

Government of Madhya Pradesh
Department of Public Service Management
State Agency for Public Services (SAPS)
Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis
Bhadbhada Road, T.T. Nagar, Bhopal, Madhya Pradesh, India. Pincode: 462003
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Website: www.mpedistrict.gov.in

S.No: 15/MPCARS/2016

Bhopal, dated 11.05.2016

1. The Government of Madhya Pradesh (GoMP) has received financing from the World Bank toward the cost of the Madhya Pradesh Citizen Access to Responsive Services (MPCARS) and intends to apply part of the proceeds for strengthening technical resource by hiring an agency to supply technical resources.
2. The implementation of MPCARS will be done by Madhya Pradesh State Agency for Public Services (MPSAPS), under Public Service Management Department. The MPSAPS will serve as the Project Implementation Unit. It will cover the entire state population (727million) with a preference for poorer and marginalized sections of society (34.08% of population).
3. For strengthening public service delivery in state of Madhya Pradesh eDistrict portal has been developed. The portal is currently delivering 75 identified citizen services.
4. MPSAPS intend to hire an HR Agency to provide a good team of professional developers like .net Developers, UI Developers, Open Source Developers, Mobile App Developers, DBA, Network Expert and Security Expert.
5. The technical team will work on improving service delivery by strengthening the application, addition of more services, Integration with SRDH/eSign/Digital Locker and Implement Mobile Governance.
6. The selection process will result in a contract for three years. The contract would be signed for three years with a clause of yearend review at the end of every year. Upon satisfactory performance at the end of three years, extension would be provided for another two years.
7. Interested Bidder should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.
8. The Qualification Criteria for shortlisting are:

- I. The Bidder should be a legally registered entity in India since last 5 (Five) years. Bidder has to submit Incorporation/Registration certificate along with MoA/Bylaws (or similar legal document) should be furnished as documentary proof.
- II. The bidder must have valid service tax registration certificate, EPF Registration & ESIC Registration as on the date of submission of bid. Bidder has to submit copy of certificates/ relevant documents should be submitted along with the bid.
- III. The bidder shall not have been black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation as on the date of RFP opening. An undertaking to this effect should be submitted by the bidder on its letter head.
- IV. The Bidder should have a local support office at Bhopal. Provide the supporting documents of office address. If the Bidder does not have any local support office at the time of bidding then he must submit an undertaking to open local support office on his letter head.
- V. The bidder should have minimum average annual turnover of Rs. 25 crore in last 3 years (F/Y 12-13, 13- 14 & 14-15). Audited CA Certificate with Copy of Balance Sheet & P&L Account should be submitted.
- VI. The bidder should have earned at least Rs. Fifteen Crore minimum turnover from providing Software Development Related business in the last three years. CA Certificate should be submitted.
- VII. The bidder should, at present, have minimum of 100 employees of profiles hired on its payrolls for any government /PSU reputed private organizations in Software Development Activity. Self-Certification for total number of employees should be submitted.
- VIII. The Bidder should have experience of running at least three similar projects of providing minimum 10 IT related Skilled Resources in each project in last three years for any government /PSU or reputed private organization. Project Citation + Work Order + Client Certification or Self Certificate of Completion should be submitted.

Note:-

- Bidder should submit checklist of compliance (Yes/No) with reference page number of supporting in their EoI.
 - Bidder shall submit the firm/ company information as per the format provided in Annexure 2.
9. Proposal documents must be submitted in the following format.
- Covering Letter
 - Company Profile
 - Eligibility Criteria Compliance Checklist

- Supporting Documents for eligibility criteria.

Note: - All pages should be indexed and numbered properly.

10. The attention of interested Bidder is drawn to paragraph 1.7 of the World Bank's Guidelines: Procurement of Goods, Works and Non-Consulting Services [under IBRD Loans and IDA Credits & Grants] by World Bank Borrowers January 2011, setting forth the World Bank's policy on conflict of interest. Bidding firm shall not have conflict of interest as per paragraph 1.7 of the above Guidelines.
11. A Bidder will be selected in accordance with Quality and Cost Based Selection QCBS Method during the RFP stage, as per the procedures set out by the World Bank Guidelines procurement of Goods, Works and Non-Consulting Services, January 2011.
12. The Bidder shall submit their Proposals electronically on the portal: www.mpeproc.gov.in latest by 15.00 hrs. on 1st June 2016.
13. Clarification if any, shall be uploaded on <https://www.mpeproc.gov.in/> and at SAPS website <http://mpedistrict.gov.in>.
14. REoI documents can be downloaded from website www.mpeproc.gov.in and SAPS website <http://mpedistrict.gov.in>. However, the EoI document of those bidder shall be acceptable who have made online payment for the REoI documents fee of Rs 1,000/- (Rs one Thousand only) + processing fee as applicable (non-refundable) to be paid online through the eprocurement portal (website www.mpeproc.gov.in), without which bids will not be accepted.
15. The EOI proposals will be opened on 1st June 2016 at 15.30 hrs.
16. Contact details for any queries are below.

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nitin1.tiwari@mapit.gov.in

(Executive Director)
SAPS, Bhopal

Annexure - 1: Covering Letter

(To be submitted on the letterhead of the bidder)

{Name of City, Date}

To:

The Executive Director,
Madhya Pradesh State Agency for Public Services (MPSAPS),
Public Service Management Department,
Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis Campus,
Bhadbhada Road, T.T. Nagar, Bhopal, Madhya Pradesh, India. Pincode: 462003.

Dear Sir:

We, the undersigned, offer to provide technical resources services for **MPCARS (Madhya Pradesh Citizen Access to responsive Services) Project to MPSAPS** in accordance with your REoI dated **11.05.2016** and our Proposal. "We are hereby submitting our Proposal as per the requirements mentioned in the REoI.

We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client and/or may be sanctioned by the Bank.
- (b) We have no conflict of interest in accordance with clause 1.7 of World Bank guidelines "**Procurement of Goods, Works and Non-Consulting Services**" published on January 2011.
- (c) We meet the eligibility requirements as stated in this REoI, and we confirm our understanding of our obligation to abide by the Bank's policy in regard to corrupt and fraudulent practices.
- (d) Our Proposal is binding upon us and subject to any modifications/ amendments MPSAPS made before the date of submission.
- (e) Our Firm /Company do not face any sanction or any pending disciplinary action from any authority against our our Firm /Company.
- (f) We understand that the Client is not bound to accept any Proposal that the Client receives.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

Name of Bidder (Firm/ Company's name):

In the capacity of: _____

Address: _____

Contact information (phone and e-mail): _____

Annexure - 2: Company Profile

#	Information	Details
1	Name of responding bidder (Firm/Company):	
2	Complete Address of responding bidder (Firm/Company):	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this REoI:	
4	Telephone number of contact person:	
5	Mobile number of contact person:	
6	Fax number of contact person:	
7	E-mail address of contact person:	
8	Status of Firm/ Company (Public Ltd., Pvt. Ltd., LLP etc.)	
9	Firm/Company Registration Certificate (Enclosed Certificate)	
10	Details of EPF	
11	Details of ESI	
12	Office details in Bhopal. (If Available)	

Note: bidder can include brief profile of the firm/company here. (Not more than three pages).

Annexure -3: Financial Details

(To be submitted duly signed by Statutory Auditor of the bidder on their letter head)

Annual Turnover Details

S. No	Years	Turnover Details in INR
A	2014- 15	
B	2013 - 14	
C	2012 - 13	
Average Annual Turnover (A+B+C)/3		

Annexure - 4: Project Implementation Strength

Assignment name:	Approx. Value of Services:
Name of State:	Duration of assignment (months):
Name of Client:	Address of Client Location where services delivered:
Contact Person, Title/Designation, Tel. No.:	No. of professional staff-months provided by your firm/organization for the proposed IT Software:
Start date (month/year):	Completion date (month/year):
Description of Project:	
Description of Actual Services provided:	

Note: Each work experience shall be enclosed with work order/completion certificate /Substantial completion certificate. Each citation along with work orders would be evaluated for necessary compliance to meet the eligibility criteria.