



Request for Proposal

**Preparing a Detailed Project Report for Establishing e-
Governance facilities in BBMP**

24.08.2010

BRUHATH BENGALURU MAHANAGARA PALIKE

N.R.Square

Bangalore

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1. Introduction

This Request for Proposal is an invitation to a select group of companies to submit proposals for preparing a Detail Project Report for establishing Enterprise level IT Infrastructure which delivers E-Governance enabled Citizen Services. It should have minimum standard of service level benchmark indicated as per JnNURM guidelines. (For further details please visit <http://jnnurm.nic.in/nurmudweb/e-Gov/PnG.htm>).The proposal is to prepare a detailed vision document for Bruhat Bengaluru Mahanagara Palike's E-Governance Framework. It should also include a Detailed Project Report for setting up of back-end infrastructure such as Data Centre and upgrading the existing Software applications. This should help in transforming to integrated module, establishing well equipped and connected service delivery centres, capacity building and strengthening of Bruhat Bengaluru Mahanagara Palike staff's and its activities.

The Detailed Project Report will cover all the above aspects with cost implications, technical specifications, action points and methodology for execution of interrelated works in optimal manner.

The intent is to obtain information leading to the selection of one or more vendors to participate in this project. Through this process Bruhat Bengaluru Mahanagara Palike seeks to develop operational relationships with the vendors who can support in preparing a Detailed Project Report for establishing the well equipped IT Infrastructure.

All questions and enquiries regarding this RFP should be directed to:

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Chief Finance Officer,

Bruhat Bengaluru Mahanaga Palike,
N.R.Square,
Bangalore – 560 002

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cfobbmp@gmail.com

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Bangalore – 560 002

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2. General Information

2.1 Purpose of this Request

The purpose of this RFP is to solicit proposals from qualified software development organizations to meet certain requirements and project objectives as established by the BBMP. The conclusion of this process will result in the selection of one or more vendors who will be invited to enter a contracting phase for a specific and detailed scope of work along with Final Fixed Pricing for the designated work.

2.2 Organization Background

India's pride, Bengaluru is nearly 500 years old and has grown from a small time settlement when Kempegowda, the architect of Bengaluru, built a mud fort in 1537 and his son marked the city boundaries by erecting four watch towers. Today Bengaluru has grown well beyond those four towers into a sprawling metropolitan City and is referred to as the Silicon Valley of India – accounting for large percent of India's software exports.

Bengaluru's temperate climate, high quality educational, scientific and technology institutions coupled with a thriving IT and Bio-Technology and

manufacturing industry makes Bengaluru one of the most sought after global destinations.

3. Technical Specification

3.1 Existing Software Applications

Currently the followings of Software Applications are running in BBMP.

Software Application	Description
Registration and Issue of Birth and Death Certificates	To capture the birth and death information and issue the certificates to the citizen.
Property Tax System	For capturing property tax information.
Trade License Management System	Issuing and managing Trade licenses.
Citizen Grievance System	For online complaint registration by citizens.
Integrated Finance Management System	For capturing overall finance details of the organization.
Web Based Project Monitoring System	For monitoring physical and financial progress of all the projects going on BBMP.
Payroll system	Payment of salary for BBMP employees,
Building Plan Approval Management System	For giving building plan certificates.
Markets Revenue Collection Automation System	For monitoring the market revenues.
Court Case Management System	Capturing and monitoring court cases.
Audit Management System	To efficiently supervise Audit Compliance.
File Tracking System	For tracking the files within BBMP.
Biometric Attendance Monitoring System	For capturing attendance details of the employees.

The scope of these software applications and their number and size is growing day by day and there a need to integrate these software applications and enhancing the service deliverability. So, BBMP is planning to build a new state of the art Data Centre in a wide area, which can host all the organization's software application and its databases.

3.2 Deliverable Specification

1. The proposal will have E-Governance vision and framework specific to BBMP.
2. The vendor is expected to study all the Software applications currently running in BBMP.
3. Evaluate the existing services provided by each of the software applications.
4. Determine the ideal service benchmarks for theses software applications.
5. The Desired modifications required for existing software or new software applications required to achieve these service level benchmarks.
6. Based on the above, suggest a methodology to integrate all these Software Applications which will increase the Organization's efficiency and transparency.
7. Also suggest how these applications can be integrated with other Government / Business portals. (G2G, G2B)
8. Prepare a Detailed Project Report (DPR) for setting up of new Data Centre according to the BBMP's Guidelines.
9. The proposal should have detailed action plan to meet the vision which includes detailed hardware and software technical specification, suggested methodology for procurement and execution of work and the expected output/service delivery mechanism.

4 Instructions to Bidders (ITB)

4.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this EOI have the following meanings:

- a. **"Bidder"** means firm/company who submits EOI in response to this Request for EOI document.
- b. **"Committee"** means committee constituted for evaluation of EOI.
- c. **"Company"** means the firm/company, selected through competitive bidding in pursuance of this EOI, for preparing Detailed Project Report for E-Governance facilities in BBMP.
- d. **"ITB"** means Instructions to Bidders, specified in Section 4 of EOI
- e. "Last Three Financial Years" means **FY 2007-08, 2008-09 and 2009-10**
- f. **"Eoi"** means expression of interest submitted by Company in response to the invitation for EOI issued by the BBMP for selection of Company.
- g. **"Services"** means the work to be performed by the Company pursuant to this EOI and to the contract to be signed by the parties in pursuance of any specific assignment awarded by BBMP.
- h. **"SOW"** means Scope of Work for the Company, specified in Section 2 of EOI
- i. **"Client"** means BBMP.

4.2 Conflict of Interest

The Company should provide professional, objective, and impartial advice and at all times hold the Client/BBMP's interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.

4.3 Validity of Eoi

- a. EOI shall remain valid for a period of 90 (ninety) days from the date of submission. BBMP reserves right to reject any submitted EOI.

- b. In exceptional circumstances, BBMP may solicit the Company's consent to a extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Company should be unconditional. BBMP reserves the right to accept or reject any request for extension.

4.4 Right to accept or Reject Eoi(s)

BBMP reserves the right to annul the EOI process, or to accept or reject any or all the Eoi in whole or part at any time without assigning any reasons and without incurring any liability to the affected Company(s) or any obligation to inform the affected Company(s) of the grounds for such decision.

4.5 Fraud and Corruption

It is required that the Company submitting Eoi and the Company short listed through this EOI must observe the highest standards of ethics during the process of short listing of Company and during the RFP process.

- a. For this purpose, definition of the terms are set forth as follows:
 - i) **"Corrupt practice"** means the offering, giving, receiving or soliciting of any thing of value to influence the action of BBMP or its personnel in short listing of vendors.
 - ii) **"Fraudulent practice"** means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among Company (prior to or after Eoi submission) designed to establish prices at artificially high or non-competitive levels and to deprive the Department of the benefits of free and open competition;
 - iii) **"Unfair trade practice"** means supply of services different from what is ordered on, or change in the Scope of Work
 - iv) **"Coercive practice"** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.

- c. BBMP will declare an Company ineligible, either indefinitely or for a stated period of time, for participation in bid, if it at any time determines that the Company has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

4.6 Clarifications and amendments of EOI

- a. During process of evaluation of the EOI, BBMP may, at its discretion, ask Company for clarifications on their EOI. The Company is required to respond within the prescribed time frame.
- b. BBMP may for any reason, ask to modify the EOI from time to time. The amendment(s) to the EOI would be clearly spelt out and the Company may be asked to amend their EOI.

4.7 Process and Stages

STAGE - I: Short listing based on Expression of Interest (EOI)

- a. **Submission of Proposal:** Company shall submit their EOI on or before given date for receipt of EOI. Every page of the document submitted by the Company must be duly signed by the authorized signatory of the firm / company along with the company seal before uploading onto the portal
- b. **Preliminary Scrutiny:** Preliminary scrutiny of the EOI for eligibility will be done to determine whether the Companies are qualify the eligibility criteria specified in the document.
- c. **Short listing:** Companies will be short listed by the evaluation committee on the basis of the demonstrated capability, competence & proposed approach etc. and will be intimated by BBMP.

STAGE – II: Awarding the Contract

- a. **Main Tender:** After identifying the interested companies, main tender will be called. Only those Companies, who have expressed their Interest, are eligible for participating in the main tender.
- b. **Awarding the Work:** The work will be allotted One participant, based on Technical and Financial evaluation of the bids.

4.8 Eligibility Criteria

- a. EOI is invited from those Company who meet the following pre-qualification criteria:
 - i) The Company must be an existing Company registered under the Companies Act, 1956. **No Consortium will be entertained.**
 - ii) The Organization should have a minimum average annual turnover of at least Rs.10 Crores in the domain of IT Services related operations for any one year during the last 3 financial years (2007-08, 2008-09 & 2009-10).
 - iii) The Bidder should have had a net worth of at least Rs. 10 Crores as on 30-08-2010.
 - iv) The Bidder should have a trained and skilled manpower.
Trained and skilled manpower will be those personnel who have at least a BTech / B .E. Computer Science or MCA qualification.
 - v) The Bidder should have an office in Bangalore or should be willing to open an office in Bangalore
 - vi) The bidders should have experience in carrying out Case studies of IT Infrastructure and Software Solutions

5. Eol Performa

5.1 Eol Submission Sheet

[Companies are required to submit the covering letter as given here on their letterhead]

Date:

Reference No. :

To,

The Special Commissioner (Projects),
Bruhat Bangalore Mahanagara Palike,
Bangalore-560002

Dear Sir,

Subject: Eol for Preparation for Detailed Project Report for establishing E-Governance facilities in BBMP

We _____, the undersigned bidder, having read and examined in detail the requirements in respect of **Preparation for Detailed Project Report for establishing E-Governance facilities in BBMP** as given in the Invitation of Eol document of BBMP, do hereby submit our Eol.

We hereby also declare that we are not black listed by any Central / State Government / PSU in India.

We understand that you are not bound to accept any Eol you may receive. Thanking you,

Yours faithfully,

(Signature)

Date:

Name:

Place:

Designation:

Business Address:

Seal:

Document forming part of the bid:

We have enclosed the following:

i) Format I: Company Profile

ii) Format II: Past experience

iii) Format III: Format for Eol

5.2 Format I Company Profile

a. Name of the Organization

Address (Regd.Office) :

email :

Telephone No & Fax:

Website:

b. Name of the contact person:

Telephone:

Email ID :

c. Type of the Organization

(PSU /Limited/Pvt Ltd. /Partnership/Any other)

d. Chief of the Organization :

email Id :

Telephone:

e. Registration details:

Company Registration

PAN No (enclose certificate):

f. Activities of the Company:

(List the activities)

g. List of financial / Insurance sector/PSUs/ government clients (with contact details like

Address, contact person, phone number and e-mail id) :

h. Turnover and Net worth of the company for the last 3 years.

i. Total No. of Employees:

Technical Staff Non Technical Staff

j. CERTIFICATION (CMM, ISO OR ANY OTHER):

Please enclose copies of the certificates

I hereby declare that the above information is true to best of my knowledge.

(Signature of the Authorized Person)

Date:

5.3 FORMAT II - Past Experience

(Using the format below, provide information in respect of major jobs of similar nature executed by the company. Proof of work executed for Central / State Govt. /PSU must also be attached)

Sl.No	Details of Client along with Contact Address	Job Description

(Signature of the Authorized Person)

Date:

Name:

Place:

Designation:

Business Address:

Seal:

5.4 **FORMAT III - Format for Eoi**

The organization should submit Eoi as per the format given below:

1. A brief description of the Company's organization and an outline of recent experience on assignment of similar nature.
2. Scope of the work and understanding of project
3. Profiles of Key Resources, suggested for this assignment
4. Documents to be attached as per the checklist given in the next page

Format to be used for providing Profiles of key resources:

S.No.	Item	Details
1	Name	
2	Profession/Present Designation	
3	Years with firm	
4	Total Experience (# of Years)	
5	Nationality	
6	Area of Specialization	
7	Proposed Position in Team	
8	Key Qualification/Experience	
9	Education	
10	Experience	

5.5 CHECKLIST FOR DOCUMENTS TO BE SUBMITTED

Name of Company: _____

Sl.No.	Item	Document Required	Yes/No
1	Details about the organization	Format I	
2	The Company must be an existing Company registered under the Companies Act, 1956.	Certificate of Incorporation	
4	Proof of minimum financial net worth of Rs 10 crore as on 30.08.2010.	Certified copies	
5	Proof of minimum average Annual Turnover of Rs. 10 crore in the past 3 financial years on 31.03.2010.	Audited certified copies of last 3 years Balance Sheets and P&L Statement till 31.03.2009. Provisional certificate for 2009-2010 can be submitted but would be subject to the acceptance of BBMP. However, the company should submit audited certificates for 2009-10 at the time of Techno-Commercial bid.	
6	Proof of execution of Projects as defined in Eligibility Criteria	Project details and copies of work order Format - II	
7	Proof of Manpower Details	Self attested Certificate	

(Signature of the Authorized Person)

Date:

Name:

Place:

Designation: Business Address:

Seal