is required to validate that the session has not expired at the time of actual bid submission.		
44		Disallow a bidder to submit bids or edit bids already submitted, after expiry of the bid submission date and time.		
45		Protect submitted bids from being viewed before the prescribed bid opening date & time.		
46		Maintain audit trails for entire tender lifecycle - from NIB creation to bids received and bidder selected. System should provide for giving summary for all the steps taken during bidding process.		
47		Maintain audit trails to track actions of bidders (necessary to avoid litigations).		
48	Receipt of Bids	Provide facility to provide acknowledgement of successful bid submission to the bidder through email and print feature.		
49		Provide for online viewing of the status of the bid submission process.		



Vendor Management				
SR No.	Requirements	Details Requirements	Compliance (Yes / No)	Provide documentary proof
50	Online Bid Opening	Lock the bids received in response to a tender until it is opened/unlocked by the designated tender opening authority – using his/her Digital Signature Certificate, on or after the specified opening bid-opening date and time.		
51		Facilitate the bid opening as per the bid opening rules (eg, number of minimum bid openers etc)		
52		Support for cover based opening and evaluation of bids in sequential manner (Eg: Fee cover, PQ cover, Technical bid cover, Financial bid cover etc.).		
53	Revoke	Support online viewing of tender opening event simultaneously by remote bidders.		
54		In exceptional circumstances, TIA should be allowed to revoke the tender from current stage to previous stages and should be able to re-initiate the opening/evaluation of bids. In such a situation, complete audit trail be maintained.		
55		System should have provision for request and submission of shortfall documents/clarifications after prequalification and technical proposal stages.		
56	Bid Evaluation Workflow	Support workflow for evaluation and approvals (from competent authorities, tender committees, etc.). Send notifications (emails etc) in case of delays at any stage.		
57		System should have provision for recording summary (or comments) from approvers at different stages of bid evaluation and facilitate attaching evaluation sheets, minutes of meetings,		



Vendor Management				
SR No.	Requirements	Details Requirements	Compliance (Yes / No)	Provide documentary proof
		approval orders etc.		
58	Bid Evaluation Results	Generate evaluation sheets/ matrices of technical bids to aid in evaluation by the Tender Evaluation Officer/Committee.		
59		Generate comparative charts of technically qualified bidders to aid in financial evaluation by identification of the lowest bidder (or as per the financial evaluation criteria)		
60		In special conditions, allow the competent authority to bypass the system made L1 recommendation by providing valid reason for the decision. The Purchaser should provide the business rules governing this functionality.		
61		Make available the bid evaluation results to registered bidders for viewing and downloading from the website after the evaluation process is complete.		
62		Sending out alerts on evaluation results to the shortlisted bidders.		
63		Facilitate issue of Letter of Intent to the selected bidder and update this information by TIA		
64		Online Award of Contract	Facilitate updating of information about the selected bidder, upload of scanned Contract Agreement and capture the final contract amount / quantity	
65	Payment Gateways	System should facilitate multiple Payment Gateways as decided by the Purchaser.		
66		Bidders may remit applicable fees using any of the payment modes available on payment gateway.		



Vendor Management				
SR No.	Requirements	Details Requirements	Compliance (Yes / No)	Provide documentary proof
67		System will facilitate the bidders to define the amount they will pay against the various heads ie., EMD/ processing fee/Tender fee etc. System should also accommodate various rules related to privileged bidders, e.g., bidder who are eligible for claiming discount insecurity deposit/ fee, should be allowed to submit discounted fee after submission of supporting documents		
68		. System should provide option to the bidders for complete or partial payment of the Bid Security /EMD in form of BG. While doing so the bidder should be able to define the details of the modes of payment.		
69		The head wise payment remittance detail is required to be forwarded to the Payment Gateway opted by the bidder.		
70		The respective Payment gateways will share the details of the payments received from bidders with the system, Treasury or PSUs (as the case may be). Accordingly, payment status along with payment details needs to be updated on the system.		

A4: Management Information System				
SR No.	Requirements	Details Requirements	Compliance	
1	Vendor Registration	Vendors registered as per location, nature of business, category, special privileges enjoyed/ protection needed type, date/period of registration, etc.		
2		Pending registration applications & Renewal dates (if required)		
3		Vendor registration renewed/not renewed (if applicable)		



<b>Vendor Management</b>					
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>	
4		Amount collected through registration process (if applicable)			
5		Blacklisted vendors and details			
6		Details of vendors and their users			
7		System should maintain detailed audit trails for the applications received, and generation of case history for each user registration.			
8		Vendor Management	Bidder history report detailing various parameters w.r.t. the particular bidder:		
			tenders in which participated		
			tenders in which disqualified		
	tender in which bidder was L1				
	live tenders in which a particular bidder has participated				
9		Projects awarded to the bidder, etc			
10	Information on various stages of NIB	Report on inactive vendors who have not submitted bids for a given period.			
11	e-Tendering	System should provide MIS reports for NIBs created department wise, procurement category wise, procurement item wise, based on time period selected by the user. The software should generate reports, as required by the State Guidelines, providing details of the tendering process such as dates of various stages, approvals, list of bidders rejected, short-listed, and the award details, etc.			
		Tenders floated by value, by type, by region, etc.			
		Details about download of tender docs, receipt of fees/bid security, list of bidders, etc.			
		Participation by vendors, during any given period of time.			



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
		Defaulting contractors (non-payment of bid security, fake documents, etc.)		
12	e-Payment	Extensive MIS reports on various parameters covering payments details. Payment reconciliation related reports (Payment modewise, Payment Gateway-wise, Bank-wise, Day-wise etc)		
13	Digital Signature Certificate	Certifying authority-wise report based on the DSCs used by the users.		
		Report on expiry of digital signature certificates (to provide alerts to users).		
14	Tracking of EMD Refund	Reports on Bid Security /EMD refund details and status with various parameters.		
15	Remittance of processing fees from TIAs	Reports on Bills generated by against processing fees according to various parameters.		

<b>A5: Common Requirements</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance</b>	
1	Online Creation of NIB and intimation to DIPR	Reports regarding the details and status of the published NIBs according to various parameters.		
2	Workflow	Provision for generic and configurable workflow, based on user rights and preferences.		
3		Provision to implement end to end business process workflows that extend to external systems.		
4		The solution should have the ability to support multiple workflow paths that are automatically selected based on request/user attributes, including escalation paths.		



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
5		Provision to define process hierarchies top down or bottom up to support Distributed workflow process definition.		
6		Provision for defining dependencies between activities in a workflow.		
7		Provision for defining concurrent activities within a workflow transaction.		
8		Support both sequential and concurrent approval processing in each module, based on predefined user configuration.		
9		The workflow should have a rules engine that allows rules to be created to define approval Hierarchies.		
10		Provision for Scripting facility for any stage of workflow so that Admin can define extra rules at any stage of Workflow if required.		
11		Ability of system to have workflow with the ability to define business rules without the need for programming, including alerts and triggers.		
12		Provision for configurable rules-based automated notifications via SMS/Email.		
13		A management console should be available to monitor workflow processes and to control Processes that have errors in them.		
14		Provision for automatically recording an audit trail of events under the control of the system.		
15	Audit Trail	The system allows the extent of audit trail tracking and recording to be user-configurable, so that an administrator can select the events for which information is automatically recorded.		





<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
16		Record every action that takes place to an activity/event throughout its lifecycle.		
17		All changes to data should be recorded in a separate table/database and should be stamped with the identity of the user/program and timestamp of the creation/change.		
11		The system should track and record information about events in the audit trail without manual intervention, once the audit trail facility has been activated.		
12		The system should ensure that the audit data are stored in un-editable formats.		
13		Provision for audit trial report viewing/printing.		
14		Provision for filter/search specific activities in an audit trial database.		
15		The system should ensure that audit trail data is available for inspection on request.		
16		Provision for dynamic & configurable report generator.		
17		Access based reports should be generated based upon users/roles/designations etc.		
18	MIS/Reporting Tools	Output should be configurable. User should be able to change the column position, hide column, add new columns, sort the output by clicking on the column header etc.		
19		Provision for pagination and extracting the reports in various format like Excel, PDF, HTML, MS Word etc.		
20		Provision for tabular/graphical/free form reports.		
21		Provision for query builder to create/save and execute the query.		



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
22		Report should be generated basis on the various parameters like Date, report type, and other required parameters.		
23		The system should be capable of creating ad-hoc queries and reports for analysis.		
24		The system should have interface to search and filter the data of the report.		
25		The system should be capable of drill down and drill up with the report tool.		
26		The system should allow for creation of complex reports.		
27		The system should permit conditional formatting, based on thresholds or data ranges for any cell in the report.		
28		The system should facilitate the user to create custom objects/formulas for repeated use in reporting tool.		
29		The system should have a GUI tool with drag and drop features to build reports.		
30		Provision for periodic report generation.		
31		Provision for analytical report generation.		
32		The system should allow for providing information/reports to external users also (eg. Ministry of Commerce, Central Public Procurement Portal etc), from time to time, as per their requirement.		
33		The system should allow users to create/send reports to specified user(s) at scheduled times.		
34	<b>Business Intelligence/Analytics tools</b>	Should be able to generate trends of spend analysis department wise, Geographical location wise, Implementation Agency (IA) wise etc.		
		Statistics on tender process cycle time, bottlenecks, etc		



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
35	Tracking of EMD Refund	Once the tender is awarded the system will send alerts/reminders to the Tender Issuing Authority (TIA) for refund of the Bid Security/EMD. The respective TIA will have an interface to update the status of Bid Security/EMD refund so that system can track the status of the same.		
36	Remittance of processing fees from TIAs	The system should facilitate to generate and manage the “bills” for processing fees to respective Departments and PSUs. It should also provide a facility to update the status of the bills/payment received.		
37	Online Creation of NIB and intimation to DIPR	There should be provision for the TIA to generate online NIB through templates and forwarding the same to the concerned authority of DIPR for publication in selected newspapers and receive MIS regarding the publications. Integration with the existing system of DIPR to implement the same.		
39	Search Engine	Provision for dynamic and configurable search engine.		
40		Provision for simple search, advance search operation. Both type of search should support “Global” & “Customized search”. Global search concerns whatever services available to users in the complete domain. Customized search allow user to perform search as per requirements.		
41		Provision to allow the user to perform keyword search, full text search and pattern based search.		
42		Provide content search features within an attachment.		
43		Provision for trending; Trending allows user to choose the keyword based on the latest search performed for easy and quick access.		



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
44		Support different types of input interfaces to initiate search operation and also provide the standard output interface.		
45		Support the configuration like type of search, number of records to be shown, type of result view, etc.		
46		Support automatic creation and updation of indexes as per specified intervals through schedulers and metadata configurations.		
47		Allow to save a search for future execution.		

<b>A6: e- Tendering</b>				
<b>SI No</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance</b>	
1	Time clock	Display clearly, on appropriate screens, the system (Server) time and the time left in hours, minutes and seconds for the closing of the tender submission time closing time.		
2	Portal Requirement	System should support other procurement related needs like role based structured storing / display of documents for:		
		Orders, notices circulars, guidelines		
		News and Announcements Sections		
		Provision to display marquee/tickers		
		Link to important sites		



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
		Others as per requirement		
3		System should have the provision for creation of an online TIA wise/Department wise 'annual procurement plan' and 'procurement register' which should act as a one stop shop reference for all information related to Procurement.		
4		In case of the NIB/Tenders that are below the threshold limit and are done manually, the TIA will have an interface to define various information about the Tender/Bids, Bid Documents, Corrigendum, Participated Bidders, bidders rejected, successful bidder details, order details, etc.		
5	<b>User Manual and Help</b>	Provide an online handbook for (i) departmental users (ii) vendors for conducting their activities under the System.		
6		System should have various training related material in the form of presentations, videos, etc for department users/ bidder.		
7		Display policy documents, terms of use, rules & guidelines, etc to the department users.		
8		System should provide appropriate guidance to the users on the procedure for obtaining a Digital Signature Certificate.		
9		System should also provide necessary system software/drivers required for usage of digital signature certificates/media on their computers.		
10		Provide online FAQ section and user feedback.		
11		System should also provide information to users on important websites/ links etc		



Vendor Management				
SR No.	Requirements	Details Requirements	Compliance (Yes / No)	Provide documentary proof
12	Opinion Polls	System should have facility for conducting opinion polls, satisfaction survey and take feedback from vendors/bidders/departmental users, in order to improve the functionality/services of the system.		
13	GUI Validations	System validations at the time of data entry (e.g. standard formats for date, currency, registration numbers, etc.		
14	Auto Population of Fields	Auto population of form fields with previously entered data, wherever applicable.		
15		Facilitate users to modify the field which have been auto-populated, as applicable.		
16	Dynamic Forms Library	The department administrator should be able to select and associate multiple formats with his department, from the forms library.		
17		The tender creator should be able to select the relevant formats from the department specific forms library during tender creation.		
18		The tender creator should be able to dynamically configure the selected format to meet the requirements of the specific tender.		
19	Form Filling	Upon completion of the complete data entry, system should display the data entered by the user in a consolidated view for verification and confirmation by the user.		
20		Facility for saving a partially filled form in "Save Draft" mode and submitting it later.		
21	Profile Update	System should provide the option to the registered user to update their profile.		



Vendor Management				
SR No.	Requirements	Details Requirements	Compliance (Yes / No)	Provide documentary proof
22	Uploading attachments	Facilitate upload of supporting documents by the Tender creator during NIB creation such as drawings, (CAD as well as scanned formats), technical specifications, contractor's/supplier's terms & conditions, and other data on the project along with the NIB/ bid document.		
23		Facilitate uploading various documents by the bidder during registration and bid submission.		
24		Provide online checklist to ensure that required supporting documents have been uploaded by the user.		
25		Facilitate virus scan of uploaded documents before they are accepted and stored in the server.		
26		Define size limit of the attachment to be uploaded and check the size.		

A7: General Requirements				
SR No.	Requirements	Details Requirements	Compliance	
1	Security	System should provide Public Key Infrastructure (PKI) support		
2		Vendor registration should be carried out in a secure and encrypted session between the end-user system and the Comprehensive-Procurement Solution.		
3		A user can record public key information either from token based Digital Signature Certificate (DSC) or using e-Sign		
4		When digital signature is generated using e-Sign, the system should record and maintain the following data for each signature: a. Public key generated specifically to a		



Vendor Management				
SR No.	Requirements	Details Requirements	Compliance (Yes / No)	Provide documentary proof
		transaction as provided by the e-Sign service provider. Certain data fields of the public keys such as common name should be recorded in the database such that it is easily quierable b. Encrypted hash of the digitally signed content (i.e.) digital signature c. Hash sent to the e-Sign service provided for generation of digital signature d. Any other transaction reference required to track and trace e-Sign transaction		
5		System should force the user to change his/her password in a defined interval.		
6		A user will have the option to select whether to sign using e-Sign or token based DSC. Such option will be provided at the place of signing.		
7		User may choose to disable either e-Sign or Token based DSC, in which case one or the two options should be completely removed from the system		
8		When e-Sign is selected, user will have the provision to input user's AADHAAR at the place where e-Sign is called. Or alternatively, as per a policy decision taken by the Purchaser, users will have the provision to record its AADHAAR number which by default will be displayed for selection by user while initiating e-Sign		





<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
9		The system should submit a request to the e-Sign service provider with the following key information: Hash value of the signed data using an acceptable hash algorithm and user's AADHAAR information. The encrypted hash and public key generated for the transaction received in response from the e-Sign service provider will be recorded and stored in the system.		
10		The request-response with e-Sign Service Provider by default will happen in real-time. However, the Purchaser may choose to adopt bulk processing of e-Sign transactions as well.		
11		System should have the capability of document management and repository management: wherein all the key documents, procedure, guidelines, manuals etc ,should be documented.		
12		System should restrict programmed attempts to create users in the system through implementation of latest techniques such as 'Captcha'		
13		The system should put in place mechanisms, based on industry standards, which assist the vendors in retrieving the forgotten credentials (e.g. passwords). Such process should be foolproof to ensure misuse of vendor credentials. Such practices may include not disclosing the forgotten passwords online in the portal to the users, mailing the forgotten password to the e-mail address indicated by the user in his profile etc.		



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
14		Registration process must ensure the confidentiality, integrity and non-repudiation of the user and vendor organization credentials during information transfer and storage.		
15		System should implement anti-virus checks while document upload for ensuring that virus free documents are uploaded into the system		
16		Facility for uploading of attachments for establishing identity and past experience. In case of documents with an expiry date, system should generate alerts/reminders to upload the new documents. In cases, where the document is being used as supporting document for pre-qualification, system should allow for acceptance of the latest document/s only.		
17		User credentials (e.g. password) must be stored in an encrypted format and access to such information must be restricted from all categories of users, including DBAs.		
18		System should maintain detail audit trails of each transaction of users.		



<b>Vendor Management</b>				
<b>SR No.</b>	<b>Requirements</b>	<b>Details Requirements</b>	<b>Compliance (Yes / No)</b>	<b>Provide documentary proof</b>
19		<ul style="list-style-type: none"> <li>• Data encryption with PKI support of 256 or higher bit encryption with SSL Security or equivalent must be provided for Data Flow and Data encryption during Storage.</li> <li>• The solution proposed by the Bidder should ensure that the bids submitted by the suppliers are encrypted, using at least 256 bit encryption, and should be ensured that such encrypted bids cannot be viewed by any one till the commercial bids are officially opened by the respective government officials</li> <li>• The commercial bids submitted by the bidders from the client machines (browsers) should be transported to the server in an encrypted format and should remain in encrypted format till the opening of such commercial bids by authorized govt. Officials.</li> <li>• Encryption capabilities while transferring data over networks, and ability to encrypt data stored in the database at the column level.</li> <li>• The commercial bids of the suppliers should be encrypted at the database level.</li> <li>• The system should support 256-bit encryption for transmission of the data over the internet.</li> </ul>		
20	Online notification alerts to bidders	System should facilitate automatic notifications to vendors for new business opportunities/NIBs/Tenders posted in the system through email based on their		



Vendor Management				
SR No.	Requirements	Details Requirements	Compliance (Yes / No)	Provide documentary proof
		business preferences		
21		Send email/sms alerts to interested respondents regarding important actions/decisions taken in a tendering process. (Issue of pre-bid minutes, issue of corrigenda, change in bid submission date, short listing for further process etc)		
22		Viewing/downloading/responding to certain NIBs/ documents/RFP/notifications be restricted to enlisted vendors only. In such a case, an enlisted vendor needs to login using his login ID and password to view the NIB.		
23	Tracking of tender	Facilitate the tenders to be tracked using the unique number assigned to each new tender.		
24		Tracking to cover stages of processing, comments provided by various authorities during review and approval, and the time taken at each stage.		
25	Access to online tender document	Allow download of tender documents from the e-Procurement website after login to the system.		
26		In case of paid tender, allow downloading of the document only after payment of document fees		
27	Archiving	Archive the entire tender proceedings as per the IT Act, 2000.		



**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



The details of the mobile application / e- tab application is available for the following modules / sub modules and the activities be submitted by the bidder as per the following format.

SR No.	Name of the main module	Name of the sub module	Activity	Availability on mobile/ tab (Yes / No)
1				
2				
.				
.				
.				

Note: The bidders are requested to enclose the documentary proof in the technical bid.



**Info Tech Corporation of Goa Ltd  
(A Government of Goa Undertaking)  
(An ISO 9001 : 2008 Company)**



---

**ANNEXURE-XII WILLINGNESS TO SIGN JOINT VENTURE  
AGREEMENT WITH ITG**

**RFP NO : ITG-IT/RFP/E-TENDERING/01 dated: 09/08/2018**

Our Company / Firm is agreeing to sign joint venture agreement with ITG so as to implement this e-tendering/e-auction solution at other places.

Signature :  
Date :  
Designation :  
Company / Firm name with  
stamp

Date :

Place: