



Request for Proposal (RFP) for selection of the agency for development of Management Information System (MIS) and establishment of PMU for AEPC for collaborating the assistance to exporters & to take advantage of Special Package for Garment Sector

1 About AEPC

Incorporated in 1978, AEPC is the official body of apparel exporters in India that provides invaluable assistance to Indian exporters as well as importers/international buyers who choose India as their preferred sourcing destination for garments. AEPC is today a powerful body for the promotion and facilitation of garment manufacturing and their exports.

For Indian exporters, AEPC is a one-stop shop for information advise technical guidance workforce and market intelligence. Members have access to updated trade statistics potential markets information on international fairs and assistance in participating at these fairs. It also plays a large role in identifying new markets and leading trade delegations to various countries.

2.1 Objective & Scope of the Proposal

The Union Cabinet under the Chairmanship of Hon'ble Prime Minister Shri Narendra Modi has given approval for a Special Package of Rs 6000 crore for Employment Generation and Promotion of Exports in Apparel sector. The package includes a slew of measures which are labor friendly and would promote employment generation, economies of scale and boost exports. The move comes in the backdrop of the package of reforms announced by the Government of India for generation of 23.06 lakhs direct jobs in the apparel industry over next 3 years. These initiatives are expected to lead to a cumulative increase of US\$ 20.7 bn. in exports and help to attract an investment worth US\$ 6.7 bn. crores over next 3 years. The package is a strategic decision that would strengthen the Indian apparel sector by improving its cost competitiveness in the global market.

The AEPC seeks proposals to develop a web based Management Information System (MIS) for monitoring and assessing the impact of the Special Package for Garment Sector. The key deliverables and benefits of the web based MIS system will be as follows: -

- I. To facilitate garment exporters for effective mobilisation of the various interventions under special package
- II. To create intensive awareness and to mobilize the exporters to avail the benefits under various intervention of the special package.
- III. To capture the key information of exporters in terms of employment generation, investment made, exports and other parameters specific to the interventions under Special Package and use them as market research tool to make policies



- IV. To provide key analysis and insight for preparing new export strategies including innovation, sustainability for engaging emerging export markets through export promotion exports events and increase State Govt. engagement in export promotion
- V. To provide individual secured login to Exporters and provide facility for using MIS tool for keeping data records relevant to special package.
- VI. To track support of AEPC membership renewal of the existing members and facilitate new registration on the portal
- VII. To facilitate exporters specially SMEs by giving assistance in the matter of understanding and implementation of rules and procedures, facilities provided and how to apply for the facilities/schemes
- VIII. To assist exporters by providing mobile based app. for real time usability of MIS and other important updates

2.1 Scope for MIS Development and Project Management Services

The agency will be required to develop a robust web based MIS system and provide services for management and maintenance support. The scope of the assignment is not limited to the scope mentioned herein below and the scope of assignment would include all such work/function necessary to achieve the objects of the proposal.

- i. To develop a web-based MIS and monitoring system in consultation with the AEPC and user(stakeholders involved)
- ii. Designing parameters & modules for assessing performance & monitoring of the interventions under special package.
- iii. Periodic generation of MIS reports on terms of new employment generated and new investment planned
- iv. Organising training workshop for stakeholders involved along with AEPC.
- v. Maintenance and support services (including Maintenance of Application Software
- vi. Coordination of the MIS activities of different stakeholders and resolution of their concerns/issues, if any, from to time.
- vii. Functional support services and changes subject to mutually agreed change management and change request process.
- viii. Deploy resources as specified in para 5 for project management, monitoring and MIS support.
- ix. Design interactive session / modules for increasing the usage and participation of the users.

3. Specification of the Modules in the Web Based MIS System

The following are the list of modules and functionalities to be built into the system.

S.No	Module/Functionality
1	User Management
2	Members/Exporters Management



3	Modules for interventions under Special Package for Garment Sector
4	Dashboards/Reports Management
5	Notification Management

3.1 Detailed Specifications of the proposed modules:

S. No.	Module/Functionality	Important note for reference
1.	User Management	
a.	Role Creation by AEPC or any agency assigned by AEPC	The agency should be able to create roles which can be assigned to users as per process.
b.	Password Management	Provision for "forget password", change password etc.
c.	User Creation by respective Stakeholders	Each Stakeholder should be able to manage the users for themselves. Ring fencing Concept should be addressed.
2.	Member / Exporter Management	
a.	Dashboard Management	<ul style="list-style-type: none"> Dashboard for each member providing access to interventions proposed under special package for Garment Sector
b.	Member Credentials	<ul style="list-style-type: none"> One-time update of members credentials such as organisation details, addresses, details of sub units and other regulatory information
c.	Forms/Information Management	<ul style="list-style-type: none"> Define frequency for submitting the information in the MIS System Defining parameters for information update and automation for avoiding manual errors
3.	Modules for interventions under Special Package for Garment Sector <ol style="list-style-type: none"> Additional Incentive Under TUFS (Notified vide resolution Dt. 25.07.2016), Effective Date of Start: 25.07.16 Enhancing scope of Section 80JJAA of Income Tax (Yet to be notified) Employee Provident Fund 	<p>The MIS to provide access to 8 separate sub modules as per the proposed interventions under the special package for garment sector. Presently out of the 8 interventions, 3 are yet to be notified.</p> <ol style="list-style-type: none"> Information on each of the interventions to be captured on MIS. Modules and parameters to be designed specific to each intervention and capture the information in data labels with minimal manual entry from



	<p>Scheme Reforms Under PMRPY: Govt. Paying 12% contribution of Employee Pension Scheme (Effective Start Date: 9.08.16)</p> <p>4. Enhanced Duty Drawback Coverage under ROSL</p> <p>5. Enhanced Duty Drawback Coverage when fabrics are imported under Advance License Scheme (Notification 110/2016 customs (NT) Dt. 13.08.16), Effective Start Date: 1.09.16</p> <p>6. Introduction of Fixed Term Employment: Draft Notification Vide [S-12011/1/2016-IR (PL) Dated 4.08.2016 issued by MOLE, Date of Effective Start - 7.10.16</p> <p>7. Optional Employees PF Scheme, Earning Less than Rs. 15000 per month (Notification- To be issued)</p> <p>8. Increasing overtime caps</p>	<p>users</p> <p>iii. Users may be given an option to edit or update the data later post submission</p>
<p>4.</p>	<p>Dashboards/Reports Management</p>	<p>The key objective of the MIS is to collaborate information inputs from users and generate reports and analysis to assess the overall impact of the special package for garment sector. A tentative list (as below) of reporting requirements may be inbuilt in the MIS application to stakeholders</p>
<p>a.</p>	<p>Master Reports and Secondary reports</p>	<ul style="list-style-type: none"> • Master report for assessing the total impact of special packages • Package wise and member wise report • Analysis on parameters such as product, geography, state wise, district wise etc • Performance analysis on the investment and new jobs created and



		<p>mapping to the interventions</p> <ul style="list-style-type: none"> • Drag and drop interface to build reports which are tabular, summarized, chart or number reports • Reports using SQL query mode for advanced users, with features like formulas, labels and filters • Design custom dashboards or any other customized report as required by Client
5.	Notification Management	<ul style="list-style-type: none"> • MIS should be enabled to relay important information or alerts which are user specific or in general across a variety of delivery channels like emails, SMS, web interface. • Notifications may be automated or manual and should be managed from a centralized management system • System should have inbuilt mechanism for setting up reminders / pops up for collecting data inputs on daily / weekly / fortnightly / monthly / quarterly or annually, as decided for each interventions

The technology specification for the MIS is enclosed at Annexure II

4. **Modules for Mobile Application**

A mobile application shall be developed for accessibility to the users in simplest and convenient way. The app based on its usability shall be introduced in concurrent to the successful development of the web based MIS.

5. **Key Personnel for the Project Management Unit (PMU)**

5.1 The Project Implementation Unit will be led by a Project Manager, for assisting the client in Coordination, Implementation and Monitoring of the Scheme. The functions and profile of the key personnel shall be as given below.



Role	No of Post	Function	Qualifications & Experience
(i) Project Manager	1	For overall functioning of the entire project	<ul style="list-style-type: none"> • MBA form recognized institution • At least 10 years of working experience and minimum 3 years of experience in advising central/State Governments in scheme implementation • Experience in textile sector is desirable
(ii) Functional Consultant	1	Responsible for Requirement gathering, coordination with stakeholders involved in the project	<ul style="list-style-type: none"> • MBA form recognized institution • At least 5 years of working experience and min 3 years of experience in project management and scheme implementation
(iii) MIS Expert	2	For designing, maintenance and updation of MIS system	<ul style="list-style-type: none"> • B.Tech (IT, CS) /MCA having min 3 years of experience in designing and maintenance of MIS system
(iv) Support staff	3	Responsible for support to stakeholders via telephone/email, telephonic for any issues and other assigned work by the client	<ul style="list-style-type: none"> • Graduate and at least 6 months diploma in Computer/IT



Note: CVs of the personnel proposed to be deployed for Project Implementation Unit should be submitted along with the proposal. Upon selection of the agency, the AEPC will assess the suitability of each of the proposed resources through personal interview and will have exclusive rights in deciding his/her deployment/continuation in PMU team.

6. Deliverables of the PMU

- (a) The PMU team shall be in place within 10 days of the award of the contract.
- (b) The team will put in place centralized web based MIS portal within three months of the award of the contract.
- (c) A plan of action for the entire project period along with Monthly Plans for achievement of specific milestones to accomplish tasks as in para 2 above
- (d) Drafting of Reports and generating data of various forms/kinds as per the requirement of the AEPC from time to time
- (e) Handholding of the new agencies on the MIS and conducting training sessions to the various stakeholders
- (f) Assisting exporter members for smoothening the membership process and other key policies
- (g) List of the deliverables is not exhaustive and some more milestones may be included with mutual consent based on experiences during the implementation period

7. Contract Validity

- 7.1 The contract with the selected agency will be for a period of 1 year since award of the contract. The selected agency has to perform the functions efficiently to the satisfaction of the AEPC during the contract period and shall not be allowed to withdraw from the contract under any circumstances. The contract will be open for extension for another 2 years subject to approval from AEPC and depending upon the performance of the agency on the same terms and conditions.
- 7.2 If the selected agency fails to perform the functions of PMU as agreed upon in the contract to be signed with AEPC or commit breach of any of the terms and conditions, provisions or stipulations of the contract, AEPC shall take appropriate action including termination of the contract with the agency at the risk and cost of the agency by giving one week notice to the agency.
- 7.3 In the event of non-extension of the contract or termination of the contract, the items procured/developed for the project will be transferred to the AEPC or the agency identified by the AEPC for the purpose. Until such time the deliverables are



completed along with complete knowledge transfer by the agency, the project will be treated as incomplete and the fee will be proportionately deducted by the AEPC.

8. Payment Terms

8.1 Emoluments

The agency would be required to present detailed work plan based on the broad terms of reference of the project and the payment milestones would be mutually agreed post selection stage which would be based on deliverables to the extent possible to be quantifiable. Based on the actual performance /achievements made over the agreed milestones, quarterly payment will be made to the agency after every quarter over the period of the project.

During execution of the Project, shortcomings/ deficiencies over the agreed terms, if any, are found, then a penalty of 0.5% of the contract value per week (subject to maximum of 5%) may be imposed by the AEPC.

8.2 Incidental expenditure

Apart from the contract amount, reimbursement of economy airfare/ taxi/ rail fare for visit of personnel to the project site for inspection/ monitoring, lodging/boarding on actual basis (on production of tickets/ bills) will be made by the AEPC. The eligible amount will be decided as per tour allowance norms for Group A Officers with a Grade Pay of Rs. 5,400/- of the Government of India. These reimbursements will only be for the visits undertaken based on the action plans approved by the AEPC. The tour programmes have to be pre-approved by AEPC.

8.3 Management consultancy fee:

Management consultancy fee will be based on successful completion of output milestones detailed at para 6 on milestone and quarterly basis.

8.4 Prices quoted shall be inclusive of all taxes.

8.5 Taxes

Service tax & other taxes as applicable due on the charges for the services being provided by Management/Technical Consultant would be deducted at source by the government from the payment made by it.

8.6 Penalty for exit/replacement

- a. Replacement of resources shall generally not be allowed before completion of the minimum period of one year. The replacement of agreed personnel by the agency will be



allowed after the mandatory one year only in case the personnel leave the organization by submitting resignation or in the event of disability/death of the incumbent as reasons for replacement of personnel with the present employer.

- b. In case of failure to meet the standards set for delivering the project, (which includes efficiency, cooperation, discipline and performance) agency may be asked to replace the personnel without any penalty for replacement/exit.
- c. The replaced personnel will be accepted by the AEPC only if he scores the same or more on the evaluation criterion mentioned in this RFP and is found suitable to the satisfaction of the AEPC. The outgoing personnel should complete the knowledge transfer with the replaced personnel as per the satisfaction of the AEPC. There will be no gap in the replacement of the personnel.
- d. The penalty per personnel would be imposed if a personnel who has not resigned and is removed from the project by the agency.
 - (i) If removed within 3 Months : Rs. 5, 00,000/- (Rupees Five Lacs)
 - (ii) From 3 months to 6 Months- Rs. 2.5,00,000/- (Rupees Two Lacs and fifty thousand)
 - (iii) Beyond 6 months- 1,00,000/0 (Rupees One lacs)
- e. In case of immediate replacement not being provided, a penalty of Rs. 5,000/- per working day per personnel will also be imposed till suitable replacement is.

(In case of point d & e above, the replacement procedure will be as per the terms mentioned at point c above).
- f. However, AEPC is free to relieve any personnel at any time during contract period by serving 15 days advance notice. The company will be liable to provide the suitable replacement as per the terms mentioned at point c above.

9. Intellectual Property Rights

- 9.1 The Intellectual Property Rights of all the database, programs, source-code, reports, formats etc. Developed/created for this project would vest in the Government. However, any liability arising out of negligence contributory or willful by way of inaccurate/ wrongful/ data construction shall solely vest with the agency. Also, the attendant actual/ potential loss, cost to the Government of India on account of such negligence shall be borne by the agency.
- 9.2 Any website, web-space, website registration, database servers etc. developed / created for this project shall be purchased / registered in the name of AEPC and AEPC would have full right to control the information put on the same.



- 9.3 For operating the above mentioned system, the Company, (as the operator or facilitators of the system) would be given appropriate rights to use the information, databases etc.
- 9.4 Agency shall ensure that all Rules, Regulations and Laws in relation to the intellectual property rights are adhered by it. Any consequence arising on account of violation of any Rules, Regulations and Laws, the agency shall be solely responsible thereof and shall also indemnify the AEPC.

10. Tender Methodology:

- a. For the purpose of selection of the successful Consultant, a two-stage bidding process will be followed.
- i. The response to the present tender is to be submitted in two parts, i.e. the Technical Proposal and the Financial Bid in separate sealed covers to be marked distinctly.
- ii. The ‘Technical Proposal’ will contain the exhaustive and comprehensive details of approach, methodologies to be followed, assertions, documents and any other collateral the Consultant would want to submit to the AEPC.
- iii. The Bids would be evaluated on a Technical-cum-Financial Evaluation methodology.
- iv. Technical Performance would be assessed and evaluated by Evaluation Committee on the basis of points awarded to each of the agency.
- v. The Criteria for evaluating the Technical Bids would be as follows-

b. Technical Evaluation Criteria

No	Heading	Description	Criteria for point allocation	Max. Points
1	Firm’s Experience (Marks = 35)	Years of experience as Project management consultant for Government projects (state and central projects)	< 5 years’ experience =0 5-7 years’ experience =4 8-9 years’ experience =8 > 10 years’ experience= 10	10
		Proven and demonstrable experience, expertise and resources in	<ul style="list-style-type: none"> • < 5 projects = 10 • Additional one mark each for each additional 	15



		providing management consultancy in IT consultancy project funded by Government (central/State govt.) (Max Marks 15).	project undertaken	
		Turnover of the Company	Average turnover during last 3 years (in INR crores) <ul style="list-style-type: none"> • > 100 crores = 10 • > 75-100 crores = 8 • > 50-75 crores = 6 • > 10-50 crores = 4 • Up to 10 Crores = 2 	10
2	Key Personnel & Organizational strength (Marks = 30)	Based on the educational qualification and work of the team experience as per para 7	Project Manager (1)= 7 Functional consultant (1) = 4 MIS/Technical Expert (2) = 6 (3 marks each) Support Staff (3) = 3	20
		No. of professional employed on payroll	< 100 = 3 > 100 to 150 = 5 > 150 to 200 = 7 > 200 & above = 10	10
3	Project Methodology, approach and work plan (Marks = 35)	Technical Approach & methodology for the project	Agency to provide planning, strategy, approach, methodology, and detailed work/actively plan, etc. for scheme implementation within given timelines	20
		Presentation on the proposal	Appropriateness of presentation in highlighting needs of scheme and key points of proposal	15
Grand total				100



11. Selection Criteria

- i. The selection of the Consultant shall be based on a Quality and Cost Based Selection (QCBS) system – 70:30 (technical score: financial score) and procedures as described in this RFP.
- ii. The Agency obtaining highest final score would be selected.
- iii. The decision of the Proposal Evaluation Committee in this regard will be final.
- iv. Proposal Presentations: Agency who will be meeting the Minimum eligibility criteria as para 14 will be called for presentation before the Proposal Evaluation Committee. The purpose of such presentations would be to allow the agencies to present the key points in their proposals. The bids of those agencies who will not present themselves before the Evaluation Committee for presentation will not be considered.
- v. The financial score will be calculated as such-

$$\text{Financial Score} = \left\{ \frac{\text{Minimum Quote}}{\text{Agency Quote}} \right\} \times 100$$

- vi. The final score of an agency will be calculated as such:
$$\text{Final Score} = (70\% \times \text{Technical Score}) + (30\% \times \text{Financial Score})$$
- vii. **Minimum qualifying technical score required is 70 out of 100. The financial bid of agency with lesser than 70 marks in technical score will not be opened.**

12. Minimum Qualifications for the Agency/Eligibility Criteria:

- a) National / International reputed consulting firm registered under the Societies Act / Companies Act/Limited Liabilities Partnership Act
- b) Minimum Experience – Should have been working in the Government consultancy assignments (Central and State Govts.) for a minimum of 5 years; This should be supported by satisfactory work completion letters/certificates from the clients clearly showing the name and designation of the person who has signed the letter/certificate. A copy of the award of the contract and proof of the final instalment released will be accepted for completed projects. The name and designation and contact number of the client for whom the work has been done should be furnished since the AEPIC reserves the right to verify the proof given. The successful agency should ensure that the completion letters/certificates form clients for whom the work was done are furnished before the signing of the contract with the successful agency



- c) Minimum Turnover: Rs 10 Crores average in the last 3 years. Audited Balance sheet and Income statements should be submitted for the last three financial years
- d) Minimum Employee strength : 50
- e) Consortiums/ Tie-ups of two or more firms are not permitted to bid in the project
- f) The agency should be IT consulting firm operating in India for the last five financial years (2011-12, 2012-13, 2013-14, 2014-15 and 2015-16)
- g) An undertaking (self-certificate) that the agency hasn't been blacklisted by a central / state Government institution.

13. Bid Format:

- a. The main cover shall be superscribed "Proposal for Selection of agency for development of Management Information system (MIS) for collaborating the impact of Special package for garment Sector". The three sealed covers within the main cover should contain:
 - i) Qualification, Credentials and Earnest Money Deposit clearly superscribed "Packet A"
 - ii) Technical bid clearly superscribed "Packet B" and
 - iii) Financial bid clearly superscribed "Packet C"
- b. The Packet 'A' should contain:
 - i) Proposal submission form (in format below) containing details of the Agency, Contact Address, email, phone, Fax, Name of Contact person for this project. – As in Annexure – I
 - ii) Documents in support of the eligibility criteria for this bid. (asper Para12)
 - iii) Refundable Earnest Money Deposit (EMD) by way of Demand Draft drawn in favour of "Apparel Export Promotion council (AEPC)" for an amount of Rs. 1,00,000/-.
 - iv) Copies of Income tax (PAN), Service Tax Registration.
 - v) Unabridged annual reports or audited financial accounts for the last three years
- c. The Technical Bid (Packet 'B') should contain: Technical bids shall contain following information/ Documents in support of the Technical Criteria:-
 - i) Technical Bid (Packet 'B')



No	Heading	Description	Information provided by Agency	Max. Points
1	Firm's Experience	Years of experience as Project management consultant for Government projects (state and central projects)	Quantum for the company in respect of the indicated be mentioned here; Contract copy is to be attached as a proof of the experience	
		Proven and demonstrable experience, expertise and resources in providing management consultancy in IT consultancy project funded by Government (central/State govt.) (Max Marks 15).	Quantum for the company in respect of indicated be mentioned here; Contract copy is to be attached as a proof of the experience. Refer F2 format	
		Turnover of the Company	Quantum for the company in respect of indicated be mentioned here: Audited balance sheet/P&L to be attached as a proof	
2	Key Personnel & Organizational strength (Marks = 30)	Based on the educational qualification and work of the team experience as per para 7	Name of the personnel who would be deployed for the project. CV to be attached separately (Format for CV (F1) is as below	
		No. of professional employed on payroll	Self-Declaration to be provided by the agency from the Authorized signatory	
3	Project Methodology, approach and work plan (Marks = 35)	Technical Approach & methodology for the MIS development and Management activity	PI provides a brief here; Attach details separately.	
		Work Plan & manpower deployment	Please provide work and activity schedule. Refer F3 format	
Grand total				100



F1 Format for CV

SI			Information provided by Agency	Marks
#	Name of Person & Position proposed	Educational Qualifications	<i>Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained.</i>	
		Experience	<i>Starting with present position, list in reverse order every employment held. List all positions held by staff member of last 5 years giving dates, names of employing organizations, titles of positions held, and locations of assignments.</i>	
		Experience in Similar assignment	<i>Please provide a list of project brief, and position at which the personnel had worked in assignments having professional requirement similar to this project.</i>	
			Total Marks	
			Points to be carried forward	

F2: Format for relevant services carried out in the last five years that best illustrate Firm's Experience at S. No. 1 in the above table.

Using the format below, provide information on main assignments for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		N ^o of Staff:
Address:		N ^o of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Rs Lakhs):
Name of Associated Consultants, If Any:		N ^o of Months of Professional Staff Provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		



F3: Format for Activity (Work) Schedule.

A. MIS development & Management Activity												
	<i>[1st, 2nd, etc. are months from the start of assignment.]</i>											
	1 st	2 nd	3 rd	4 th	5 th	6 th	7 th	8 th	9 th	10 th	11 th	12 th
Activity (Work)												

- d. The Financial Bid (Packet 'C') should contain

Financial quote for the services expected from Management & Technical Consultant in the Request for Proposal (RFP) document for selection of “Proposal for Selection of agency for development of Management Information system (MIS) for collaborating the impact of Special package for garment Sector” should include break up for the following two components:

Summary Format for Packet “C”:-

S. No.	Item	Cost (amount in Rs.)
1	MIS development, maintenance of MIS and Manpower cost	
	Total (amount in words)	

The above mentioned fees should be inclusive of all taxes. Any conditionality in the financial bid stage would render the offer liable for rejection.

14. Bid opening:

- a. Bids not supported with EMD shall be summarily rejected.
- b. Technical bids of eligible agencies will only be opened.
- c. The financial bid will be opened after completion of the technical evaluation by the Evaluation Committee. The financial bid of agency with less than 70 marks in technical score out of 100 marks will not be opened.
- d. Agency may submit their queries via E-mail before 20.01.2017. Response of queries



received will sent latest by 23.01.2017 via E-mail.

The last date of submission of bid document is 10th February, 2017 by 1500 hours.

15. Right to Termination:

- a. AEPC reserves the right to terminate the Agreement, if it is of the opinion that the performance of the consultant is not satisfactory at any point of time during the period of the contract at the risk and cost of the agency.

16. Right to accept / reject any applications

- a. The AEPC reserves the right to accept or reject any or all Applications and to annul the qualification process at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

17. Conflict of interest:

- a. The Agency would not receive any remuneration in connection with the assignment except as provided in this agreement. The company and its affiliates would not engage in consulting or other activities that conflict with the interest of AEPC under this Agreement.

18. Confidentiality of Information

The Agency will follow all the guidelines regarding information technology security & cyber security policy which are being issued by Office of Director General, Indian Computer Emergency Response Team (CERT-IN), AEPC Communication & IT, New Delhi, from time to time.

19. Amendment of RFP document

- a. At any time, prior to the deadline for submission of Applications, the AEPC either on its own or on request of the Applicant may amend the RFP documents by issuing addendum or addenda including those issued after the pre bid query resolution. These addenda shall be posted at the website of the AEPC and shall be treated as a part of the RFP Documents.
- b. The AEPC may, at its discretion, extend the deadline for the submission of Applications.

20. Other information:

- a. Agency may submit requests for clarification to this RFP by sending an email on our



address <aepcmis@aepcindia.com>. Clarification requests must be received by 20.01.2017

- b. Minutes of the Pre-Proposal Conference listing questions and the related clarifications of the Solicitation Documents will be placed on the AEPC website by 23.01.2017
- c. Proposals are required to be submitted in sealed cover to:
To,
Secretary General
AEPC, Apparel House,
Institutional Area, Sector -44,
Gurgaon – 122003
Tel: +91-124-2708014
- d. Proposals must remain valid for a period of 90 days of the submission.
- e. Information from the oral presentation will also be used as part of the technical evaluation process. Based on the oral presentation and demo of MIS, the final marks on the “Project Approach & Methodology, work plan” Criteria would be awarded by the evaluation committee.
- f. The purpose of the oral presentation and question and answer session is to test the agency understanding of the work by addressing some case scenarios. Each Agency will be allowed 30 minutes to make their oral presentation. The time should be divided into: 20 minutes for agency’s presentation and 10 minutes for Questions and Answers.
- g. Earnest Money Deposits of the agencies, other than the successful agency will be returned within 1 month from the completion of the bid process.
- h. The successful agency would be required to submit (and keep active for the life of the project) a performance guarantee (by way of bank guarantee) amounting to 10% of the contract value for successful performance of the activities in the contract.
- i. The Performance Guarantee deposits will be released to the agency after 6 months from the date of successful completion and handing over of the project on being satisfied about the proper execution of the project.
- j. AEPC will provide the format of Performance Guarantee to the successful agency.
- k. The selected Agency has to sign an Agreement with the AEPC for rendering satisfactory services and completion of the projects in a time bound manner. The Agreement shall include provisions for taking performance guarantee, damages for delay or award for early completion besides other clauses as are finalized by the AEPC.

Date: 10.01.2017 (F)



ANNEXURE - I

PROPOSAL SUBMISSION FORM

[Location, Date]

To:

Secretary General
AEPC, Apparel House,
Institutional Area, Sector -44,
Gurgaon – 122003

Sir,

We, the undersigned, offer to provide the consulting services for as in accordance with your Request for Proposal dated [Date] and our Proposal. We are hereby submitting our Proposal, which includes this Qualification Proposal & Technical Proposal sealed under a separate envelope.

If negotiations are held during the period of validity of the Proposal, i.e., before [Date] we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Email:

Name of Contact Person:

Email:

Telephone:

Mobile:

Fax:

Address:



ANNEXURE – II

Technology Specifications for the MIS application

1. The solution architecture should be based on Open Source Software (OSS) Technologies and Open Industry Standards and Protocols.
2. Agency is free to propose (Closed Source Software) CSS.
3. The proposed architecture should allow for common-off-the-shelf (COTS) components based on a well-accepted industry standard.
4. The architecture should be such that the system is available to users 24 x 7 x 365 days a year without any unapproved down-time.
5. The application should follow a strict MVC (Model – View – Controller) architecture to facilitate scalability and modular management of the system.
6. The proposed solutions component must have revision / version control system mandatorily.
7. The web application should strictly follow the **Open Web Application Security Project (OWASP) Standards** for Security
8. The following technology stack for development of the web application is as follows:
 - a. OS: Linux, any flavour
 - b. HTTP Server: Apache / NGINX
 - c. Database: MySQL / Postgres / MariaDB
 - d. Development Language: PHP / Python
 - e. Caching Backend: Memcached / Redis
9. SSL has to be used mandatorily and the cost (if any) has to be borne by the Agency
10. Agency will be required to provide all hardware including (Servers, Memory, Storage and Networking Hardware, etc.) and Software including duties and import cost required for this implementation.
11. Any software licenses if required will be procured by the selected Agency. The Client will neither pay the selected Agency nor the license vendor any additional license fee regardless of increase in usage, provided the usage is within the specifications provided in the RFP.
12. The hardware should be sized to meet a volume of around 8,000 users / AEPC members with scalability to higher no as per the requirements.
13. The Agency should size the server's requirements in such a way that no performance / latency issue arises.
14. The Client has the option to avail the services of the selected Agency for carrying out any extension or changes in scope of work as using change control procedures, as a part of the Project. The selected Agency will estimate the efforts for such additional changes and approval of the Client. All such additional work will be initiated using the change control procedures.
15. Selected Agency will provide user manual/media kit for the Web Application.



16. The documentation should include details regarding application architecture, database, network infrastructure requirements, back-up and Disaster Recovery (DR) plan. All the manuals shall be in English and the documentations should be clearly indicative of the overall solution with architecture diagram. The solution should be designed with redundancy to ensure nil impact by failure of one or more components / servers or software.
17. The successful Agency has to provide support for troubleshooting and enhancements in the services during the Contract period. The solution should be reliable, scalable, robust and readily deployable with minimum customization in compliance to all security features.
18. The Web Application should be compatible with the latest version of all popular browsers viz. Microsoft Edge, Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, Safari, etc.
19. Report generation should also be facilitated in PDF/ MS office formats or any other format as desired by the Client
20. The backup and restoration policy should be framed and provided to the Client as a deliverable by the Agency.



DISCLAIMER

1. Though adequate care has been taken in preparation of this Request for Proposal (RFP) document, the Consultancy Company / Firm submitting detailed techno- commercial proposals in response to this RFP should satisfy itself that the information provided in the RFP document is complete in all respects.
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