

REQUEST FOR PROPOSAL (RFP) DOCUMENT FOR  
“Providing Project Management Consultants to Center for e-Governance”



**TENDER CONDITIONS FOR SUBMISSION OF TECHNICAL BID & PRICE BID**

Karnataka State Electronics Development Corporation Ltd,  
2<sup>nd</sup> Floor, TTMC “A” Block, BMTC Building, KH Road, Shanthinagar,

**BANGALORE-560027**

**KARNATAKA STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.,**

Regd Office: 2<sup>nd</sup> Floor, TTMC "A" Block, Shanthinagar, K H Road,  
Bangalore – 560 027

**No: KSEDC/PMC/03/2019-20/CALL-2**

**Date:12/06/2019**

**SHORT TERM CLOSED TENDER NOTIFICATION**  
**(Through electronic tendering mode only)**

KEONICS invites the Tenders from eligible Empanelled Venders of KEONICS for  
"Providing Consultancy Services"

Both Technical and Price Bid should be submitted on e-Procurement portal. The tender shall be a two bid system. The Financial bid shall be opened only for approved technical bids.

Further details can be obtained from web site – [www.eproc.karnataka.gov.in](http://www.eproc.karnataka.gov.in) or in person from the undersigned. The last date for the submission of bids is **12/06/2019**

Last Date for submission of Tender : 20-06-2019 up to 14:00 Hrs.  
Date of opening Technical Bid : 21 -06-2019 at 14:30 Hrs.  
Date of Opening of Commercial Bid : Intimated to technically qualified Bidders

**Contact Person : Mr. Shivananda K S**  
**Designation : Asst. Manager-M&C**  
**Mobile No : 9731560743**  
**Phone : 080 22272203**

**Place of Opening the Tender**

KEONICS HO, 2<sup>nd</sup> Floor, TTMC "A" Block, Shanthinagar, K H Road, Bangalore – 560 027

Sd/-  
DIRECTOR (OPERATIONS)

## 1. SUBMISSION, RECEIPT, AND OPENING OF PROPOSALS

The original Proposal (i.e. Technical Proposal and Financial Proposal) shall be prepared and submitted in e-Procurement platform.

The bidder shall digitally sign and submit the proposal electronically through the unified e-Procurement platform: [www.eproc.karnataka.gov.in](http://www.eproc.karnataka.gov.in)

The completed Technical and Financial Proposal must be submitted electronically in the e-Procurement platform on or before the due date for bid submission specified in the e-Procurement platform. The Centre for e-Governance will not be responsible for technical glitches in the Computers and internet connectivity services used by the bidder.

2. **Bid Processing Fee:** Each bidder shall pay bid processing fee through any of the 5 e-Payment options only:
1. Credit Card
  2. Direct Debit
  3. NET Banking
  4. National Electronic Funds Transfer (NEFT)
  5. Over the Counter (OTC) – designated Bank branches located across the country

Please note that payments submitted through cheque or demand draft shall not be accepted. Further details regarding e-Payment; please refer to e-Procurement website – [www.eproc.karnataka.gov.in](http://www.eproc.karnataka.gov.in)

3. **Earnest Money Deposit (EMD): Rs 1,20,000/- (Rs. One Lakh Twenty Thousand only)** Each bidder shall pay Earnest Money Deposit through any of the e-payment options only as indicated against the Modules.
1. Credit Card
  2. Direct Debit
  3. NET Banking
  4. National Electronic Funds Transfer (NEFT)
  5. Over the Counter (OTC) –/ designated bank branches located across the country

Please note that payments submitted through cheque or demand draft shall not be accepted. Further details regarding e-Payment; please refer to e-Procurement website – [www.eproc.karnataka.gov.in](http://www.eproc.karnataka.gov.in)

4. **Technical Bid format:** The bidder shall confirm that the product quoted by the bidder shall be in conformance with the conditions specified.
5. **Commercial Bid Format:** Bidders shall quote all inclusive prices (i.e. price inclusive of Transportation, installation and all other expenses, excluding taxes) for delivery and installation per item. This price shall be inputted by bidders directly in e-Procurement portal.

## 6. QUALIFYING REQUIREMENTS:

This section covers the minimum requirements with respect to experience, capability and other particulars of the Bidder to be considered eligible for participation in the bid for the proposed work. The bidder shall become eligible to bid on satisfying the following **“Eligibility Criteria”** and on production of the required documentary evidences along with the Tender.

**Eligibility criteria of the bidder:** The bidder must meet the following eligibility criteria and must furnish the proof of documents in Technical Bid thereof otherwise the bid will be rejected.

### TECHNICAL ELIGIBILITY CRITERIA

1. Bidder should have experience in providing consulting services for e-Governance initiatives worth more than Rs. 3 crores or more, for Government of Karnataka or its organizations, in each of the last 3 years (Details of projects executed in each of the last 3 financial years along with relevant copies of Work orders / contracts for each project/(s) mentioned)
2. Minimum 2 projects with experience in providing Consultants for e-Governance initiatives related to grievance redressal, including experience in liaison with Government Departments for process study, requirement gathering and department on-board.
3. Bidder must submit 2 orders copy with a value of at least minimum 1 crore for e-governance initiatives in Karnataka.
4. Bidders should be able to provide the resources whose profiles are provided in the proposal, within 7 days from the date of Service order (self-declaration to this effect)
5. Self-declaration for not being blacklisted by any Govt. or PSUs.

## Annexure-1

### **SECTION II: PROFORMA FOR PERFORMANCE STATEMENT**

Orders placed by (Full address of Purchaser)	Order No. and Date	Description and Quantity of ordered	Remarks indicating reasons for late delivery if any.
1	2	3	5

Name of the Firm: .....

Signature and Seal of the renderer: .....

## Annexure-2

### **Undertaking on not being Blacklisted**

This is to certify that << COMPANY NAME >> is not blacklisted by Government of Karnataka or any of its agencies for any reasons, whatsoever and not blacklisted by Central / any other State / UT / Government, or its agencies for indulging in corrupt, or fraudulent practices or deficiencies of services or for indulging in unfair trade practices as on 1st Feb, 2019.

Authorized Signatory

Name of Signatory:

Bidder Name:

Date:

Place:

## Annexure-3

### **Evaluation of the Tenders**

- a) KEONICS shall first evaluate the technical bids. Post which, a technical presentation may be held for evaluation by the officials of Center for e-Governance.
- b) The commercial bids of only those bidders who qualified in the technical bids will be opened.

**Commercial bid evaluation:** The commercial quotes submitted by technically qualified bidders will be opened in e-Procurement portal. The Contract will be awarded to the successful Bidder whose Bid has been determined to be substantially responsive and has been determined as the Best Value Bid.

**Bid submission timelines:** The timelines for bid-submission and bid evaluation will be as it is given in the Tender Schedule published in the e-Procurement system.

**KEONICS reserves the right to cancel the tender, without assigning any reasons.**

## **Annexure-4**

### **Terms & Conditions**

Other conditions of empanelment with Keonics are applicable.

### **PAYMENT SCHEDULE**

- The terms of payment will be based on our customer terms only and will be made only after receipt of payment and confirmation of work completion from the customer.
- No payment will be effected against LR/RR for completing the service.

### **DELIVERY SCHEDULE:**

The **work** should be completed as per the schedule prescribed by the Dept.

### **VALIDITY OF QUOTATION:**

The quotation should be valid for 03 months. (90 days) from the tender closing date.

## **Annexure-5**

### **Scope of Work:**

Govt. of Karnataka wishes to implement an integrated grievance redressal system in the state. The scope of work for the consultants would include –

- Design of a grievance redressal ecosystem
- Functional and technical design of the ecosystem
- Assisting the Dept. with the bidding processes for various bidders

The resources required for this purpose include -

#### **1. Project Manager:**

The Project Manager will be responsible for managing the entire project and monitoring various work streams. He/she will work closely with the senior officials in the Dept. to

conceptualize and consult on the envisaged system, planning and execution of identified work streams, ensuring the quality of deliverables by the team, and drive success for the project.

**2. Process Consultants:**

Process Consultants will conduct as-is analysis of existing processes and understand the Government’s requirement and design the new system. They will be responsible for liaising with internal stakeholders with Depts. to ensure success of this initiative.

**3. Solution Architect:**

Solution Architect will work closely with the Process Consultants to ensure that the requirements from the Government are translated and defined to build the required platform.

**Annexure-6**

**FINANCIAL BID:**

S. No	Resources as per the Tech. Bid	Experience	No. of Resources (A)	Duration in months (B)	Rate per resource per month (C)	Total Price (Rs) (D=A*B*C)
1.	Project Manager	10 years	1	2		
2.	Process Consultant	05 years	2	10		
3.	Solution Architect	10 years	1	4		
<b>GRAND TOTAL (in Rs.)</b>						

**Total amount in Rs. (in figures)**

**Total amount in Rs. (in words)**

**Note:**

1. Rates must be inclusive of all charges and applicable taxes
2. Please specify the nature of taxes quoted