

GOVERNMENT OF ASSAM ASSAM STATE DISASTER MANAGEMENT AUTHORITY DISPUR::GUWAHATI



Request for Bids (Single Stage - Two Envelope)

ECF No. 73803/471

Dated: 25th July, 2022

Technical & Financial bids (affixed with court fee stamp of Rs- 8.25/-) are invited from legal entities registered/incorporated in India, meeting the eligibility criteria for design, development, maintenance and support service for the NGO Portal of Assam State Disaster Management Authority for a period of 3 years.

Data Sheet:

SI	Particular	Data
1	Issue Date	25 th July, 2022
2	Submission Deadline	Time 2:00 PM Date 16 th August, 2022
3	Inviting authority/The intender	CEO, Assam State Disaster Management Authority, Dispur, Ancillary Block, Ghy-06
4	Bid Validity	90 Days
5	Opening date & time (Technical)	Time 3:00 PM Date 16 th August, 2022
6	Contract period (Completion Period)	Detailed in Tender
7	Per-bid Query submission Deadline & address	02 nd August, 2022 asdmaghy@gmail.com
8	Bid Security	Rs 10,000/- in form of Demand Draft/B.C drawn in Favour of Assam State Disaster Management Authority from any recognized scheduled banks.
9	Mode and Venue for Submission	Offline; Addressed to: CEO, ASDMA, Dispur, Ancillary Block-1, Janata Bhawan, Dispur- 781006

Detailed Tender Document may be downloaded from-http://asdma.gov.in
The intender reserves the right to accept/reject any or all tenders without assigning any reason thereof.

(Shri Chinmoy Nath, ACS)
Deputy Chief Executive Officer,
Assam State Disaster Management Authority
Janata Bhawan, Dispur

No. ECF No. 73803/471 -A Copy to:- Dated: 25th July, 2022

- 1. Deputy Commissioner, Kamrup Metro with a request to cause display in D. C.'s office Notice
- 2. The Director, DIPR for necessary publication.
- 3. System Expert, ASDMA for uploading it in the ASDMA official website

4. ASDMA Notice Board.

(Shri Chinmoy Nath, ACS)
Deputy Chief Executive Officer,
Assam State Disaster Management Authority
Janata Bhawan, Dispur

DISCLAIMER

This RFB is not an agreement and is neither an offer nor invitation by the Authority to the prospective Bidders or any other person. The information contained in this Request for Proposal document (the "RFB") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFB and such other terms and conditions subject to which such information is provided. The purpose of this RFB is to provide interested parties with information that may be useful to them in making their financial offers (Bids) pursuant to this RFB. This RFB includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFB may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisors to consider the objectives, financial situation and particular needs of each party who reads or uses this RFB. The assumptions, assessments, statements and information contained in the Bidding Documents, especially the Feasibility Report, may not be complete, accurate, adequate or correct. 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 RFB and obtain independent advice from appropriate sources.

Information provided in this RFB to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Authority, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFB or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFB and any assessment, assumption, statement or information contained therein or deemed to form part of this RFB or arising in any way for participation in this Bid Stage.

The Authority also accepts 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 RFB.

The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFB.

The issue of this RFB does not imply that the Authority is bound to select a Bidder or to appoint the Selected Bidder/Consortium or Contractor, as the case may be, for the Project and the Authority reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome

I. Instruction to Bidders

- Submission of Bids shall be manual in hard copies. Technical and Financial Bids must be separately sealed in envelopes and the two envelopes (Technical and Financial) must be again sealed in a single enveloped Superscribed as "Tender for design, development, maintenance and support service for the NGO Portal of Assam State Disaster Management Authority".
- 2. Bids must be submitted prior to the Bid submission deadline mentioned in the data sheet unless extended by the intender.
- 3. All submissions must be duly signed and sealed by the bidder or their authorized representatives.
- 4. One Bid per bidder must be ensured and no alternative bid shall be entertained.
- 5. Content of the Technical bid must be at least as per TECH-1 with all supporting mentioned therein.
- 6. Content Financial Bid must be as per Fin-1 with all attachments mentioned there in.
- 7. Deviations from standard forms/templates may lead to rejection of Bids.
- 8. A Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified.
- 9. It shall be deemed that by submitting a Bid, the Bidder has:(a) made a complete and careful examination of the Bidding Documents;(b) received all relevant information requested from the Authority;(c) accepted the risk of inadequacy, error or mistake in the information provided in the Bidding Documents or furnished by or on behalf of the Authority relating to any of the matters referred to in ToR or the RFB;(d) satisfied itself about all matters, things and information including matters referred to in the RFB hereinabove necessary and required for submitting an informed Bid, execution of the Project in accordance with the Bidding Documents and performance of all of its obligations thereunder;(e) acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents or ignorance of any of the matters referred in the RFB shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from the Authority, or a ground for termination of the Agreement by the Contractor;(f) acknowledged that it does not have a Conflict of Interest; and(g) agreed to be bound by the undertakings provided by it under and in terms hereof.
- 10. Clarifications and Pre-Bid queries- Bidders are requested to submit queries in e-mail (asdmaghy@gmail.com) prior to the end date of receiving queries mentioned in data sheet. Based on the queries, the intender may clarified by issuing a response to the queries and the same shall be uploaded in the website. The intender is not obligated to respond to queries that may seem irrelevant.
- 11. Any Addendum/Corrigendum issued hereunder will be in writing and shall be uploaded in the website only.
- 12. Validity of Bids- Bids must be valid at least up to 90 days from bid submission date.
- 13. Evaluation Method
 - a. The evaluation of the bids shall be done by a committee constituted for the purpose.
 - b. The committee shall first assess bidder's responsiveness to the tender in terms of eligibility criteria as per Tech-1 and bidders evidences.
 - c. The eligible bidders shall be invited to demonstrate/present the prototype solution as per the scope of work/ToR/RFB.
 - d. Eligible and responsive bidders in technical evaluations shall only be considered for further evaluations.
 - e. Financial Bid of Responsive bidders shall only be opened.
 - The Most preferential bidder shall be "A responsive Bidder quoting the Lowest Price".
 - g. MSE/MSME/Startup criteria-

The guiding rules of "Assam Public Procurement Preference Policy 2021" shall be applicable.

Since the assignment is comprehensive and splitting of the assignment may not be feasible, a price preference upto 20% may be considered for sector specific MSME/MSE/Startup (MASI) if the L1 is not a UDYAM/MSE/Startup. Proof to be submitted to claim preference.

II. Pre-qualification/Eligibility Criteria-

- 1. Bidders must be a legal entity incorporated/registered in India with office in Assam.
- Bidders should have experience in Design, Development & Maintenance of at least 3
 different registration web applications/portals for Government organizations/institutes or
 PSUs for general public/beneficiaries/NGOs. Experience older than last 3 years from the date
 of bid submission shall not be considered.
- 3. The bidder must have developed at least one web-application/portal in open source platform in any of the last 3 years from the date of bid submission.
- 4. Bidders should have an average turnover of at least Rs. 10, 00,000/- for the last three Financial years i.e., F.Y-2018-19. 2019-20 & 2020-21.
- Must have valid GST, PAN and IT return Filed for F.Y F.Y-2018-19. 2019-20 & 2020-21.
- 6. Bidders must not have been debarred/blacklisted or sanctioned by the state or central government organizations or PSUs. The bidder must not have pending judicial litigation or must not be convicted of any illegal/ fraudulent activity.
- 7. Must submit Bid in full compliance to the tender terms/document.
- 8. Bid Security amounting to Rs 10000/- in form of Demand Draft/B.C drawn in Favour of "Assam State Disaster Management Authority" from any recognized scheduled banks.
- 9. Successful Bidder will have to execute a S.L.A along with submission of Performance Security amounting to 3% of the contract value.

<u>Note</u>- Bidder should propose in its individual capacity and consortium/joint venture is not allowed.

III. Terms of Reference-

Assam State Disaster Management Authority intends to engage a reputed IT resource to develop an NGO portal primarily to allow-

- 1. Application for registration of NGOs
- 2. A transparent and smooth method to approve NGOs.
- 3. Display of Details of NGOs through the portal.
- Customized and ready MIS.
- 5. Maintenance and hosting support for the developed application for a period of 3 years.
 - A. Identified Scope of work-

General Guidelines

- 1. Use of Open source platform for development of the portal
- 2. The portal should be compliant to the latest GIGW guidelines
- 3. The portal should be fully responsive
- 4. The portal should be developed in English only
- 5. Role based user management

6. The portal should be security audited by a CERT-IN empaneled agency with 2 years validity of certificate

Functionalities

- 1. Home page of the portal
 - a. Banner slider with a provision to link with an external website
 - b. Menu bar with links to documents, Contact Us, Login, etc.
 - c. Portal search
 - d. Dashboard displaying the key parameters of NGOs and drill down on the parameters
 - e. Link for registration of NGO for approval
 - f. Link for registration of DDMA/ PM ASDMA account
 - g. Display the list of approved NGOs in the portal
 - News and Update section for dynamically displaying of latest Announcement, notifications, other documents etc.
 - i. Link to documents search in the portal
 - j. Tracking of NGO application status by the application ID
 - k. Link to grievance redressal system
 - l. Logo slider

2. Registration by NGO for Approval

- a. Provision for applying online for approval of the NGO
- OTP based authentication of the mobile no. and email id of the NGO provided in the application form
- Confirmation on the receipt of the application (with unique application ID) through SMS/ email
- d. Confirmation on the approval of the NGO through SMS/ email

3. User Authentication

- a. Password based authentication for NGO, DDMA, PM ASDMA and ADMIN users
- b. Provision for resetting new password, if forgot the password
- c. User should able access all the functionalities as per their role after successful login.

4. Functionalities for the role NGO

- a. Dashboard displaying key parameters of the NGO and drill down on the parameters
- b. Provision for new entry/edit /delete of NGO activity records before final submission.
- c. View list of activities by the NGO and provision to filter/ sort it by certain parameters and export it to excel/pdf.
- d. Mandatory change of password in the first login
- e. Change own password

5. Functionalities for the role DDMA

- a. Dashboard displaying key parameters and drill down on the parameters
- View list of applications pending for actions by the DDMA and provision to filter/ sort it by certain parameter and export it to excel/pdf.
- c. View list of applications approved/ rejected by the DDMA and provision to filter/ sort it by certain parameters and export it to excel/pdf.
- d. View and print complete data/attachments of an application
- e. View list of activities of NGOs and provision to filter/ sort it by certain parameter and export it to excel/pdf.
- f. Forward an application to PM ASDMA with inputs/comments

- g. Reply to the queries from PM ASDMA with comments
- h. Display the complete proceeding of an application
- i. Generate/ print MIS Reports.
- j. Tracking the status of an application by the application ID/ name
- k. Provision of sending special SMS to selected NGOs in the district
- I. Mandatory change of password in the first login
- m. Change own password

6. Functionalities for the role PM ASDMA

- a. Dashboard displaying key parameters and drill down on the parameters
- b. View list of applications pending for actions by the PM ASDMA and provision to filter/ sort it by certain parameter and export it to excel/pdf.
- c. View list of applications approved/ rejected by the PM ASDMA and provision to filter/ sort it by certain parameters and export it to excel/pdf.
- d. Tracking the status of an application by the application ID/ name
- e. View and print complete data/attachments of an application
- f. Display the complete proceeding of an application
- g. View list of activities of NGOs and provision to filter/ sort it by certain parameters and export it to excel/pdf.
- h. Revert an application to DDMA with queries
- i. Approve an application forwarded by DDMA with comments
- Providing User id and Password to the NGOs through SMS/ email on approval by the PM ASDMA
- k. Managing uploading/ publishing of the notifications/ Announcement/ others documents in the portal dynamically and an optional provision to display it in the News and Update section of the portal.
- I. Managing uploading/ publishing of the banners in the portal dynamically and an optional provision to link each banner to an external website.
- m. Updating the contact us information in the portal.
- n. Generate/ print MIS Reports.
- o. Provision of sending special SMS to selected DDMAs/NGOs
- p. Mandatory change of password in the first login
- q. Change own password

7. Functionalities for the role ADMIN

- a. Managing uploading/ publishing of the notifications/ Announcement/ others documents in the portal dynamically and an optional provision to display it in the News and Update section of the portal.
- b. Managing uploading/ publishing of the banners in the portal dynamically and an optional provision to link each banner to an external website.
- c. Updating the contact us information in the portal.
- d. View list of approved/ pending/ rejected applications at different roles and provision to filter/ sort it by certain parameters and export it to excel/pdf.
- e. Tracking the status of an application by the application ID/ Name
- f. View and print complete data/attachments of an application
- g. View list of activities of NGOs and provision to filter/ sort it by certain parameter and export it to excel/pdf.
- h. Generate/ print MIS Reports.
- i. Sending special SMS to selected DDMAs/NGOs
- j. Approve PM ASDMA/ DDMA registration and provide an user Account in the portal
- k. View roll-wise/district-wise users and their status.
- I. Activate/ Deactivate NGO/ DDMA/ PM ASDMA user account
- m. Update profile of DDMA/ PM ASDMA users

- n. Manage district master in the portal
- o. Mandatory change of password in the first login
- p. Change own password

B. Terms of services-

The development team shall provide all requisite inputs either (Home or Field) and essence shall be only to develop the deliverables as per Schedule below. A single point of contact (SPOC) shall be appointed for the project during its development stage, by the agency and any communication made by ASDMA either e-mail/telephonic communication must be responded by the agency within a period not later that 120 mins. Failure to communicate/respond in timely manner shall also be considered as quality issue.

The agency shall provide support services from home inputs through Online/telephonic support for a period of initially 3 Years. A dedicated SPOC shall be ensured for support services by the agency.

C. Data Confidentiality and non-disclosure-

Bidder if awarded with the contract is bound to agree that, except as directed by ASDMA, the agency will not at any time, whether during or after his/her assignment, disclose to any person or use any confidential information, or permit any person or entity to examine and/or make copies of any documents which contain or are derived from ASDMA, whether prepared by the agency or otherwise coming into the agency's possession or control. Any separate Agreement if entered between the agency and the ASDMA subsequently, based on requirement of the project, elaborating this Clause, shall be construed as part of the Contract and shall be fully binding on both the Parties.

D. Facilities and Services to be provided by ASDMA-

ASDMA shall provide the following-

Requisite Cloud Server, Domain name & SMS gateway/s shall be provided by ASDMA. Agency shall ensure the development of the module compatible to the server, domain to be provided by ASDMA.

E. Standard and Minimum Technical Requirement of the ASDMA -

SI	Item/Component	Validity Upto/Mangement upto/For	Minimum Required Standard
1	Development of the Module as per ASDMA's requirement and detailed in the tender.	3 years	As per tender terms and ASDMA's requirement. Standard must be as per Government Norms and relevant guidelines.
2	Security Audit and Licensing	3 years	As per projects requirement
3	Hosting of Content in ASDMA cloud server	3 years	Fully complaint and compatible

Note- The above stated standards are minimum and bidders can propose higher or equivalent.

F. Assignment Period, Deliverables and Payment Schedule-

The assignment is in Lum-sum mode linked with deliverables as listed below.

SI	Deliverable	Payment claimable	Time line (Maximum)	Conditions
1	Guidance Document to client	NIL	T+15 Days	For approval of ASDMA
2	Beta Version (Prototype) Demo	NIL	T+30 days	For approval of ASDMA
3	Go-Live, Handing of codes and ownership transfer.	50%	T+60 days	For approval of ASDMA
4	Bug Fixation and Mantainence and support for 3 Years post Go-Live.	50% in equal quarterly quantum	Quarterly	Quarterly report.

Contracting Period- Contract resulting out of this tender shall be valid for a period of 1155 days until extended further and agreed by both parties.

Technical Forms

TECH-1

Letter Comprising the Bid (IN BIDDERS LETTER HEAD)

To, The Deputy Chief Executive Officer, Assam State Disaster Management Authority, Dispur, 781006

Sub-Technical Bid Submission Letter for "Design, development, maintenance and support service for the NGO Portal of Assam State Disaster Management Authority".

Dear Sir,

- 1. I/we acknowledge that the Authority will be relying on the information provided in the Bid and the documents accompanying the Bid for selection of the Bidder for the aforesaid Project, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Bid are true copies of their respective originals.
- 2. I/we shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Bid.
- I/we acknowledge the right of the Authority to reject my/our Bid without assigning any
 reason or otherwise and hereby waive, to the fullest extent permitted by applicable law,
 my/our right to challenge the same on any account whatsoever.
- 4. I/we declare that:
 - (a) I/we have examined and have no reservations to the Bidding Documents, including any Addendum issued by the Authority; and
 - (b) I/we do not have any conflict of interest.
 - (c) I/we have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice. We are fully responsive and compliant to Eligibility criteria as in II.
- 5. I/we undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
- 6. In the event of my/ our being declared as the Selected Bidder, I/we agree to enter into an Agreement in accordance with the tender terms that has been provided to me/us prior to the Bid Due Date.
- I/we have studied all the Bidding Documents carefully and also surveyed the project scope. We understand that except to the extent as expressly set forth in the Agreement,

- we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or relating to the Bidding Process including the award of Agreement.
- 8. The bid price has been quoted by me/us after taking into consideration all the terms and conditions stated in the Tender, draft Agreement, our own estimates of costs and after a careful assessment of the scope and all the conditions that may affect the project cost and implementation of the project.
- I/we agree and undertake to abide by all the terms and conditions of the Tender document.
- 10. I/we shall keep this offer valid for 90 (one hundred and twenty) days from the Bid Submission date.
- 11. Our response to prequalification Criteria/Eligibility criteria is submitted as-

Sl.No	Criteria	Bidders Response	Supporting attached at-	Acceptable Documents
1	Bidders must be a legal entity incorporated/registered in India with office in Assam.		Pg No	Registration/Incor poration/Business license with proof of existing office in Assam.
2	Bidders should have experience in Design, Development & Maintenance of at least 3 different registration web applications/portals for Government organizations/institutes or PSUs for general public/beneficiaries/NGOs. Experience older than last 3 years from the date of bid submission shall not be considered.	Name of Organisations- a. b. c.	Pg No	Work order/ completion certificate only.
3	The bidder must have developed at least one web-application/portal in open source platform in any of the last 3 years from the date of bid submission.	Name of organisation	Pg No	Work order/completion certificate only.
3	Bidders should have an average turnover of at least Rs. 10, 00,000/for the last three Financial years i.e., F.Y-2018-19. 2019-20 & 2020-21.	F.Y-2018-19- F.Y-2019-20 F.Y-2020-21-	Pg No	C.A certificate.
4	Bidders must not have been debarred/blacklisted or sanctioned by the state or central government organizations or PSUs. The bidder must not have pending judicial litigation or must not be convicted of any illegal/ fraudulent activity.		Pg No	Declaration.

5	Must submit- a. This issue Tender document as token of acceptance. b. All Technical Forms along with supporting. c. Technical and Financial in separate envelope.		Pg No	As detailed
6	Bid Security in form and amount GST, PAN and IT return as sought.	No- Bank- Details-	Pg No	GST,PAN, IT return certificate & EMD.

Note- Non-submission or incomplete submission or submission without supporting may lead to disqualification.

In witness thereof, I/we submit this Bid under and in accordance with the terms of the RFB document.

Yours faithfully,

Date:

(Signature, name and designation of the Authorised signatory)

TECH-2 Commitment on Standards

We/I Commit to maintain the minimum required standard as mentioned below.

SI.No	Item/Component	Minimum required Standard	Bidders Commitment (Yes/No)	Proposed Make/Model/reference etc.	Details (if any)
1	Development of the Module as per ASDMA's requirement and detailed in the tender. This shall be maintained for a period of 3 years.	 Must be in open source platform. GIGW compliant. In English Role based user management. Fully responsive. 			
2	Security Audit and Licensing for a period of 3 years.	Through CERT-IN empanelled vendor as per standards.			
3	Hosting of Content in ASDMA cloud server for a period of 3 years.	Fully complaint and compatible			
4	Any other component	As per tender terms/Govt. standards.			

Yours faithfully,

Date:

(Signature, name and designation of the Authorized signatory)

FINANCIAL FORMS (TO BE SEALED AND SUBMITTED IN SEPARATE ENVELOPE AS PER TENDER TERMS) FIN-1

To, The Dy. Chief Executive Officer, Assam State Disaster Management Authority, Dispur, 781006

Sub the

ib- Financial Bid Submission Letter for "Design, development, maintenance and support service for e NGO Portal of Assam State Disaster Management Authority".
Dear Sir, With reference to your Tender document dated
We declare that- 1. We understand the project is in lum-sum mode and it is our responsibility to analyse the scope of work and expenses associated to achieve the required outcome.
2. We have made all necessary analysis and our Bid Cost of INR/- (Rupees) is inclusive of GST @ % i.e., INR/- (Rupees
We accept the payment schedule mentioned in the tender terms.
 Our Bid is unconditional and is inclusive of support services as per terms and requirement of the tender.
5. Our Financial Bid is in line and reference to the Technical Bid submitted by us.
6. Breakup and details of our Financial Quote is attached as FIN-2.

Yours faithfully,

Date:

(Signature, name and designation of the Authorized signatory)

FIN-2

Affix $\underline{\text{COURT FEE STAMP}}$ Here

SI. no	Item/Component	Amount in INR (Figures)	Amount in Words
1	Development Cost including Security, Licensing and all other components to development the module including Support Service and maintenance for 3 years as per proposed standard in TECH-2. This excludes Server & Domain cost as these shall be provided by ASDMA.		
2	GST as applicable.		
	Total Inclusive of Taxes-		

Note- "Total value inclusive of taxes" shall be the competitive bid Price.

Yours faithfully,

Date:

(Signature, name and designation of the Authorized signatory)