Request for proposal (RFP)

For

Design, Re-development and
Maintenance of Official website
of Office of Registrar General , India
New Delhi
Released By

सत्यमेव जयते

2011
Our CENSUS, Our FUTURE.

Office of the Registrar General & Census Commissioner , India
Government of India
Ministry of Home Affairs
2A, Mansingh Road New Delhi -110011

10th March - 2014

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Request for proposal for *Design, Re-development and Maintenance of* ORGI website and web-based softwares

Subject : RFP for *Design, Re-development and Maintenance of Official website* of Office of Registrar General & Census Commissioner , India , New Delhi

The Indian Census is the largest single source of a variety of statistical information on different characteristics of the people of India. With a history of more than 130 years, this reliable, time tested exercise has been bringing out a veritable wealth of statistics every 10 years, beginning from 1872 when the first census was conducted in India non-synchronously in different parts. To scholars and researchers in demography, economics, anthropology, sociology, statistics and many other disciplines, the Indian Census has been a fascinating source of data. The rich diversity of the people of India is truly brought out by the decennial census which has become one of the tools to understand and study India

ORGI has an extensive web portal at www.censusindia.gov.in and this portal carries lot of information, in text , statistical , graphical and map forms, related to Census , Social Studied and other activities of ORGI.

The web portal was last redesigned in 2009-2010 with a focus on educating the Indian Public and Government Officials and disseminating information about the upcoming census 2011.

Now that the enumeration exercise for Census 2011 has been conducted successfully and the Data dissemination has begun, it has become imperative for a complete revamp of the Census portal to address the widespread interest and needs for Census 2011 findings.

The present website also attracts large number of visitors and ORGI has made a successful presence in internet social media (e.g. facebook with more than 20,000 likes) for dissemination of Census findings. The present website is hosted in National Informatics Centre (NIC) server.

ORGI intends to engage an agency for ***Design, Re-development and Maintenance of its website and monitoring applications of various projects implemented by the ORGI,*** as per the need of the organization from time to time. Proposals are invited from established IT /Software/Web Development agencies who have successfully undertaken similar projects and would be able to meet the requirements as per the scope of work.

Sd/-

Under Secretary (Hqrs)
Office of the Registrar General & Census Commissioner , India
M/o Home Affairs , Govt. of India
2/A, Man Singh Road, New Delhi – 110011.

A. Key Events and Dates :

1	Tender inviting authority Designation / Address	Office of the Registrar General, India & Census Commissioner, M/o Home Affairs, 2/A, Man Singh Road, New Delhi – 110011.
2	Addressee and address at which tenders are to be submitted	Under Secretary (Hqrs.) Office of the Registrar General & Census Commissioner India, M/o Home Affairs, 2/A, Man Singh Road, New Delhi – 110011. Ph. No.: 011-23071520(O)
3	Job requirement	Appointment of Agency for ***Design, Re-development and Maintenance of Official website*** **of Office of Registrar General , India New Delhi**
4.	Issuance of the RFP	10-03-2014
5	Cost of RFP	Can be downloaded from ***www.censusindia.gov.in*** and the requisite cost of the RFP be furnished along with the filled-in sealed bid and Rs. 1,000/- (Rupees one thousand only) should be furnished towards the cost of RFP by means of Demand Draft / Banker Cheque drawn on any Nationalized Bank / Scheduled Bank payable in favour of "The Pay & Accounts Officer (Census)" payable at "New Delhi" Or Can be obtained from the Sale Counter of the Office of the Registrar General, India, 2/A Man Singh Road, New Delhi by furnishing the requisite cost of the RFP
6	Last Date & time for sale of Bidding Document.	21-03-2014 4.00 P.M.
7	Last date for receiving queries /Clarification through email/letter	Upto 24-03-2014 4.00 PM. No queries post this shall be entertained.
8	Details of the contact for Clarifications and Queries	Deputy Director(EDP), D.P. Division , Office of the Registrar General, India, 2nd Floor , E Wing, Pushpa Bhawan , New Delhi-110062. Telephone- 29054631 (o), Tele-Fax:011-29054631 *Email:*-rkumar.rgi@nic.in and edp.rgi@nic.in
9	Last date for submission of Bids	01-04-2014 at 3.00 P.M.
10	Earnest Money Deposit amount payable	Rupees 1,00,000/- (Rupees one lakh only) by means of Demand Draft / Banker Cheque/Bank Guarantee
11	Date, time and place of opening of Technical Bids	01-04-2014 at 3.30 P.M. at Conference Room, ORGI, 2/A, Man Singh Road, New Delhi-110011
12	Presentation on Technical Bids from Tenderers	03-04-2014 at 11.00 A.M. at Conference Room, ORGI, 2/A, Man Singh Road, New Delhi-110011
13	Announcement of All Technically Qualified bidders on ORGI's website	09-04-2014 at 5.00 P.M.
14	Date for opening of Financial/Commercial Bids	11-04-2014 at 3.00 P.M.

B. SCOPE OF WORK

Overview

The Agency will be required to provide a pool of IT Manpower / resources comprising of

a) Web Manager / Administrator
b) System Analyst / Architect
c) Database Architect / Administrator
d) Graphic Designer
e) Senior Developer
f) Junior Developer
g) QC / QA / Test Engineer
h) Senior Multimedia Designer
i) Junior Multimedia Designer

in the form of Web Support Team (WST) to be located at the Data Processing Division, Pushpa Bhawan , other division / Section of ORGI located at Delhi / State hqrs. for a minimum period of three years, which may be extendable depending upon the requirement. They would carry out various Design , Re-Development and Maintenance work of Official Website of ORGI and software development including web based as desired by ORGI time to time .

C. Resource Categorization and their Qualification & skill sets specifications

The manpower required for the purpose has been categorized into following 7 categories. The details about their qualification and skill set specifications are given below:

S.No	**Designation**	Qualification and Experience
1.	**Web Manage /Administrator**	**Degree in Computer Science/IT or related fields.** Minimum 5 years of relevant working experience. At least minimum 3 years exp should be in managing web related projects and at least 2 years exp in web based software development.
2.	**System Analyst /Architect**	**Degree in Computer Science/IT or related fields**. Minimum 4 years of relevant working experience. At least minimum 3 years exp should be in system analysis and designing the web related projects and at least 2 years exp in web based software development / system analysis.
3	Database Architect / Administrator	• **Degree in Computer Science/IT or related fields.** Minimum 4 years of relevant working experience. At least minimum 3 years exp should be in Managing of large Database projects and at least 2 years exp in web based software

		development / data safety and security.
4	Graphic Designer	• **Degree in Computer Science/IT or related fields.** Minimum 4 years of relevant working experience.
5	Senior Developer	• Degree in Computer Science / IT or related fields. Minimum 3 years experience should be in web based application / software / technology.
6	Junior Developer	• Degree in Computer Science / IT or related fields. Minimum 2 years experience should be in web based application / software / technology.
7	QA / QC / Test Engineer	Minimum Graduate with suitable qualifications in IT or related fields (Diploma / Post Graduate diploma course in computer) . Preferably with 1-2 years of relevant working experience in relevant field.
8	Senior Multimedia Designer	Minimum Graduate with suitable qualifications in multimedia designing or related fields (Diploma / Post Graduate diploma course in computer) . Preferably with 3-4 years of relevant working experience in relevant field.
9	Junior Multimedia Designer	Minimum Graduate with suitable qualifications in multimedia designing or related fields (Diploma / Post Graduate diploma course in computer) . Preferably with 1-2 years of relevant working experience in relevant field.

Note : Work hours - Approx 42 to 48 Hours per week.

SECTION 1

INSTRUCTIONS TO BIDDERS

1. INTRODUCTION –

The Census of India is conducted under the provision of the Census Act 1948 and the census rules , 1990. In India, Population Census is a Union Subject (Article 246) and is listed at serial no 69 of the Seventh Schedule of the Constitution. The census act, 1948 forms the legal basis for the conduct of Censuses in independent India, Although , the Census Act is an instrument of Central Legislation , in the scheme of its execution , the State Governments provide the administrative support for the actual conduct of the census.

The responsibility of conducting the decennial Census rests with the Office of the Registrar General and Census Commissioner, India under Ministry of Home Affairs, Government of India. It may be of historical interest that though the population census of India is a major administrative function; the Census Organization was set up on an ad-hoc basis for each Census till the 1951 Census. The Census Act was enacted in 1948 to provide for the scheme of conducting population census with duties and responsibilities of census officers. The Government of India decided in May 1949 to initiate steps for developing systematic collection of statistics on the size of population, its growth, etc., and established an Organization in the Ministry of Home Affairs under Registrar General and ex-Officio Census Commissioner, India. This Organization was made responsible for generating data on population statistics including Vital Statistics and Census. Later, this office was also entrusted with the responsibility of implementation of Registration of Births and Deaths Act, 1969 in the country.

The Indian Census is the largest single source of a variety of statistical information on different characteristics of the people of India. With a history of more than 130 years, this reliable, time tested exercise has been bringing out a veritable wealth of statistics every 10 years, beginning from 1872 when the first census was conducted in India non-synchronously in different parts. To scholars and researchers in demography, economics, anthropology, sociology, statistics and many other disciplines, the Indian Census has been a fascinating source of data. The rich diversity of the people of India is truly brought out by the decennial census which has become one of the tools to understand and study India

ORGI Is also responsible for creation and maintenance of The National Population Register (NPR). The National Population Register (NPR) is a Register of usual residents of the country. It is being prepared at the local (Village/sub-Town), sub-District, District, State and National level under provisions of the Citizenship Act 1955 and the Citizenship (Registration of Citizens and issue of National Identity Cards) Rules, 2003. It is mandatory for every usual resident of India to register in the NPR. A usual resident is defined for the purposes of NPR as a person who has resided in a local area for the past 6 months or more or a person who intends to reside in that area for the next 6 months or more.

The objective of the NPR is to create a comprehensive identity database of every usual resident in the country. The database would contain demographic as well as biometric particulars.

The Sample Registration System (SRS) is a large scale continuous demographic survey for providing reliable estimates of crude birth rate, crude death rate and infant mortality rate at the Natural Division level for the rural areas and at the State level for the urban areas. It also provides data for other measures of fertility and mortality including total fertility, infant and child mortality rate at higher geographical levels.

The Scheme of SRS, initiated by the Office of Registrar General, India on a pilot basis in a few selected States in 1964-65, the SRS became fully operational in 1969-70 covering about 3700 sample units. With a view to monitor the changes in vital rates, the SRS sampling frame is revised every ten years, apart from efforts for enhancing its scope and rationalizing the system. The latest replacement is based on the 2001 Census and is effective from 1st January, 2004. The present SRS has 7597 sample units (4,433 rural and 3,164 urban) spread across all States and Union Territories, encompassing about 1.3 million households and nearly 7 million population. The SRS dual record system consists of continuous enumeration of births and deaths by resident Part-Time Enumerators and an independent half yearly survey by Supervisors. The unmatched data from these sources are re-verified in the field. The time lag between the field survey and release of results under SRS has been reduced to less than one year.

The survey work and its monitoring and supervision is undertaken through Directorate of Census Operations (DCOs) located at States/UTs capital. The coordination, monitoring & supervision at all India level is carried out by the ORGI. During the proposed replacement of sample units in 2014, the number of sample units has gone up to 8861 from the present sample of 7,597, showing an increase of 1264 sample units. For effective supervision during the baseline survey and also for regular conduct of subsequent rounds of Half Yearly Surveys (HYSs) in these 1264 additional sample units, about 187 additional manpower would be required at the SRS Division at headquarter & DCOs to manage the additional workload.

The Central Government has decided to conduct a Socio Economic and Caste Survey of the national population in the year 2011. The Socio Economic and Caste Census would be carried out by the respective State Government with the financial and technical support of the Government of India.

The Rural and the Urban Socio-economic and Caste Census shall follow common enumeration approach and shall be taken up across the entire State concurrently, with only the questionnare in the rural and uraban being different. It has been planned that the data capture in the field shall be done using electronic Handheld device and each enumerator would be accompanied by data entry operator with handheld device. The census is slated to commence in June 2011 and be completed by December 2011.

The Medical certification of cause of death (MCCD) scheme under Civil Registration System has been implemented in the States/UTs in a phased manner to provide data on cause of death. However, it has so far been implemented only in certain hospitals, generally in urban areas which are selected by the Chief Registrar of Births & Deaths. Thus, the scheme covers mostly those

deaths, which occur in selected medical institutions located in urban areas. The coverage under the scheme in terms of percentage level of medical certification as well as the type of hospitals covered has not been uniform across the States/UTs. Some of the States have notified only the teaching hospitals attached to the medical colleges and specialized hospitals under it, whereas in others, only district hospitals and Primary Health Centers (PHCs) have been brought under its ambit. In March, 2012 instruction have been issued to all States/UTs for the implementation of MCCD Scheme in all medical institutions in the country, i.e. Government, private and non-profit making institutions.

Civil Registration System is the system of continued, permanent and compulsory recording of births and death with statutory backing. The Civil Registration System is having two fold objectives - It is an essential document for general public in the form of birth/death certificate having evidentiary value as a proof of age domicile, inheritance etc. and it is also a source of Vital statistics. The registration of birth and death is being done under the legal provisions of the Registration of births and Deaths (R&D) Act, 1969, which came into force on 1st April 1970, this Act repealed various laws governing registration of births and deaths existed at that time.

A plan scheme on Mother Tongue Survey Of India (MTSI) in the 12th Five Year Plan period (2012-2017) has been taken up with the aim to conduct linguistic surveys of about 600 classified and unclassified mother tongues (including the mother tongues having lesser number of speakers). This is in continuation of the MTSI (Plan) project of the 11th 5-year plan. The MTSI project involves the audio-visual linguistic field data collection using videography and prescribed survey instruments by the Statistical Officials of the ORGI and Census Directorates. The survey instruments have been finalized under the guidance of the Technical Advisory Committee (Language) comprising of eminent experts in the field of linguists and representatives of the ORGI and the MHRD. The reports of the surveyed mother tongues are transcribed, analysed and then finalized by the linguistic experts and Professors from the institutes and Universities in a phased manner.

2. DEFINITIONS –

"Applicable Law" means all relevant laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgment, decrees, injunctions, Writs or orders of court, as may be in force and effect during the subsistence of this Tender Document.

"**Bid Document**" shall mean the document submitted by the bidder, pursuant to understanding and agreeing with the terms and conditions set out in this Tender Document.

"**Contract**" shall mean the agreement to be entered into between ORGI and the successful Bidder.

"Evaluation Committee" shall mean the committee constituted by ORGI

"**Force Majeure Event**" shall have the meaning set out in clause 2.2

"**Project**" shall mean Designing, Development and Maintenance of Website for ORGI.

MHA: Ministry of Home Affairs, Government of India.

ORGI: ORGI means Office of the Registrar General, India

TPEC : Technical Purchase and Evaluation Committee

PMU : Project Management Unit

WST : Web Support Team

3. DISCLAIMER

The information contained in this bid document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of ORGI or any of their employees is provided to Investors/Bidder(s) on the terms and conditions set out in this document and such other terms and conditions subject to which such information is provided. By acceptance of this tender document, the recipient further agrees that this tender document may not be distributed, reproduced or used for any other purpose than the evaluation of Designing, Development and Maintenance of Website. The recipient agrees that it will cause its directors, Partners, officers, employees and representatives and any other parties who provide services to the recipient to use the tender document for the purposes in the manner stated above. ORGI do not makes any representation or warranty expressed or implied, as to the accuracy, authenticity, timeliness and/or completeness of the information contained in this tender document. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this tender document. The ORGI also accept no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any

Bidder upon the statements contained in this tender document. ORGI may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this tender document. The issue of this

tender document does not imply that ORGI is bound to select a Bidder and ORGI reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

5. INVITATION FOR BIDS

Invitation for bids
This "invitation for bids" is for ***Design, Re-development and Maintenance*** **of ORGI website**

6. DUE DILIGENCE

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the bid. ORGI shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

7. COST OF BIDDING

The Bidder shall bear all costs associated with the preparation and submission of its bid and ORGI shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

8. CLARIFICATION OF BIDDING DOCUMENTS

A prospective Bidder requiring any clarification of the Bidding Documents may notify ORGI in writing at ORGI's address or through email any time prior to the deadline for receiving such queries as mentioned in **A -** ***Key Events and Dates at Page – 4.***

Bidders should submit the queries only in the format given below:

Sr. No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remark (if any)

Bidders can send an email as per **A -** ***Key Events and Dates*** if they want to clarify issues and doubts on any matter that may be raised. Replies to all the clarifications, modifications received through mail and reply will be sent via email. Any modification to the Bidding Documents which may become necessary as a result of the pre-bid queries shall be made by ORGI by issuing an Addendum. ORGI shall not be responsible for any delay including but not limited to any postal delays. The clarification(s) furnished by ORGI shall also be put on the web.

9. AMENDMENT OF TENDER DOCUMENT

At any time before the deadline for submission of bids, ORGI may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by amending, modifying and / or supplementing the same. All changes shall

be posted on website http://censusindia.gov.in and prospective Bidders are required to go through the same before submission of bid. All such amendments shall be binding on them without any further act or deed on ORGI's part. In the event of any amendment, ORGI reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

10. LANGUAGE OF BID

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Tender Document and / or the bidding process exchanged by the Bidder and ORGI shall be written preferably in English language.

11. GENERAL INSTRUCTIONS

11.1 The Bidders are requested to read the tender document thoroughly.

11.2 Bidder is one who has responded to the Bid for designing, development and maintenance of website of ORGI. The Bidder shall duly fill in all the information specified in the prequalification criteria specified.

In the event of any additional information required by the ORGI other than that specified in the pre-qualification criteria, the Bidder to the ORGI shall duly submit such information in the prescribed time.

The Bidder shall submit the Tender Document duly signed on each page as a part of the bid. It shall be expressly agreed herein by the bidder that he has read and understood the complete Tender Document and other documents / requirements and shall comply with the same except what is stated in specified Deviation / Non-Compliance statement format.

11.3 ORGI shall reserve the right to verify the operation and performance of Project by the Bidder and the Bidder shall permit ORGI to do so. The ORGI will evaluate the information submitted by the Bidder with regard to Bidder's capacity.

11.4 **The Bidder cannot subcontract the work at any stage.**

11.5 Bids received with incomplete information / documents shall be rejected. Bids not adhering to Terms, Conditions, Specifications and other details as given in this document may be summarily rejected.

11.6 All deviations from the Terms, Conditions and other details of Tender Document should be separately and clearly submitted.

11.7 This tender document is not transferable.

11.8 Modification or Withdrawal of Offers is not permissible after its submission. If the offer is withdrawn before the validity period, the EMD will stand forfeited.

To assist in the scrutiny, evaluation and comparison of offers, ORGI may, at its discretion, ask some or all Bidders for clarification of their offer.

11.9 The request for such clarifications and the response will necessarily be in writing.

11.10 Preliminary Scrutiny: ORGI will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. ORGI may, at its discretion, waive any minor nonconformity or any minor irregularity in an offer. This shall be binding on all Bidders and ORGI reserves the right for such waivers.

11.11 **Award Criteria:** Technical Offers in **Envelope 1** will be evaluated first to check whether all required information and documents as specified in the Tender Document are submitted and to ascertain whether the Bidder meets all **Qualifying Criteria.** The Bidders who's Technical Offers are found to be in accordance with the specifications mentioned in the tender document would be short-listed and will be called for technical presentation. The bidders who score 70% or more in technical evaluation, only their Commercial Bids in Envelope 2 would be opened.

11.12 The Bidder should abide by the terms and conditions specified in the tender document. If Bidders submit conditional offers, they shall be liable for outright rejection.

The ORGI shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever.

The ORGI reserves the right to make any changes in the terms and conditions of the tender. The ORGI will not be obliged to meet and have discussions with any of the Bidders and or to listen to any representations.

The offers containing erasures or alterations will not be considered.

Technical details must be completely filled in. Correct technical information of the service being offered must be filled in. Filling up of the information using terms such as *"OK", "accepted", "noted", "as given in brochure / manual"* is not acceptable. ORGI may treat offers not adhering to these guidelines as unacceptable.

12. QUALIFICATION CRITERIA OF THE BIDDER

Pre-Qualification Criteria.

The Bidder should have the following Eligibility for participating in the tender and Supporting documents along with documentary evidence for fulfilling the qualification criteria will have to be submitted in technical ***envelope No.1 (Technical Bid)***

Annexure I			
Checklist for Submission of Technical Bid			
Check list items	**Whether fulfilling criteria (Y/N)**	**Document(s) Required**	**Submitted At Page No**
Bidder Should be Registered Company in India Under Company Act 1956		Certificate of Incorporation	
The bidder should have minimum Annual Turn-over of **Rs. One Crore in** the field of information Technology (IT) and IT Enabled Services during the each of last three financial years (2010-2011, 2011-2012,2012-2013).		CA certificate in support to be enclosed in technical bid. (Copies of the Audited Financial Statements for the last 3 financial years)	
Office in Delhi / NCR		Copy of Proof	
Service Tax Detail		Certificate	
Pan No		Pan Card Photo Copy	
Clean Track Record		Annexure (C)	
Number of qualified technical Personnel		Qualified Employee List at least 50 members in Annexure (H) format.	
Experience in Website Development i) With Govt. & PSU ii)Others		Copy of i. Work Order with completion certificate Or ii. Experience Certificate from customers / Departments	
The Bidder should be ISO 9001:2008 for Software Development and Technical Support or updated certificate **or ISO/IEC 27001:2005**,		Certificate	
Tender Document Fee Rs. 1000/-		**DD / Pay Order Payable at Delhi	
EMD of Rs. 1,00,000/- (Rs. One Lakh)		**DD / Pay Order Payable at Delhi	

TECHNICAL PROPOSAL - CONTENT & FORMAT **a) Highlight about their company** **b) Company's Experience** **c) Description of the Approach, Methodology and Work Plan .** **i.** Technical Approach and Methodology. ii. Work Plan. iii. Organization and staffing of the team for this assignment. Iv. Team composition and tasks assigned.		Annexure (G)	

**** In the form of DD of Nationalized or Scheduled Bank/Bank Pay Order drawn in favor of** "The Pay & Accounts Officer (Census)" payable at "New Delhi"

Only those bidders who meets all the above mention Criteria shall be considered for subsequent evaluation.

13. Tender FEE & EARNEST MONEY DEPOSIT (EMD)

13.1 Bidders are required to submit Rs. 1000/-(Rs. One thousand) towards tender processing fee in the form of DD of Nationalized or Scheduled Bank/Bank Pay Order drawn in favour of "The Pay & Accounts Officer (Census)" payable at "New Delhi" & Rs. 1,00,000/- (Rs. One Lakh) as EMD for the bids in form of Demand Draft of Nationalized or Scheduled Bank / Pay Order drawn in favor of "The Pay & Accounts Officer (Census)" payable at "New Delhi" or in form of Bank Guarantee.

13.2 The tender fee is non refundable.

13.3 Tender Fee & EMD Demand Drafts / Pay Orders should be part **of Envelope 1.**

13.4 The EMD is non-interest bearing and is refundable to unsuccessful bidders after signing of the Contract by the successful bidder.

13.5 The successful Bidder's EMD will be discharged upon expiry of "Offer Validity Period" mentioned in Instruction to Bidder. EMD of unsuccessful bidders shall be refunded after one month of finalization of Tender.

13.6 The EMD will be forfeited;

- If a bidder withdraws his bid during the period of validity.
- Or in case of a successful bidder, if the bidder fails: -

(a) To sign the contract in accordance with terms and conditions or unable to accept the LOI (Letter of Intend)

14. OVERALL EVALUATION METHODOLOGY

14.1 ORGI shall evaluate and compare the bids determined to be substantially responsive. Any effort made by the Bidder to influence the ORGI in the evaluation / contract award decision, may result in the rejection of the Bidder's bid. It is ORGI's intent to select the Bid that is most

advantageous to ORGI and each Bid will be evaluated using the criteria and process outlined below.

14.2 The Technical and Commercial evaluation of Bids shall be carried out by the ORGI. Commercial Bids of Only those bidders shall be considered who qualify in the technical evaluation (Fulfill the **Pre-Qualification Criteria and further Technical Evaluation Scoring 70% or more)**

15. EVALUATION OF BIDS

15.1 The Bidding process shall be a two-stage process. Prior to the detailed evaluation of the Technical Bids, ORGI shall determine whether each bid is

a. Complete
b. Is accompanied by the required information and documents and
c. Is substantially responsive to the requirement set forth in the tender document.

A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Tender without any deviation. ORGI's evaluation in this regard shall be final and binding on all Bidders.

15.2 The qualified short listed bidders would be required to make presentations to a technical committee.

15.3 Preliminary Examination of Technical Bids

ORGI will examine the bids to determine whether they are complete, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

Eligibility and compliance to all the forms and Annexure would be the first level of evaluation. Only those Bids which comply to the eligibility criteria will be taken up for further technical evaluation.

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

If a Bid is not substantially responsive, it will be rejected by ORGI and may not subsequently be made responsive by the Bidder by correction of the nonconformity. ORGI's determination of bid responsiveness will be based on the content of the bid itself.

15.4 Evaluation of Technical Bids

Compliance to Technical Requirement stipulated in the RFP, duly supported by documentary evidence will be evaluated in detail.

Written reply, if any, submitted in response to the clarification sought by the ORGI, if any, will be reviewed.

To assist in the examination, evaluation and comparison of bids ORGI may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price

or substance of the bid shall be sought, offered or permitted.

ORGI may interact with the Customer references submitted by bidder, if required.

All technically qualified bidders scoring 70% or more of the total technical score will be technically qualified and eligible for commercial bid opening.

Based on the technical evaluation criteria, each bidder will be given certain marks. Only those bidders scoring technical score (TS) of 70**%** (70 marks out of 100) or above in the **technical evaluation** will be short-listed for commercial evaluation. If required, ORGI may seek specific clarifications from any or all the Bidder(s) at this stage. ORGI shall determine the Bidders that qualify for the next phase after reviewing the clarifications provided by the Bidder(s).

Note:

If less than 3 bidders qualify based on short listing criteria of Technical Score of 70% or more , ORGI reserves the right to consider top three (3) bidders.

15.5 Evaluation of Commercial Bids

Arithmetic errors in the Bids submitted shall be treated as follows:

1. Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
2. Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of the ORGI, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.

3. Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Commercial Bid, the amount obtained on totaling the line items in the Commercial Bid will govern.

Commercial bids of only the technically qualified short-listed bidders will be opened and evaluated.

15.6 Scoring Matrix – Technical

	ANNEXURE II			
	bidders scoring 70% or more of the total technical score will be technically qualified and eligible for commercial bid opening.			
	Technical Evaluation			
	CRITERIA FOR EVALUATION OF TECHNICAL BIDS WITH MARKS		**Maximum Marks**	**Submitted at Page No.**
	TOTAL MARKS 100			
A.	**Experience of Company (AS per Annexure J)**		05	
	Weightage: 05 Marks (1 Mark for each Year)			
B.	**Existence of a Technical, Dedicated Creative Team**	Marks	20	
	Less than 50	0		
	More than 49 But Less Than 60 (range 50-59)	5		
	More than 59 But Less Than 70 (range 60-69)	10		
	More than 69 But Less Than 80 (range 70-79)	15		
	More than 79 (range 80 and above)	20		
	Weightage: 20 Marks (Less than 49 : no marks, 50-59 : 5 marks,60-69 : 10 Marks,70-79:15 Marks,Above 79 : 20 Marks)			
C.	**Number of Websites Developed**		20	
	Weightage:- Total 20 Marks (As given below :)			
	No of Website Developed	**Marks**		
	Less than 5	1		
	More than 4 But Less than 10 (range 5-9)	5		
	More than 9 But Less than 15 (range 10-14)	10		
	More than 14 But Less than 20 (range 15-19)	15		
	More than 19	20		
D.	**Details of Experience in Government Website Development work**		20	
	Weightage: Total 20 Marks (4 marks for each work /website)			
E.	Website Developed by the vendor for various customers have been audited and certified by CERT-In / NIC empanelled auditors during the last three Calendar years(2010,2011,2012) or (2011,2012,2013) : (3 Mark for Each audited and certified work / website) ***Note : The completion certificate should include this information also.***		15	
F.	**Presentation before Technical Evaluation Committee**		20	
	TOTAL MARKS: 5+20+20+20+15+20 = 100			

15.7 SUMMARY OF PRICES

	FORMAT FOR COMMERCIAL BID Bill of Material				
Sl.No	Enhancements: Rate for deployment for Manpower for ORGI on demand for enhancements or any new development through the following man-power:	Nos.	Man-hour cost (per person per hour) in Rs. (All inclusive) except Service tax	Service Tax @ 12.36% (Present)	Total Cost (In Rs.)
A	***B***	***C***	***D***	***E***	***F***
F1	Web Manager / Administrator				
F2	System Analyst / Architect				
F3	Database Architect / Administrator				
F4	Graphic Designer				
F5	Senior Developer				
F6	Junior Developer				
F7	QC / QA / Test Engineer				
F8	Senior Multimedia Designer				
F9	Junior Multimedia Designer				
	Ft = 1* F1 + 1.5*F2 + 1.5*F3 + 1.5*F4 + 2*F5 +3*F6 +3*F7 + 2* F8 + 3*F9				
	(Rates to be valid for a period of 36 Months) ***Average Works Hours : Approx 42 to 48 Hours Per week.*** ***Rates will be approved on the basis of man-hour cost (per person per hour) for each Type of Manpower. However ORGI will depute the nos. of manpower (in each or any category) as per their requirement's on the basis of approved rates.*** ***The Successful bidders should deploy the manpower along with full backend support .***				

Financial Evaluation

Ft = 1* F1 + 1.5*F2 + 1.5*F3 + 1.5*F4 + 2*F5 +3*F6 +3*F7 +2* F8 + 3*F9

Relative commercial Score (**RS**Com**)** ***= Ft***

Where :

Ft: Average monthly cost quoted by the agency
F1 : cost (per person per hour) quoted by the agency for the Web Manager/Administrator
F2: cost (per person per hour) quoted by the agency for the System Analyst/Architect
F3: Cost (per person per hour) quoted by the agency for the Database Architect / Administrator
F4: cost (per person per hour) quoted by the agency for the Graphic Designer
F5: cost (per person per hour) quoted by the agency for the Senior Developer
F6: cost (per person per hour) quoted by the agency for the Junior Developer
F7: cost (per person per hour) quoted by the agency for the QC/QA/Test Engineer
F8: cost (per person per hour) quoted by the agency for the Senior Multimedia Designer
F9: cost (per person per hour) quoted by the agency for the Junior Multimedia Designer

15.8 Final Scoring

Techno-commercial evaluation of the bidders will be carried out with the following formula to select the final bidder:

Ft = 1* F1 + 1.5*F2 + 1.5*F3 + 1.5*F4 + 2*F5 +3*F6 +3*F7 + 2* F8 + 3*F9

Relative commercial Score (RSCom) = *Ft*

15.9 Successful Evaluated Bidder

Bidder scoring the Lowest Commercial Score **(RScom)** will be declared as successful evaluated bidder who will be called **L1 Bidder.**

The eligible bidder will be selected based on minimum Relative Score (RScom) obtained.

ORGI will award the assignment to the successful Bidder whose bid has been determined to be substantially responsive and has been determined as the best bid, provided further that the Bidder is determined to be qualified to perform the assignment satisfactorily. ORGI shall however not bind itself to accept the best bid or any bid and reserves the right to accept any bid, wholly or in part.

ORGI may at its sole discretion, waive any minor informality or nonconformity or irregularity in a Bid Document, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

15.10 **Tender Purchases and Evaluation Committee (TPEC)**

The Registrar General & Census Commissioner India will constitute the Tender Purchases and Evaluation Committee (TPEC). This committee will evaluate the Bid Documents submitted by the Bidders.

15.11 The Tender Purchases and Evaluation Committee may choose to conduct technical negotiation or discussion with any or all the Bidders. The decision of the Evaluation Committee in the evaluation of the Technical and Commercial bids shall be final and binding on all the parties.

15.12 Any effort by a Bidder to influence the Tender Evaluation Committee's processing of Bids or award decisions may result in the rejection of the Bid.

16. UNDERTAKING

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be required since no deviation will be acceptable to ORGI.

17. BID PRICES

a) The price i.e. offer must be made by the intending bidder covering all important points mentioned in the bid format enclosed in bid document . The financial offer may be submitted keeping in view the terms and conditions of this bid document and site conditions.

b) The bidder shall include payment of all dues such as taxes & other statutory dues, not specifically mentioned in the specification but essential for successful completion of work. The bidder shall not be eligible for any extra charges in respect of such payments. Though not mentioned in the bid document. Extra charges if any, shall be paid by the bidder only.

c) All liabilities, whatsoever, on account of copy rights or any other reason, if any, shall be borne by the bidder.

d) Any royalties or patents or the charges for the use of content, images, software's etc. thereof that might involve in the contract shall not be paid by ORGI. The bidder only shall pay for such claims without putting any financial burden on ORGI.

18. PERIOD OF VALIDITY OF BIDS

18.1 Validity Period

Bids shall remain valid for 180 (One hundred eighty) days after the date of bid opening prescribed by ORGI, ORGI holds the right to reject a bid valid for a period shorter than 180 days as nonresponsive, without any correspondence.

18.2 Extension of Period of Validity

In exceptional circumstances, ORGI may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. The EMD provided shall also be suitably extended. A Bidder may refuse the request within 15 days from the offer sent by ORGI without forfeiting the EMD. A Bidder granting extension of validity will not be permitted to modify his technical or commercial bid.

SECTION -2

TERMS AND CONDITIONS AND SCOPE OF WORK

2.1 DESIGNING , DEVELOPMENT AND MAINTENANCE OF WEBSITE

2.1.1 The scope of work shall cover two components:

a. **Operations & Maintenance Support (O & M Support)**
b. **Enhancements Support**

The present website of ORGI contains the following:

1. **Static contents**
2. **Database Driven Information Resources for Public consumption**
3. **Intranet for internal consumption of ORGI Officers and Staff**

The bidder shall be expected to maintain, update and develop applications with minimum downtime and as per the timelines specified by EDP division of ORGI.

The successful bidder shall provide Operations & Maintenance support to ORGI website through deployment of the following manpower (with the required experience and expertise) onsite at ORGI with backend support:

F1	Web Manager / Administrator
F2	System Analyst / Architect
F3	Database Architect / Administrator
F4	Graphic Designer
F5	Senior Developer
F6	Junior Developer
F7	QC / QA / Test Engineer
F8	Senior Multimedia Designer
F9	Junior Multimedia Designer

Note:

- *The ORGI may at its sole discretion increase or decrease the number of required resources at any point of time.*
- *Continuance of the manpower hired for the said work is strongly desired in order to ensure effective execution of the project. However, to take care of unavoidable circumstances, the agency should have appropriate clause in their contract agreement to bind the outgoing member for at least one month to ensure proper handover, training and handholding to the newly appointed resource. This should invariably be done with the concurrence of the ORGI. In case of any attrition in the provided manpower, the agency would be required to ensure that the new staff matches the skill sets desirable for that particular category and should appropriately train the manpower on the task already carried out, before putting them to the task.*
- *ORGI will have the sole discretion for seeking replacement of any of the hired manpower subject to their performance by serving one week's notice.*

Additional resources / support shall be extended by the bidder as per requirement, as and when required, either at ORGI or from their own premises, for ensuring deliverables mentioned in the tender. ORGI shall pay no additional charges for this support.

Enhancements Support: ORGI may, from time to time, require enhancements, revamp or new features to be developed, based on organizational decisions or user feedback. The successful bidder shall deploy additional manpower at ORGI with necessary qualifications and experience on demand for the same. The charges for the same shall be calculated on pro-rata basis, as per the man-hour rates and the number of hours deployed at ORGI and paid separately. No TA/DA or any additional charges, other than the man-hour rate quoted in the commercial bid shall be payable.

The details under both type of services required are mentioned in 2.1.2 & 2.1.3

2.1.2 Operations & Maintenance Support (O&M Support)

The Operational & Maintenance (O&M) Support shall ensure the following deliverables:

i. New Content creation / updation as and when it is released
ii. Regular updation of the Portal (including text, maps, statistics, etc.,) including interactive and analysis sections, based on directions from ORGI
iii. Regular Search Engine Optimization for Promotion of Portal,
iv. Day-to-Day Management of Portal for Interactive Content Delivery
v. Operating a Helpdesk support to Visitors & ORGI Officers / Staff to Portal

The services to be provided under O&M support shall include the following:

i. HTML / Static content Creation
ii. Uploading / Linking
iii. End-user problem resolution
iv. Bug-fixes and end-user problem resolution:
v. Configuration management and Version Control:
vi. Release management:
vii. User Training
viii. Administration (System, Storage, Security, Database, Backup / restore etc)
ix. Software Maintenance
x. User Support
xi. Weekly & monthly, reports with Project Status & open issues,
xii. Daily / Weekly / fortnightly / monthly Performance Monitoring Reports for the FICS Application
xiii. Maintenance of Call Log / emails & Resolution Reports for Helpdesk
xiv. Maintenance of Software change logs etc.

2.1.3 Enhancements under Consideration that may be proposed by ORGI, from time to time

a. The present version of the website is a an amalgamation of different versions gradually covering a large volume of census information, both in HTML, PDF and Excel files for 2001 and 2011 Census Data, as well as an interactive database driven Census Data Online for 2001 data. It also has a provision to provide customized maps.

b. Due to the availability of these multiple years of Census Data under different sections, the visitor may not be able to immediately retrieve the information of his current requirement with ease.

c. Apart from this, the present portal also carries information related to and required for the Enumeration Exercise of Census 2011 as well as information related to other operations of ORGI.

d. The portal does carry the limitations of design, functionality, technology and facilities for management of the amalgamation of the multiple earlier versions of design, software and data and presentation.

e. Hence there is an immediate and urgent need to devise a Content Presentation and Dissemination Strategy for Census Portal, with focus on Census 2011 findings.

f. Based on this Content Presentation and Dissemination Strategy, Portal architecture shall be revamped to present a uniform, simple, easy-to use, user-friendly, contemporary design and access to the visitors.

a) The present portal in primarily in English, with limited content available in Hindi. There is an urgent and unfulfilled need for providing the maximum of portal content in major Indian Languages.

b) The portal shall provide equal and easy-to-access Presentation/Communication Strategy for information disseminated and available from the home page itself, for all the major divisions of ORGI, namely

i. Census Division
ii. NPR Division
iii. Social Studies Division
iv. Civil Registration System (CRS)
v. Demography Division
vi. Language Division
vii. Map Division
viii. Sample Registration System (SRS)
ix. Other sections

c) Creative Design of Home Page as well as major section home pages, with a focus on Visitor friendly Dissemination of Census 2011 findings, Vital Statistics and NPR Data

d) The portal shall be equipped with Data Retrieval/Comparison Software Tools, across years

e) The portal shall also be equipped with new features in a number of areas like tenders, maps, linguistic data, grievances, etc.,

f) The portal shall also provide delivery of data across platforms

i. Web portal
ii. SMS &
iii. mobile

g) The existing Software for the Online Shopping Cart & Delivery of Data online shall be re-developed with a focus on ease of purchase & online delivery of data.

The detailed list of requirements for enhancements shall be as follows:

a. Website Management System
    a. Three tier deployment
        i. Online Production Server (Shared) at NIC
        ii. Staging Server / Mirror at Pushpa Bhavan Data Centre
        iii. Development Server at ORGI Pushpa Bhavan for the team deployed
    b. Content to be updated by respective divisions and published by DP Division after approval

b. Home page
    a. The Home page shall reflect the regular updation carried out on the website, instead of static pictures or content, which rarely change
    b. Weekly update of pictures hosted on the website
    c. Home page shall reflect all the three logos promoted by ORGI (census 2011

c. Archival System
    a. Archival Folder or section under each menu link, if applicable
    b. Automatic Archival if date of expiry of display is mentioned during content posting or creation

d. Content Management System

    i. Data to be updated by respective divisions
    ii. Electronic Workflow for confirmation through Email or SMS for updation / publishing on the website

e. Back-up
    i. Establish a Mirror set-up at ORGI office PhuspBhavan as a Staging Server
    ii. Daily / Weekly back-up system for data collected on website

f. Bilingual
    a. Develop bilingual website in English and Hindi
    b. The Hindi section shall also provide software-generated database driven presentation using Hindi column and row titles (transliterated and maintained in a master)

g. Census Data Dissemination
    a. Ensure availability of all Census Data (1991, 2001, 2011) published so far keeping National Data Sharing & Access Policy (as per NDSAP, 2012)
    b. Introduce facility for extracting data from a common data base including the Time- Series Data on all subjects;
    c. Introduce query based data output and Map visualization;

h. Digital Library
    a. Browse
    b. Search
    c. Admin section for managing content to be published in digital library with access rights
    d. Publishing eBooks as a part of Digital Library

i. Publishing Focus Group Content:

    a. Section for specific target groups. like, Schools, NGOs Working in such fields as Gender, Aged population, Sealed groups, etc;
    b. Provision for ORGI Divisions / DCOs to upload data for specific focus groups
    c. Publishing of the same in website after approval

j. Shopping Cart
    a. Introducing of Payment Gateway for Shopping cart
    b. Training to DCOs for maintaining inventory levels

k. Webinars
    a. Organizing Webinars (Once a month) on important subjects;

l. Mobile Technology
    a. Wireless Application Protocol (WAP) compatible site for allowing downloads in smart phones
    b. Development of mobile apps to manage downloads;

m. SMS Dissemination
    a. Sending SMS alerts to all registered users whenever a new content is published on the website, corresponding to their area(s) of interest
    b. Introducing two-way SMS facility for retrieving census data on variety of parameters.

n. Tenders
    a. File Format and Size, in case of download, shall be automatically displayed based on upload carried out
    b. Automatic Archival if date of expiry of display is mentioned during content posting or creation

o. Management of ORGI account in Social Networking sites
    a. Active participation in social Networking Sites (Facebook, Google+, Twitter, etc,).
    b. Obtaining approval from designated persons of ORGI before publishing on social networking sites

p. Complaint / Grievance
   a. Online form for visitors to submit their Complaint / Grievance, with verification of email address
   b. Provision to select respective Divisions / DCOs
   c. Forward automatically to nominated persons in respective Divisions / DCOs
   d. Intranet Form for ORGI nominated persons to view complaints / grievances and respond through web portal
   e. Automatic email response to the visitor

q. Intranet : Maintenance of Meta Data
   i. Unique identification and code of
      1. State
      2. District
      3. Sub-district
      4. Town
      5. Village

r. Extranet Section for other Government Organization
   a. User Registration
      i. Online Registration for users from other government departments at central and state level
      ii. ORGI approval process for registered users

   b. EB level Maps updation
      i. Provision to host and maintain EB level maps in the Extranet
      ii. Online form for registered users of extranet to suggest changes in EB level map data and location of amenities or boundaries
   c. Request for adding a new geographical entity and issue of unique code for village/ town / sub-district / district

s. Management of web-based monitoring of the MTSI project
   a. User registration, based on approvals from designated persons of the ORGI
   b. Host, update and maintain audio-video data files interlinked with associated linguistic reports,
   c. Developing linguistic search facilities based on criteria provided and approved by the ORGI
   d. Providing a part of this information in the main website of the ORGI without compromising the security of access controlled data

t. Any other web related duties /support activities assigned time to time by the ORGI.

u. Advice / consultancy / site performance enhancement / Security.

2.1.4 Services to be provided by the Bidder

- To Re design the ORGI website
- Built the website , with a dynamic content management system

- Registration of Website in required domain approved by ORGI
- Designing of Database for requirement of website
- Assist for Hosting of Website on NIC Server
- Getting Site Audited by concern authority
- UAt – User Acceptance Test.
- Develop a Payment Gatway.

Deliverables :

Bidder has to handover the source Code, Patches & Releases (if any) , Application Software , All content used in the Designing of the website, along with Technical Documents , User Manuals, Functional Manual , installation guide and any other if required for creation of Development environment and hosting, launching of the site of ORGI for the purpose of copyright and intellectual properties.

Training and Maintenance Support:

Bidder will provide training at ORGI premises to 5 Staff people without any extra cost.

2.1.5 Technology Platform / Development Environment

Since the portal shall continue to be hosted in the NIC DATA Center, and the software infrastructure of the present website can be used without any additional cost for ORGI / Vendor, therefore the platforms of development shall be as below :

Technology	.Net Framework 3.5/4.0 or higher
Presentation Layer	ASP.Net 3.5
	C# 3.0
Business Layer	Windows Communication Foundation (WCF)
	C# 3.0
Database	SQL Server 2008 (64 BIT) Standard I /Enterprise edition
Development Environment	ASP.NET 3.5 , C# 3.0
	SQL Server 2008 or Higher
Server Operating System	Microsoft Windows server 2008 with SP2
Client Side Scripting	Java Script
Web Server	IIS 7.0 , .NET Framework 3.5
Application Server	IIS 7.0 , .NET Framework 3.5
Email	IIS 7.0 SMTP
Build Tool	Ms-Build 3.5
Charting Tool	Microsoft ASP .NET Chart Control
Reporting Tool	SQL Server Reporting Services 2008 or Higher / Crystal Reports

Mobile Applications :

1. Android

2. iOS

Operating System	Windows/ Linux*
Database	MS-Access/ MSSQL/Oracle*
Application Development Platform	ASP.Net Framework 2.0/3.5 ver , PHP or any Open Source Software*
Designing Tools	Flash
Scripting Language	HTML, Javascript or any other open source*
Browser	Brower Independent Development or Cross Browser compatibility
Language of the Site / Content	English, The portal should be designed in multilingual contents in Unicode format. The static content and database driven content can also be displayed in multiple languages. To start with the site can be created in English and in phase- II (after completion and hosting the English version website) using Hindi, Marathi & Kannada.

Copyright and Trademarks:

Successful bidder will handover the all the software and graphics to ORGI for the purpose of copyright and intellectual ownership. On the bottom of every page a link navigating to information page regarding copyright.

2.1.6 OTHER TERMS AND CONDITIONS:

- **Guarantee/ Warranty**

All programming as delivered carries a one year warranty.

The bidder is not authorised to terminate the agreement before its maturity.

2.1.7 Time period for Resource Requirement from the Agency

The rates for the IT manpower will be approved as indicated in this RFP for a minimum period of three years from the date of signing of the contract. ORGI can depute the Selective / all manpower as per approved rates respectively. The appointed Agency, however, needs to provide the detailed profile of the manpower (along with the certificates / testimonials) that would be deployed in ORGI as per this RFP, within 15 working days from the date of issue of LOI. The manpower whose profiles are found to be in deviation from the requirement described in this RFP will stand summarily rejected.

Note:

- *During the period of appointment/ placement the manpower provided by the appointed Agency will remain in the administrative control of the ORGI and they will work as per the directions of ORGI, including the place of postings, transfers and their duties.*

- *ORGI may at its sole discretion decide whether to renew the contract for further periods or not, based on the overall performance of the manpower provided by the Agency and the performance of the Agency.*

2.1.8 PAYMENT TERMS:

The Payment terms shall be as under:

1. Contractor must submit a Quarterly Bill (In triplicate copy) for resources timesheets suitably attested by ORGI officials.

2. Resource timesheets must necessarily contain the in and out times.

3. If a temporary resource is deployed during the absence of any resource, the temporary resource's duly attested timesheet to be included.

4. Payments shall be subject to deductions of any amount for which the Agency is liable under the agreement against this contract. Further, all payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the income- Tax Act and any other taxes.

2.1.9 PENALTY for default in manpower supply:

If the Contractor does not manage to complete the manpower requirement at required sites within a month of placement of order, or such authorized extension of period as may be permitted in writing by ORGI, ORGI shall impose a penalty @ the rate of 1% of the total value of the Purchase Order for each week's delay. In case the delay exceeds two weeks, ORGI reserves the right to cancel the order unilaterally.

In case, the Contractor is not able to sustain the supply of manpower during the contract tenure, a penalty @ rate of 1 % of total Contract amount shall be imposed for each week's delay. In case the delay exceeds four weeks, ORGI reserves the right to cancel the order unilaterally.

Whenever any resource deployed is sought to be substituted or replaced during the course of the assignment other than on the grounds of ineligibility or non-satisfactory performance or absence for 3 consecutive working days without reasonable cause; or where a resource deployed leaves the assignment midway, an equally or better qualified and experienced substitute resource shall be provided within 3 (three) working days at no extra cost. Where the substitution is sought on the grounds of ineligibility or non-satisfactory performance or absence for 3 or more consecutive working days without reasonable cause, a better qualified and, as the case may be, experienced substitute resource shall be provided forthwith at no extra cost. Penalty shall also be levied and recovered @ Rs. 2000/- per resource (For all types of Technical Manpower) for each day of delay in deployment of the substitute/replacement resource.

2.1.10 Extension of Contract

The Contractor shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this contract, to the satisfaction of and as directed by the ORGI up to a period of Thirty Six (36) months (completion period) reckoned from the date as notified in the Notification of Award. The contract may be extended for further period on on the same rates and terms & conditions of the contract. However, even in case, the contractor is not interested to extend the contract for a further period , he will be essentially required to execute the work at least for next 6 months period on the same rates and terms & conditions of the contract.

2.1.11 COMPLIANCE OF LABOUR AND OTHER LAWS:

Contractor shall comply with all the statutory requirements as are applicable from time to time and shall be solely responsible for fulfillment of all legal obligations under various statutes including Contract Labour (Regulation and Abolition) Act 1970, Minimum Wages Act, Workmen Compensation Act, EPF & Miscellaneous Provisions Act, Shop and Establishment A-ct etc. The Agency shall keep ORGI indemnified against any dues/compensation or any other liability of any nature whatsoever due to non- fulfillment of any of the statutory provision under any statute/byelaws/ notification etc. including industrial laws. ORGI shall have full right to recover any claim and liability incurred towards payment of any dues, compensation or cost from contractor and deduct it from his outstanding subsequent bills/Performance Bank Guarantee.

2.1.12 Contractor shall maintain register of personnel employed, salary register, deduction register etc. ORGI or its nominees shall be authorized to inspect them whenever required or ask the firm to submit the certified documents.

2.1.13 **INSURANCE & OTHER LIABILITIES:**

The contractor shall obtain & submit to ORGI, appropriate Insurance Policy for the personnel deployed under the contract to cover the risk of damage, accident/death including third party liabilities before start of providing services.

2.1.14 **MEDI-CLAIM POLICY/ESI :** Contractor shall obtain a Group Medi-claim policy against personnels deployed by him for indoor treatment up to an amount of Rs. 50,000/- in one year for each Resource or ESI as applicable . The contractor shall ensure to submit the copy of Medi-claim policy / ESI as applicable against deployed manpower to ORGI at the time of commencement of the work.

2.2 FORCE MAJEURE

a) If at any time during continuance of this contract, the performance in whole or in part in any obligation under this contract shall be prevented or delayed by reasons of any war, hostility, acts of public enemy, acts of civil commotion, strikes, lockouts, sabotages, fire, flood, explosions, epidemics, quarantine restrictions (hereinafter referred to as eventualities) then, the notice of the happening of any such eventuality shall be given by the Bidder to the ORGI within 2 (two) days from the date of occurrence. Neither party shall by reasons of such eventuality, be entitled to terminate this contract, nor shall have any claim for damages, compensations against the other in respect of such nonperformance or delay in performance, and deliveries under this contract. Normal working shall be resumed as soon as such eventuality has come to an end or ceased to exist.

b) Provided that if the performance in whole or in part by the bidder or any obligation under this contract is prevented or delayed by reasons of and such eventuality for a period exceeding 30 (thirty) days, then the ORGI may terminate this contract by giving notice in writing.

2.3 RESOLUTION OF DISPUTES

The dispute resolution mechanism shall be as follows:

a) In case of dispute between ORGI and the successful bidder, if not resolved amicably, same shall be referred to adjudication / arbitration in accordance with Indian Arbitration and Conciliation Act 1996.

b) If such dispute arises then either party may forthwith give to the notice in writing of such dispute to other party and shall be referred to the adjudication of an arbitrator in accordance with Indian Arbitration and Conciliation Act 1996.

c) The RGI & CCI , ORGI will appoint the designated officer mutually agreed between the parties will work as an arbitrator.

d) The decision of the arbitrator shall be final and binding upon both the parties, i.e. ORGI and the successful bidder.

e) All unresolved disputed matters will have the jurisdiction of Delhi, so far as legal and court matters are concerned.

2.4 AWARD OF CONTRACT

ORGI's right to accept any Bid and to reject any Bid or all Bids Notwithstanding anything stated herein, ORGI reserves the right to accept full or part of the Bid or reject any Bid, and to cancel / annul the bidding process and reject all Bids at any time before the award of the Contract.

ORGI reserves the right to depute the Selective / any nos. / any type of Manpower as per requirement of Department

2.5 NOTIFICATION OF AWARD

Notification to Bidder

The Bidder whose Bid has been accepted shall be notified of the award by the ORGI prior to the expiration of the period of validity of the proposal, by registered letter or by fax. The Bidder shall acknowledge in writing, the receipt of the Letter of Acceptance and shall send his acceptance to enter into the Contract within 15 (fifteen) days from the receipt of the Letter of Acceptance.

Performance Guarantee - The selected Bidder will be required to provide a 10% margin of the contract value or an amount **Rs. 2,00,000 (Rs. Two Lakh) (**whichever is more) as Performance Guarantee, in the form of bank guarantee from a scheduled commercial bank. The performance guarantee should be valid till at least three months period beyond the expiry of the contract period along with an invocation period of further 3 months.

2.6 SIGNING OF AGREEMENT

Pursuant to the Bidder acknowledging the Letter of Acceptance, the Bidder and ORGI shall promptly and in no event later than 15 days from the date of acknowledgement of the Letter of Acceptance, sign the Contract. ORGI shall have the right and authority to negotiate certain terms with the successful Bidder before signing of the Contract. The signing of the Contract shall amount to award of the Contract and the Bidder shall initiate the execution of the work as specified in the Contract.

2.7 EXPENSES FOR THE CONTRACT

All incidental expenses of the execution of the Contract / agreement shall be borne solely by the successful Bidder and such amount shall not be refunded to the successful Bidder by the ORGI

2.8 FAILURE TO ABIDE BY THE CONTRACT

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of ORGI with such penalties as specified in the Bid Document and the Contract.

2.9 TERMINATION OF CONTRACT

Termination for Default ORGI may, without prejudice, to any other remedy for breach of Contract, by prior written notice of default sent to the Bidder, terminate the Contract in whole without assigning any reason if

- The qualified Bidder fails to perform any other obligation(s) under the Contract.
- If the Bidder is in material breach of the representations and warranties contained in this Contract.

2.10 GOVERNING LAW

The laws of Republic of India shall govern the Tender Document and the Contract.

SECTION – 3

SUBMISSION OF BIDS

Bid should be submitted in two envelopes -**Envelop 1** (Technical envelope) and **Envelope 2** (Commercial envelope). *envelope 1 and 2* should be inserted **in third envelope.**

3.1 CONTENTS OF TECHNICAL ENVELOPE 1 (TECHNICAL BID)

3.1.1 Bid Application format on the letter head (as per Annexure -A of Section 4)

3.1.2 Checklist of Submissions (as per Annexure -B of Section 4)

3.1.3 Letter of Undertaking regarding acceptance of terms and conditions (as per Annexure -D of Section 4).

3.1.4 Power of Attorney for the Proposal Signatory – Annexure – E of Section 4

3.1.5 Document of Constitution of the firm/company.

3.1.6 Audited Balance Sheets / CA Certificate in support of turnover criteria.

3.1.7 Copy of the experience statement supported by documents establishing clearly nos. of years experience in designing and development and maintenance of website –

3.1.8 List of websites clearly mentioning websites developed with their URL and client details.

3.1.9 List of websites clearly mentioning websites maintained in last three or more years with their URL and client details.

3.1.10 In case form is downloaded from website, processing Fee of Rs.1000/- (Rs. One thousand) (DD in Favour of "The Pay & Accounts Officer (Census)" payable at "New Delhi"

3.1.11 DD of EMD of Rs. 1,00,000/- (Rs. One lakh) in favour of "The Pay & Accounts Officer (Census)" payable at "New Delhi" or in form of Bank Guarantee (Please refer para 13.1 of section1 of the tender document.)

3.1.12 Tender Document purchase receipt , if it is purchased from ORGI.

3.1.13 Details of manpower available on payroll to execute the project.

3.1.14 **TECHNICAL PROPOSAL - CONTENT & FORMAT**

3.2 CONTENTS OF THE COMMERCIAL ENVELOPE II (COMMERCIAL BID)

Price bid as per format in Annexure F.

3.3 AUTHENTICATION OF BID

The original and all copies of the Bid Document shall be signed on each page by a person or persons duly authorized to bind the Bidder to the Contract. A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of authorization. The person or persons signing the Bid Document shall initial all pages of the Bid Document, including pages where entries or amendments have been made.

3.4 VALIDATION OF INTERLINEATIONS IN BID

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

3.5 SEALING AND MARKING OF BIDS

Enclosing of Bid

The copies of the Technical Bid shall be placed in lacquer sealed **envelope 1** clearly marking each **"Technical Bid.** The Commercial Bid shall be placed in separate lacquer sealed **envelope 2** clearly marking it as **"Commercial Bid Do not open with Technical Bid"**. The two envelopes shall then be placed in third envelope, which shall also be appropriately lacquer sealed and marked as **'Bid for Design, Re-Devlopment and maintenance of ORGI's website'.**

3.6 ADDRESS FOR SUBMISSION OF BIDS

Last date of submission of bid **is 01-04-2014 upto 3.00 p.m.**

Bids complete in all respect shall be delivered to –

Under Secretary (Hqrs.)
Office of the Registrar General & Census Commissioner India,
M/o Home Affairs,
2/A, Man Singh Road, New Delhi – 110011.
Ph. No.: 011-23071520(O)

In addition to the above, the inner envelopes shall indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late".

3.7 RESPONSIBILITY OF BIDDER

If the outer envelope is not sealed and marked as required, ORGI will assume no responsibility for the Bid's misplacement or premature opening.

3.8 REJECTION OF BID

The Bid Document shall be submitted in the form of printed document. Bids submitted by Telex, fax or email would not be entertained. Any condition put forth by the bidder not conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

3.9 LATE BIDS

Any bid received by ORGI after the deadline for submission of bids prescribed by ORGI, will be summarily rejected and returned unopened to the Bidder. ORGI shall not be responsible for any

postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

3.10 OPENING OF TECHNICAL BIDS

Opening of Bids

ORGI will open all Technical Bids **on 01-04-2014** at 3.30 P.M. in

Office of the Registrar General & Census Commissioner India, M/o Home Affairs,

2/A, Man Singh Road, New Delhi – 110011.

Date of Technical presentation will be conveyed to the eligible bidders through email, fax or Telephone or on ORGI's Website. The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening / presentation being declared a holiday for ORGI the Bids shall be opened at the appointed time and location on the next working day.

3.11 ANNOUNCEMENT OF BIDS

The Bidder's names, Bid modifications or withdrawals and the presence or absence of requisite bid security and such other details will be announced at the opening. No bid shall be rejected at bid opening, except for late bids.

3.12 BIDS NOT CONSIDERED FOR EVALUATION

Bids those are rejected during the bid evaluation process shall not be considered for further evaluation, irrespective of the circumstances.

3.13 OPENING OF COMMERCIAL BIDS

Opening of Bids

Commercial Bids will be opened and compared after the technical evaluation. The commercial bids will be opened only of those bidders, who will score 70% or More in technical evaluation. The name of Bidder, bid prices, total amount of each Bid, etc. shall be announced by the ORGI at the Commercial Bid opening. The ORGI will prepare minutes of the Commercial Bid Opening. The date, time and venue of opening of commercial bid will be advised to the short listed bidders separately.

3.14 CLARIFICATION OF BIDS

To assist in the evaluation, comparison and an examination of bids, ORGI may, at its sole discretion, ask the Bidder for a clarification of its bid including breakup of rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, ORGI reserves the right to make its own reasonable assumptions at the total risk and cost of the Bidder.

3.15 COMPLETENESS OF BIDS

ORGI will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Tender Document.

3.16 RECTIFICATION OF ERRORS

Arithmetical errors will be rectified on the following basis: -

If there is a discrepancy between the rates in words and figures, the rate in words will govern. If the bidder does not accept the correction of errors, his bid will be rejected and his EMD may be forfeited.

3.17 REJECTION OF BID

A bid that does not meet all pre-qualification criteria or is not responsive shall be rejected by ORGI and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation by the Bidder.

Office of Registrar General & Census Commissioner, India

2A, Man Singh Road, New Delhi -110011

The designated Contact person for any clarification:

ORGI - Data Processing Division (DPD) New Delhi
E- Wing, 2nd Floor, Pushpa Bhawan, New Delhi – 110062
Contact No(s): 29054857, 29051558, 29054560, 29955275 Fax No(s):29054631, 29052295
E-mailID(s):edp.rgi@nic.in, rkumar.rgi@nic.in

SECTION – 4

FORMAT OF TECHNICAL & FINANCIAL BIDS

Annexure- A for technical bid

A) TECHNICAL BID (To be submitted on the letter head of Bidder)

TENDER PROFORMA PROFORMA TO BE FILLED BY THE BIDDER ON THEIR LETTER HEAD			
1	Name of the Work		***Design, Re-development and Maintenance of Official website*** **of Office of Registrar General , India New Delhi**
2	Name and Address	:	**Office of Registrar General , India, MHA , Govt. of India , 2A , Mansingh Road, Delhi – 110011**
3	Name and Address of Bidder		
3.1	CST No./VAT No		
3.2	Service Tax Registration Number		
3.3	PAN Number		
3.4	Registered Address		
3.5	Phone No. with STD Code		
3.6	Fax No.		
3.7	Address for all communications during the execution of project		
3.8	Name of Contact Person(s) with contact numbers / Email Address		
4	Experience in the line of design and Development of Website / portal (it should be supported by necessary documentary evidence) The details should be provides as per the terms stipulated for technical qualification in bid document.		
5	Specifications and scope of work		As per terms mentioned in the Bid documents.
5.1	Any special technical certifications		documents.

5.2	Financial Separate sheet is to be enclosed indicating Turnover , Profitability , for last three years. The data should be supported by audited / CA Certified financial statements with related schedules.		

I /We declare that I/We have examined the terms and conditions mentioned in the Bid document and accordingly agree and accept the same for tender/bid filing.

Seal of the firm/company **Signature of the Authorized** **Representative of Bidder/Tenderer**

Date:

The above tender cum bid format should be typed on the official letter head of the bidder. Separate sheet is to be enclosed if the space provided is not sufficient for the data to be provided. List of enclosures should be attached with the bid form.

Annexure- B : Compliance Matrix

1. About Company

Description	Details (PL attach additional documents where relevant)
1. **General Company Profile**	
Name of the Bidder	
(a) Year of establishment	
(b) Constitution	
(c) Addresses of corporate office / other offices in major cities in India	
(d) Core business	
(e) Other businesses	
(f) Total number of core technical staff (IT Field)	
2. **Web services**	
a. Year of starting web services	
b. Core competence in: - web services - web hosting and Maintenance - database / content management - web designing - web applications - multimedia design and application - Number of staff that specializes in web services	
c. Specify Methodology & Profile of team identified for managing ORGI web site / portal development	
d. Details of sites developed and managed currently: - Names and contact details of companies whose sites are being currently managed - Their URLs - Volume of data - Frequency of update - Details of file / data transfer - Number of hits (per day) - Whether site supports the	

multilingual option			
e. Have your company worked with Govt. / Semi Govt. Organizations? If yes then mention minimum 4 website details of sites managed currently: - Names and contact details - Their URLs - Volume of data - Frequency of update - Details of file/data transfer - Number of hits (per day) -Whether site/s is/are also in Hindi			
f. Have your company successfully executed any similar work order of Rs. 10 Lacs or more? If yes then mention - Names and contact details - Type of work done - Execution Duration - Man Power Allocated			
3. Technical Details (To. be filled in case your development environment needs any third party software or tool/ licenses)			
4. Other Details if any			
5. Financial Details (as per audited Balance Sheets) (in Cr)			
Year	2010-11	2011-12	2012-13
Net Worth			
Turnover (gross income)			
PAT			

Annexure C : Declaration for Clean Track Record

To,

Under Secretary (HQ)
Office of the Registrar General & Census Commissioner , India
Govt. of India, MHA,
2A , Mansingh Road New Delhi – 110011

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document for Design , Re-development and Maintenance of ORGI Website. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in India. I further certify that I am competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address /E-mail :

Annexure D : Declaration for Acceptance of RFP Terms and Conditions

To,

Under Secretary (HQ)
Office of the Registrar General & Census Commissioner , India
Govt. of India, MHA,
2A , Mansingh Road New Delhi – 110011

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for Design , Re-development and Maintenance of ORGI Website. I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)
Printed Name
Designation
Seal
Date:
Business Address:

Annexure E : Format Power of Attorney

(On Stamp paper of relevant value)

Know all men by the present, we _____ (name of the company and address of the registered office) do hereby appoint and authorize Mr _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for Design , Re-development and Maintenance of ORGI Website, including signing and submission of all the documents and providing information / responses to ORGI in all the matter in connection with our bid.

We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2014.
For _____.
(Signature)
(Name Designation and Address)

Accepted
Signature)
(Name Designation)
Date:
Business Address:

Annexure-F : Format of Financial Bid

(To be submitted on the letterhead of bidder)
Format of the financial Bid in Commercial envelope 2

To,
The
Under Secretary (Hqrs.)
Office of the Registrar General & Census Commissioner India,
M/o Home Affairs,
2/A, Man Singh Road, New Delhi – 110011.

Subject : Financial Bid for Design, Re-development and maintenance of ORGI website

Sir,

With reference to tender document for Design, Re-development , maintenance and other related activities of ORGI website, we submit our commercial bid as under

FORMAT FOR COMMERCIAL BID Bill of Material				
Sl.No	**Enhancements: Rate for deployment for Manpower for *Design, Re-development and Maintenance of Official website* of Office of Registrar General , India New Delhi**	Man-hour cost (per person per hour) in Rs. (All inclusive) except Service tax	Service Tax @ 12.36% (Present)	Total Cost (In Rs.)
F1.	**Web Manager/Administrator**			
F2.	**System Analyst/Architect**			
F3.	**Database Architect / Administrator**			
F4.	**Graphic Designer**			
F5.	**Senior Developer**			
F6.	**Junior Developer**			
F7.	**QC/QA/Test Engineer**			
F8.	Senior Multimedia Designer			
F9.	Junior Multimedia Designer			
(Rates to be valid for a period of 36 Months)				

Ft = 1* F1 + 1.5*F2 + 1.5*F3 + 1.5*F4 + 2*F5 +3*F6 +3*F7 + 2* F8 + 3*F9

Relative commercial Score (**RS**Com**)** **= *Ft***

Where :

Ft: Average monthly cost quoted by the agency

F1 : cost (per person per hour) quoted by the agency for the Web Manager/Administrator
F2: cost (per person per hour) quoted by the agency for the System Analyst/Architect
F3: Cost (per person per hour) quoted by the agency for the Database Architect / Administrator
F4: cost (per person per hour) quoted by the agency for the Graphic Designer
F5: cost (per person per hour) quoted by the agency for the Senior Developer
F6: cost (per person per hour) quoted by the agency for the Junior Developer
F7: cost (per person per hour) quoted by the agency for the QC/QA/Test Engineer
F8: cost (per person per hour) quoted by the agency for the Senior Multimedia Designer
F9: cost (per person per hour) quoted by the agency for the Junior Multimedia Designer

Note :

i) The rates quoted once will be remain un changed till completion of the contract. Only Service Tax will be paid as applicable time to time by the Govt. of India.

4.1 I/we hereby submit our financial bid of Rs. ---------- for ***Design, Re-development and Maintenance of*** ORGI's website and provide other related services.

4.2 Offer price is inclusive of all not specifically mentioned in the specification but essential for successful running of the website.

4.3 I / We agree to keep this offer valid for 180 (One hundred and eighty) days from the Bid Due date (last date of submission of Bid) specified in the bid document. We shall also be agreeable to extent the validity of the bid, if so desired by the ORGI.

4.4 I / We agree and undertake to abide by all the terms and conditions of the bid document. In witness thereof, I/We submit this Bid under and in accordance with the terms of the bid document.

Yours faithfully,

Date : (Signature of the Authorised Signatory)

Place : (Name and designation of the Authorised Signatory)

Name and seal of Bidder / Lead Firm

Annexure G :

TECHNICAL PROPOSAL - CONTENT & FORMAT

The technical proposal of the bidders should contain the following minimum information. Bidders are free to provide, any other information that they deem fit and relevant in support of their bid.

Section-1. Company/firm

a) In this section the contractor should highlight about their company, how it is organized (organization structure), its capability and a brief about its key personnel.

Section-2: Company's Experience

a) In this section, list maximum 10 names of the clients for whom the bidder has undertaken similar assignments along with the name of the contact person and contact details of its clients.

Section-3: Description of the Approach, Methodology and Work Plan

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present this section of the technical proposal into 4 chapters:-

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) Work Plan. In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology.

c) Organization and staffing of the team for this assignment. In this chapter you should propose the structure and composition of your team which will be deployed for this assignment. You should list the main disciplines of the assignment, the key expert responsible and proposed technical and support staff along with their curriculum vitae (CVs).

d) Team composition and tasks assigned. Please provide the details as per the following:

PROPOSED TEAM and ORGANISATIONAL CAPACITY

***** Team leader: Relevant experience, qualifications, and position with firm;

* Team members - Relevant experience, skills & competencies;

* Organization of the team and roles & responsibilities;

* Professional expertise, knowledge and experience with similar projects, contracts, clients and consulting assignments;

Annexure H

Request for proposal (RFP) For *Design, Re-development and Maintenance of Official website* of Office of Registrar General , India

Tender Ref No. ……dated ……. the list of Employed (Technically Qualified Personals) with our firm is given below :

S.No.	Name	Designation.	EPF Code	Qualification		Experience		Remark
				Educational	Technical	Total Experience	With present Firm	

Date _____ Signature of Contractor

Name : _____

Address : _____

Annexure J:

BIDDER'S EXPERIENCE FORMAT

S.No.	Name of Work/ Client and location	Short Description of work – Project components	Number of people deployed	Duration	Cost (INR)