

Tender Document  
Tender Reference Number:  
MITS.8/2008/144

For

Contribution of Content  
to the National Portal of India  
**FROM THE STATE OF Meghalaya**

Issued by the  
**Meghalaya Information Technology Society**

On behalf of  
**Information Technology Department,  
Government of Meghalaya**

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## 1. TENDER FOR INVITATION OF QUOTATIONS FOR CONTRIBUTION OF CONTENT FOR THE NATIONAL PORTAL OF INDIA FROM THE STATE OF MEGHALAYA

This is to inform that Department of Information Technology, State Government of Meghalaya (herein referred to as 'Deptt') intends to select a Content Service Provider (herein referred to as 'CSP') for the contribution and maintenance of State Specific Content to the National Portal of India, <http://india.gov.in> (herein referred to as 'NPI') for the State of Meghalaya.

The assignment specifications, terms and conditions, and various proforma for submitting the Tender offer are described in the Tender document.

The prospective content service providers are requested to submit their offer in 'Two Cover System', for Technical (4 Copies) and Commercial (4 Copies).

Each copy of the Technical Bid and Commercial Bid of the Tender should be enclosed in separate sealed covers super scribing "Technical Bid" and "Commercial Bid" respectively. Each copy in each bid should also be marked as "Original", "First Copy" and so on. All the copies of each bid should be put in a single sealed cover super scribing "Technical Bid" and "Commercial Bid" as the case may be. Please Note that Prices should not be indicated in the Technical Bid and should only be indicated in the Commercial Bid.

EMD of Rs. 50,000/- (Rupees Fifty Thousand only) in the form of DD/Pay Order should be submitted along with the tender.

The cover containing copies of Technical Bid and the cover containing copies of Commercial Bid as well as EMD should be put in another single sealed envelope clearly marked "TENDER FOR THE CONTRIBUTION OF CONTENT FOR THE NATIONAL PORTAL OF INDIA FROM THE STATE OF MEGHALAYA." This envelope is to be super scribed with Tender Number, Due Date, Item and the wordings "DO NOT OPEN BEFORE 14.00 hours on 3/10/2008".

The cover thus prepared should also indicate clearly the name, address and telephone number of the Content Service Provider, CSP, to enable the Bid to be returned unopened in case it is declared "Late".

Each copy of the tender should be a complete document and should be bound as a volume. The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers. Different copies must be bound separately. Any deficiency in the documentation may result in the rejection of the Bid.

Tender Reference	MIT.S.8/2008/144
Price of Tender copy	Rs. 250/-
Date of commencement of issue of tender document	08/09/2008
Date of closure of tender document	03/10/2008
Queries to be mailed by	26/09/2008
Pre Bid Meeting	29/09/2008
Last Date and Time for receipt of tender offers	03/10/2008; 13.00 Hrs
Date of preliminary scrutiny of bids	03/10/2008; 3.00 PM
Address of Communication	IT Deptt., Ground Floor, NIC Bldg., Sectt. Hill, Shillong
Contact Telephone Numbers	IT Deptt: 2224201-Extn 2658; Comm & Secy, IT: 0364-2226978; NIC: 0364-2225501
Fax No.	
E-mail Id	<a href="mailto:dwahlang@yahoo.com">dwahlang@yahoo.com</a> or sio-megh@nic.in

The copy of tender document can be downloaded from website [http:// ditmeghalaya.gov.in](http://ditmeghalaya.gov.in) or may be obtained during office hours between the above said working days in person by paying an amount of Rs. 250/- by way of Demand Draft / Pay Order favoring Secretary, Meghalaya IT Society, payable at Shillong.

Please note that the prospective Content Service Provider need to purchase the tender document from Department of Information Technology, State Government of Meghalaya and should also attend the pre bid meeting on scheduled date, time and venue. In case the prospective content service provider downloads the document from the website, the cost of tender document should be paid along with the submission of the tender.

Commissioner & Secretary  
 Department of Information Technology,  
 State Government of Meghalaya  
 &  
 Member-Secretary,  
 Meghalaya Information Technology Society.

## 2. OVERVIEW OF THE NATIONAL PORTAL OF INDIA

### 2.1 Introduction

The Indian Government lays a lot emphasis on the adoption of good governance practices and an important dimension of this is the anytime, anywhere delivery of government services to the citizens. A lot of these services are being provided online by a number of different departments working in various sectors of development. But this also means that citizens have to visit a large number of websites of government departments for different services. For making such information and services accessible in a convenient manner, it is important to have a one-stop source for all the government information and services. A 'National Portal' of the country is an ideal platform to facilitate this.

With this view, 'india.gov.in', the National Portal of India has been designed, developed and hosted by National Informatics Centre (NIC). The Portal has been developed as a Mission Mode Project under the National E-Governance Plan (NEGP) of the Department of Information Technology, Government of India. The objective behind the Portal is to provide a single window access to the information and services being provided by the Indian Government.

The portal provides a unified interface to over 5000 Indian Government websites and acts as a logical front-end to the e-government initiatives under various Central/State/UT government schemes and programmes. It caters to a wide range of audience and stake holders right from common citizens, government departments and corporate sector to NRIs, national and international media and general public across the world.

Besides, one can find Government Tenders, Documents, Policies, Forms, Schemes, Maps etc on the National Portal. As content is one of the major critical component of the Portal, the National Portal Coordinators (NPCs) have been nominated from each of the State to contribute the content. The content contribution to the portal is therefore a collaborative effort of the States, Departments and Ministries.

### 2.2 Objectives

The objective behind the Portal is to provide comprehensive, accurate, reliable and one stop source of information ranging from health, education, housing and employment to travel, law & order and finances. A variety of citizen services being provided by the Government across sectors and states/UTs will also be accessible from the Portal. Online access to government services right from obtaining licenses & certificates to filing tax returns, from applying for a passport/ visa to getting the name included in electoral rolls and from registering a company to booking a train ticket on the net all shall be available on the portal.

### 2.3 Content Contribution Framework

The content in this Portal is the result of a collaborative effort of various Indian Government Ministries and Departments, at the Central/State/District level. National Portal Coordinators (NPCs) have been nominated both for Central Ministries/Departments and for State/UT Government who are responsible for the content development, compilation and maintenance with respect to their domain.

A Web Based secured Content Management System (CMS) (<http://portalcontent.nic.in>) has been developed to facilitate contribution of content by the NPCs through simple and friendly interface. Each of the NPC has been allotted a User-id and Password. Each piece of content contributed passes through a specific workflow before getting published on the portal.

The details of the content, which can be contributed to the National Portal using this interface, are as follows: -

State Profile

Services

Documents

Forms

Schemes

Announcements

Directories/Web links

Announcements/Events

Formats of the documents as well as other content to be contributed shall also comply with e governance standards from Government of India.

Complete details of each module, format of content etc. is explained in the Content Framework of the National Portal of India (<http://india.gov.in/cfw>).

The State Nodal Organization (SNO) acting for & on behalf of the Information Technology Department, Government of Meghalaya, for the National Portal of India, Meghalaya, shall be the Meghalaya Information Technology Society (MITS).

### 3. SCOPE OF THE WORK

This section provides the details of the work involved for the NPI. The CSP is expected to identify the State specific content to be contributed to the National Portal of India (NPI) and also publish it on the National Portal after due approval. The content contributed to the NPI is also to be maintained during the period of contract. Detailed scope of work is mentioned in the following section.

3.1. Review the National Portal and understand the content framework as well as the kind/forms of content to be contributed. Details of the minimum content to be contributed for each state is given as **Annexure A**.

3.2. Format/Method, guidelines and explanation of the terminology for the different categories of content to be contributed on the portal is given in details in the National Portal Content Framework available at <http://india.gov.in/cfw>  
Broadly the following content types have to be contributed for each State:-

State Profile

Services

Documents

Forms

Schemes

Announcements

Directories/Web Links

Announcements/Events

Review State Government Websites as well as other Media to identify the contents in each category to be contributed. Once the content is approved by the NPC, it has to be contributed to the NPI through the web-based CMS of the National Portal.

As per the advise of NPC, liaison with the State Government Departments/Officers to collect the information /document to be published on the NPI. Submit the same through CMS.

Develop/compile/package the information if it is not available in ready format and submit the same through NPI CMS after due approval of NPC.

The content would eventually be provided in regional language also. This would be done in phased manner in mutual consultation with NPC.



Review and maintain the state specific content on the NPI for the period of contract.

- Periodically review the state specific content on NPI and update wherever necessary.
- Any change in policy/procedure/process applicable in any of the category of the content published should be reflected.
- Based on the feedback received from viewers on the content, it should be reviewed and modified after due approval by the NPC.
- If NPC feels that any information/content, which is relevant for the State and needs to be reflected on the portal then the CSP has to make arrangement/publish the same.

#### 4. ROLES AND RESPONSIBILITY

This section gives the details of the expected roles and responsibilities of the individual parties involved in this project: -

##### **4.1. Roles and Responsibilities of the Content Service Providers (CSP): -**

- 4.1.1. **Coordination** with NPC and liaison with the State Government Departments identified by NPC for the content as the content to the National Portal is State/Department specific.
- 4.1.2. **Identification** of State Specific Content across the Departments through various media channels, portals, websites, newspaper, government publications.
- 4.1.3. **Compiling** the Content for the NPI as per the guidelines given in the Content framework and at the discretion of the NPC.
- 4.1.4. **Contribution** of state specific services and information using the web-based CMS of the National Portal.
- 4.1.5. **Obtain the approval** of the Content from the NPC before it is contributed to the Portal.
- 4.1.6. Content contributed to the portal has to be **regularly reviewed and validated** formally by sending quarterly report to NPC.
- 4.1.7. **Contributing any other** State specific content as per the discretion of the NPC.
- 4.1.8. **Attending Periodic Meetings** chaired by NPC to review the progress of the content contributed by CSP.
- 4.1.9. **Maintaining the version** of content contributed.
- 4.1.10. Eventually **providing the content** in the **Regional Language** also. This would be done in phases and would be mutually decided.

#### 4.2. Roles and Responsibilities of National Portal Coordinators (NPCs):-

- 4.2.1. **Provide broad guidance** on content contributed from the state on lines of Content framework of NPI.
- 4.2.2. **Facilitate liaison** of CSP with identified departments of the State Government for identification and collation of State Specific Content which have to be contributed to the portal.
- 4.2.3. **Approval of content** identified by the CSP for the contribution to the portal.
- 4.2.4. **Moderation of content** contributed by the CSP using CMS to maintain the standard and quality.
- 4.2.5. **Regularly reviewing** the progress of work carried out by CSP for the contribution of the State specific content.
- 4.2.6. **Payment processing** of the bills submitted by the CSP on a quarterly basis.

#### 4.3. Roles and Responsibilities of NIC/DIT

- 4.3.1. NIC shall provide the Generic **NPI Content Framework**.
- 4.3.2. NIC State Units shall help NPC in **specifying the minimum content to be contributed** based on the guidelines in **Annexure A**
- 4.3.3. NIC State Unit shall **work along with NPC** in **evaluation of Bids** for identifying the agency for content contribution
- 4.3.4. NIC State Unit shall **provide training** to the selected CSP as well as to the State Government officers identified by NPC
- 4.3.5. NIC State Unit shall **provide technical support** on CMS to the CSP
- 4.3.6. NIC State Units shall help in **Resolving the queries/issues** related to NPI CMS
- 4.3.7. NIC shall be responsible for the final level of **moderation for publishing** the Content on the NPI
- 4.3.8. **NIC shall Release the funds to the State** as per the agreed terms and conditions.

## 5. QUALIFICATION CRITERIA

The Content Service Provider should meet the following criteria as on the date of submission of the bid: -

- 5.1. The Content Service Provider (CSP) should have an **established office in the State** (CSP to attach documents as per **Annexure IV**).
- 5.2. The CSP should be a financially sound registered company in India having minimum **annual turnover of Rs. 2 Crore** during any two of the last three financial years as **per Annexure II**
- 5.3. The CSP should have minimum **experience of three years** in providing **Content Development Services** for websites/ portals /electronic publishing (CSP to provide documentary support).
- 5.4. The CSP should have executed **minimum two projects** with entire scope of work as per **clause 3**. CSP to furnish detailed information on both the projects as per **Annexure-V** along with work orders.
- 5.5. The CSP should have **relevant experience and understanding** of the information and services of **Government Domain**.
- 5.6. CSP should have skilled/experience **Content Writers** on its **payroll** (CSP to provide details as per **Annexure III**
- 5.7. Attach all documentary proof without which the bid shall be rejected.

**6. BID SUBMISSION**

Department of Information Technology,, State Government of Meghalaya invites sealed tender offers (4 copies of technical offer and 4 copies of commercial offer along with the EMD in separate sealed envelopes) from eligible Service Providers.

A complete set of tender document may be purchased by eligible Content Service Provider/s upon payment of a non-refundable fee of Rs 250/- (Rupees Two hundred & Fifty only) by way of Demand Draft/Pay Order favoring [Secretary, Meghalaya IT Society, payable at Shillong](#). The copy of the tender document will be available at [IT Deptt., Ground Floor, NIC Bldg., Sectt. Hill, Shillong](#) between 10.00 and 17.00 hours and can be collected in person during the dates given herein below.

Tender Reference	MIT.S.8/2008/144
Price of Tender copy	Rs. 250/-
Date of commencement of issue of tender document	08/09/2008
Date of closure of tender document	03/10/2008
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Address of Communication	IT Deptt., Ground Floor, NIC Bldg., Sectt. Hill, Shillong
Contact Telephone Numbers	IT Deptt: 2224201-Extn 2658; Comm & Secy, IT: 0364-2226978; NIC: 0364-2225501
Fax No.	
E-mail Id	<a href="mailto:dwahlang@yahoo.com">dwahlang@yahoo.com</a> or <a href="mailto:sio-megh@nic.in">sio-megh@nic.in</a>

Please note that the prospective CSP should also attend the pre bid meeting on specified date, time and venue. In case the prospective content service provider downloads the document from website [http:// ditmeghalaya.gov.in](http://ditmeghalaya.gov.in) the cost of tender document should be paid along with the submission of the tender.

The cost of bidding and submission of tender documents is entirely the responsibility of CSP, regardless of the conduct or outcome of the tendering process.

Bids duly sealed should be delivered on or before the Due Date and Time for receipts of bids.

Bids received after due date and time will not be accepted under any circumstances.

#### **6.1. Earnest Money Deposit (EMD)**

- a. The CSP shall furnish, as part of its bid, an Earnest Money Deposit (EMD) of the amount Rs. 50,000/- (Rupees Fifty Thousand) only.
- b. The EMD is required to protect the Deptt. against the risk of CSP's conduct which would warrant the security's forfeiture, pursuant to Clause 6.1 f.
- c. The EMD shall be denominated in Indian Rupees, and shall be in the form of a DD/Pay Order issued by a Nationalized / Scheduled Bank
- d. Unsuccessful CSP's EMD will be discharged/ returned after award of contract to the successful CSP. No interest will be paid by the Deptt. on the EMD.
- e. The successful CSP's EMD will be discharged upon the CSP executing the Contract. No interest will be paid by the Deptt. on the EMD.
- f. The EMD may be forfeited:
  - i. If a CSP withdraws its bid during the period of bid validity specified by the Deptt in the Bid;
  - ii. In the case of a successful CSP, if the CSP fails to sign the Contract in accordance or to furnish Bank Guarantee for contract performance.

#### **6.2. Price Structure**

The price quoted should be inclusive of all applicable duties and taxes. No price variation due to variation in duty, tax, exchange rate fluctuation etc. will be permitted. The price should be mentioned in terms of the amount payable by Department of Information Technology,, State Government of Meghalaya for all the content contributed to the NPI as per the scope of Work. All costs and charges in the bid should be expressed in Indian Rupees without any dependence on exchange rate, duty or tax structure.

**6.2.1. Non-transferable offer**

This offer document is not transferable.

**6.2.2. Offer validity Period**

Offer submitted by the CSP shall remain valid for a period of 18 Months from the last date for submission of the tender. A bid valid for a shorter period shall be rejected by Department of Information Technology, State Government of Meghalaya as a non-responsive bid.

**6.3. Preliminary Scrutiny**

Department of Information Technology,, State Government of Meghalaya will scrutinize the offers to determine whether they are complete including EMD Payment, whether any errors have been made in the offer, whether required technical documentation have been furnished, whether the documents have been properly signed and whether items are quoted as per the schedule, etc. Bids incomplete in any form may be rejected.

**6.4. Clarification of Offers**

To assist in the scrutiny, evaluation and comparison of offers, Department of Information Technology, State Government of Meghalaya may at its discretion ask some or all CSPs for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

**6.5. Format for Technical Offer**

The Technical offer must be made in an organized, structured, neat and bound manner. Brochures/leaflets etc. should not be submitted in loose form. The CSP shall submit all the required documents. At the sole discretion Department of Information Technology, State Government of Meghalaya non-submission of any of the following document may be liable for rejection. The format for submission of technical offer is as follows:

- 6.5.1 Index
- 6.5.2** Tender offer cover letter – as per the format enclosed at **Annexure I**
- 6.5.3 Company's Information as per the format enclosed at **Annexure II**
- 6.5.4** Details of skilled human resources as per the format enclosed at **Annexure III**
- 6.5.5 Details of CSP's Office Locations within the State as per the format enclosed at **Annexure IV**
- 6.5.6 Project Documents/Work orders to prove compliance with the qualification criteria
- 6.5.7 Details of two projects/assignment with entire scope of work as per clause 3 in the format enclosed at **Annexure V**
- 6.5.8 Document to be submitted explaining the Methodology to be followed in the implementation of this project
- 6.5.9 Delivery and Implementation schedule for total project
  
- 6.5.10 Terms and Condition Compliance Statement to be given by CSP as per the format enclosed at **Annexure – VII**
- 6.5.11 The CSPs should arrange all the documentary proofs called through this document in orderly manner with index giving details

#### **6.6. Format for Commercial Offer**

The Commercial offer must not contradict the technical offer in any way. The suggested format for submission of commercial offer is as follows:

- 6.8.1 Index
- 6.8.1 Covering letter
- 6.8.1 Commercial bid Format – **Annexure VI**

#### **6.7. Erasures or Alterations**

The offers containing erasures or alterations or conditions will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely submitted. Department of Information Technology, State Government of Meghalaya may treat such offers not adhering to these guidelines as unacceptable. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. Department of Information Technology, State Government of Meghalaya may treat such offers as incomplete and are liable for rejection.



## **6.8. Evaluation and Comparison of bids**

- 6.8.1 The selected CSP must possess the requisite experience, strength and capabilities in providing the services necessary to meet the Deptt's requirements, as described in the Tender Documents. The CSP must possess the technical know-how and the financial wherewithal that would be required to sought by the Deptt, for the entire period of the contract. The CSP's bid must be complete in all respect and covering the entire scope of work as stipulated in the Tender document.
- 6.8.2 The evaluation process of the tender proposed to be adopted by the Deptt is indicated under this clause. The purpose of this clause is only to provide the CSPs an idea of the evaluation process that the Deptt may adopt. However, the Deptt reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the CSPs of any such change.

### **6.8.3 Preliminary Examination**

The Deptt will examine the bids to determine whether they are complete, whether the bid format confirms to the Tender requirements, whether any computational errors have been made, whether required EMD has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

A bid determined as not substantially responsive will be rejected by the Deptt and may not subsequently be made responsive by the CSP by correction of the nonconformity.

The Deptt may waive any informality or non-conformity or irregularity in a bid which does not constitute a material deviation according to the Deptt, provided such waiver does not prejudice or affect the relative ranking of any CSPs.

### **6.8.4 Clarification**

When deemed necessary, during the tendering process, the Deptt may seek clarifications or ask the CSPs to make Technical presentations on any aspect from any or all the CSPs. However, that would not entitle the CSP to change or cause any change in the substance of the tender submitted or price quoted.

### **6.8.5 Evaluation of Technical Bids**

In this part, the technical bid will be reviewed for determining the Compliance of the Technical bids with the Tender terms and conditions, service level requirements and the scope of work as defined in this tender.

Methodology submitted by the CSPs shall be studied along with time schedule. Each bid will be studied in details against the various technical requirements as mentioned in clause 5

Any bid found to be unsatisfactory in terms of the methodology may be rejected and will not be considered for further evaluation

Deptt/Evaluation Committee, if necessary may ask CSP for making a presentation of it's proposal and methodology.

Bids shall be ranked at the scale of 100 against following parameters.

Experience of providing **Content Development Services** = 20

Experience of working in **Government/ Development Sector** = 15

Projects executed with **similar scope of work** = 20

Implementation Strategy = 20

Manpower Profile = 15

Extent of presence in the State = 10

Minimum score for qualification to next stage is 75. CSPs scoring above or equal to 75 shall only be short listed for commercial evaluation

#### 6.8.6 Opening of Commercial Bids

The Deptt will open the Commercial Bids of only the technically qualified CSPs, in the presence of the representatives of the CSPs who choose to attend, at the time, date and place, as decided by the Deptt.

#### 6.8.7 Evaluation of Commercial Bids

The commercial bids shall be evaluated by the Deptt for completeness and accuracy. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

The overall Contract Value shall be used by the Deptt for the purpose of commercial evaluation of bids.

Sum total of all the cost in the Commercial as per Annexure A shall be used for commercial evaluation. The lowest quoting vendor (LQ-1) will be determined on the basis of the lowest quote of Table 1 of Annexure VI all items inclusive.

LQ-1 chosen as above must match

the lowest rates quoted by the other financially qualified vendors for Optional items under "**Table 2 of Annexure VI**".

or

the rates evaluated or suggested by Financial Evaluation Committee for Optional items.

## **7. TERMS AND CONDITIONS**

### **7.1. Performance Bank Guarantee**

The CSP must submit a Performance Bank Guarantee from any Nationalized Bank for an amount of Rs. 50,000/ (Rupees Fifty Thousand only) in the name of [Secy, Meghalaya Information Technology Society, Shillong](#)

### **7.2. Payment Terms**

Deptt will make payment for the entire services rendered, calculated on quarterly basis. The amount will be payable on completion of each quarter taking into account deliverables and milestones and related services.

### **7.3. Acceptance Test**

Deptt will carry out the acceptance test for every deliverable. The CSP has to arrange for suitable presentation on its behalf for undertaking the acceptance test on the date and time communicated by Deptt.

### **7.4. Order Cancellation**

Deptt reserves its right to cancel the order in the event of one or more of the following situations:

- 7.4.1 Delay in submitting the Deliverables and all related services beyond the stipulated period.
- 7.4.2 Delay in Project as per the agreed project timelines.
- 7.4.3 In addition to the cancellation of purchase order, Deptt reserves the right to levy appropriate damages and deduct from the earnest money deposit (EMD) given by the vendor or foreclose the Bank Guarantee given in lieu of performance guarantee.

### **7.5. Non Disclosure agreement**

The successful CSP has to execute confidentiality agreement incorporating that any data/information which will be handled/ shared will be kept in strict confidence and neither the CSP or its associates or channel partners or CSP's employees part with the data/information in any form to anybody without prior written consent of the Deptt.

### **7.6. Security**

The CSP should ensure that all security (both physical and logical) to protect department's data, site, etc by incorporating standard security measures.

**7.7. Termination of the contract**

Deptt reserves the right to terminate the entire and / or part of the contract by giving three months notice in writing.

**7.8. Indemnity**

CSP has to indemnify the Deptt against any claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from any proceedings initiated against Deptt for any deficiency in services related to Project provided by the CSP during the period of contract.

**7.9. Force Majeure**

The CSP shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the CSP and not involving the CSP's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity or either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the CSP shall promptly notify the Deptt in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Deptt, the CSP shall continue to perform it's obligations under the Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Notwithstanding above, the decision of Deptt shall be final and binding on the CSP.

**7.10. Publicity**

Any publicity by the CSP in which the name of Deptt is to be used should be done only with the explicit written permission of Deptt.

### **7.11. Service Level Agreement**

CSP would be required to enter into a Service Level Agreements with the Deptt at the mutually agreed terms within three months from the date of purchase order. In case the SLA is not executed within the said stipulated period, Deptt will be at liberty to invoke the performance Bank Guarantee and / or further payments due will be postponed till the signing of SLA.

Any modification to the existing tender which includes proposed amendment till the date of final bid will form part of SLA. However, any deviation/ modification from the tender clause will be at the sole discretion of Deptt.

### **7.12. Resolution of Disputes**

Deptt and the CSP shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Deptt and the CSP are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by Deptt and the other to be nominated by the CSP. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The arbitration and reconciliation act 1996 shall apply to the arbitration proceedings and the venue & jurisdiction of the arbitration shall be in the State of [Meghalaya](#).

During the period of arbitration or any dispute pending in any court of law / arbitrator, CSP has to ensure that there is no disruption of services and all the services are continued during the period of proceedings.

## **8. THE TENDER PROCESS**

Deptt invites prospective service providers to respond to this tender document.

The goal of this document is to gain sufficient information on possible content service providers in order for Deptt to invite a credible partner for the National Portal Project services.

Instructions for preparing and submitting information are set forth below.

Upon this document, the prospective Content Service Provider is in a position to prepare and submit the response. On subsequent receipt & evaluation of responses by the Deptt it does not commit to award a contract to any Service Provider even if all of the requirements stated in these documents are met.

Deptt reserves the right to make no selection and enter into no agreement as a result of this tender document.

Deptt will not be responsible for the reimbursement of any cost or expenses, which any prospective CSP may incur as a direct or indirect consequence of preparing or submitting their response to this tender document.

## 9. INSTRUCTIONS TO PROSPECTIVE CSPs

### 9.1. Two Stage Bidding Process:

The Content Service Provider will submit the response in two parts to the present tender separately in two envelopes:

(ENVELOPE – I)	:	
Technical Bid (T.B.) – (4 copies one in Envelope I)		
(ENVELOPE- II)	:	
Commercial Bid (C.B.) – (4 copies in Envelope II)		
(ENVELOPE-III)	:	EMD

All the envelopes must be super-scribed with the following information:

Type of Bid (Technical or Commercial or EMD)

Bid Title:

Contribution of content to National Portal of India from the State of Meghalaya

Bid Reference Number: MITS.8/2008/144

Name and address of the CSP: XXXXXX

#### 9.1.1 ENVELOPE-I (X copies Technical Bid)

The Technical Bid (T.B.) should be complete in all respects and contain all information asked for, except prices. Technical Bid shall contain all the documents as per clause 6.5 and in the prescribed format. Technical Bid will contain the exhaustive and comprehensive solution and approach details. The Technical Bid should be complete to indicate that all products and services asked for are quoted in the prescribed format. The technical bid should be submitted in X copies in separate envelope and suitably super scribed as “Technical”.

#### 9.1.2 ENVELOPE-II (X Copies of Commercial Bid)

The Commercial Bid (C.B) should give all relevant price information and should not contradict the Technical Bid in any manner. The price should be mentioned in terms of the amount payable for all the services as per the prescribed format. Refer clause 6.6.

#### 9.1.3 ENVELOPE –III ( EMD)

The EMD of Rs. 50,000/- (Rupees Fifty Thousand only ) in the form of a DD/Pay Order issued by a Nationalized / Scheduled Bank

### 9.2. Clarification of Bidding Documents

A prospective Content Service Provider requiring any clarification of the bidding documents may notify the Deptt in writing or by fax at Deptt’s communication address indicated in the Invitation for Bids. Deptt will respond in writing to any request for clarification of the bidding documents, which it receives no later than 15 days prior to the deadline for submission of bids prescribed by Deptt. Written copies of Deptt’s response (including an explanation of the query

but without identifying the source of inquiry) will be sent to all prospective Content Service Providers, which have received the bidding documents.

### **9.3. Amendment of Bidding Documents**

At any time prior to the deadline for submission of bids, Deptt may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Content Service Provider, modify the bidding documents by amendment.

All prospective CSPs who have received the bidding documents will be notified of the amendment in writing or by fax, and will be binding on them. In order to allow prospective Content Service Providers reasonable time in which to take the amendment into account in preparing their bids, Deptt at its discretion, may extend the deadline for the submission of bids.

### **9.4. Bid Prices**

The Content Service Provider shall quote the Price Schedule as per the Annexure VI for the Contribution of Content to the National Portal of India from the State of Meghalaya

### **9.5. Bid Currencies**

Prices shall be quoted in Indian Rupees.

### **9.6. Format and Signing of Bid**

The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the Service Provider or a person or persons duly authorized to bind the Service Provider to the Contract. The latter authorization shall be indicated by written power-of-attorney accompanying the bid. All pages of the bid, except for not amended printed literature, shall be initiated by the person or persons signing the bid.

Any interlineations, erasures or overwriting shall be valid only if they are initiated by the persons or persons signing the bid.

### **9.7. Late Bids**

Any bid received by Deptt after the deadline for submission of bids prescribed by Deptt will be rejected and/or returned unopened to the prospective Service Provider.

### **9.8. Modification and Withdrawal of Bids**

No bid may be modified subsequent to the deadline for submission of bids.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Content Service Provider on the bid form. Withdrawal of a bid during this interval may result in the Content Service Provider's forfeiture of its bank security.



Annexure I: Tender Offer Cover Letter

Date: \_\_\_\_\_ 2008

Tender Reference No.: MITS.8/2008/144

To:

Secretary,  
Meghalaya Information Technology Society,  
Shillong

Sir,

Subject: Our bid for Contribution of Content to the National Portal of India from the State of Meghalaya.

Having examined the tender documents including all annexure and schedule the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the service as mentioned in schedule of items in conformity with the said tender documents in accordance with the Schedule of Prices indicated in the commercial offer and made part of this tender.

If our tender offer is accepted, we undertake to commence the work related to Contribution of content to the National Portal of India from the State of Meghalaya \_\_\_\_\_ (Number) days and to complete delivery, as per the requirement of Deptt within \_\_\_\_\_ (Number) days calculated from the date of receipt of your Notification of Award/Letter of Intent.

We understand that if our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

We have enclosed an EMD of Rs. 50,000/- (Rupees Fifty Thousand only ) via DD/Payorder No. \_\_\_\_\_ payable to \_\_\_\_\_ at \_\_\_\_\_.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2008

Signature: \_\_\_\_\_

(In the Capacity of) \_\_\_\_\_

Duly authorized to sign the tender offer for and on behalf of

\_\_\_\_\_

-----

## **Annexure II: Content Service Providers Information**

Note: - Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

SNo.	Item	Details
	Name of Company	
	Postal Address	
	Telephone/Mobile and Fax numbers	
	Constitution of the Company	
	Name and designation of the person authorized to make commitments to the State Government of Meghalaya	
	Email Address	
	Year of commencement of Business	
	Annual Turn over of the company 2005-06 2006-07 2007-08	
	Profit of the Company 2005-06 2006-07 2007-08	
	Sales Tax Number	
	Income Tax Number	

Date: \_\_\_\_\_

Seal &  
Signature of the CSP

Tender No MITS.8/2008/144

-----

Place: \_\_\_\_\_

### **Annexure III: Manpower Details**

**Note:** -Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

SS.No	Name	Designation	Qualification	Experience	Date of Employment with Company

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Seal &  
Signature of the CSP

**Annexure IV: Details of CSP's Office Locations in the State**

Note: - Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No	Place	Own or Franchise	Postal Address	Contact numbers

Date: \_\_\_\_\_

Seal & Signature of the CSP

Place: \_\_\_\_\_

**Annexure V: Details of Project Executed**

Note: - Please provide details of minimum two projects of similar nature covering the entire scope as in clause 3 along with Document Proof and work orders.

Name of client	Contact details Name, Tel. No., Fax No., Email id & add.	Details of services offered	Tenure of the Project		Project Description (attach sheets, if required)	Contract Value
			Start Date	End Date		

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Seal &  
Signature of the CSP

**Annexure VI: Commercial Bid Format**

Note: - Definitions and scope of each of the content element is given in Annexure – A. Please indicate the total price for completing the entire work in each Content Item category.

Table 1

S. No.	Content Items	Number of items	Unit Price	Total Price
1.	State Profile	1		
2.	State Government Services	XXXX		
3.	Forms	XXXX		
4.	Documents	XXXX		
5.	Schemes	XXXX		
6.	Directories/Web links	XXXX		
7.	Announcements /Events	XXXX		
	Total Price			

Table 2 – Optional Items

No	Content Item	Number	Unit Price	Total Price
	Conversion to Digital format		(Per Page)	
	Image Scanning			
	Conversion to digital/streaming format		Video	

Date: \_\_\_\_\_

Seal &  
Signature of the CSP

Place: \_\_\_\_\_

**Annexure-VII – Compliance Statement**

Note: - Terms and conditions Compliance Table shall be prepared by the CSP in the following format. This table must cover CSP's response to all the terms and conditions specified in the offer document in clause No. 7.

Term No.	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Seal &  
Signature of the CSP



## **Annexure- A – Minimum Content to be Contributed for the State Meghalaya**

### **A1 State Profile (as per Content Framework of NPI)**

The CSP should prepare, write and compile the State Profile and submit the same either in HTML or Doc file. The content should be illustrative with the relevant maps, photographs and hyperlinks.

The Content should be compiled under the following heads:-

Area  
Population  
Capital  
Principal Languages  
History and Geography  
Infrastructure & Communication  
Health Care Centres and educational schools/colleges/institutes  
Agriculture & irrigation  
Industries & Minerals  
Natural Resources  
Culture and Festivals  
Tourist places

### **A2 Minimum List of Services to be made available on the National Portal of India**

- 1. How to Obtain Birth Certificate**
- 2. How to obtain Caste Certificate**
- 3. How to obtain Tribe Certificate**
- 4. How to obtain Domicile/Nativity Certificate**
- 5. How to obtain Marriage Certificate**
- 6. How to obtain Death Certificate**
- 7. How to get Driving License**
- 8. How to get Ration Card**
- 9. How to Include/Delete Name in the Electoral Rolls**
- 10. How to register Land/Property**
- 11. How to Check Track Land records online**
- 12. How to register Vehicle**
- 13. How to Check the Status of stolen vehicles online**
- 14. How to Register with State Employment Exchange**
- 15. How to Register Company/Society**
- 16. How to Register Industry/SSI**

- 17.How to Check Daily Cause List of High Court/District Court**
- 18.How to check Daily Court Orders/Case Status**
- 19.How to Check Agricultural Market prices online**
- 20.How to Check Pension Status online**
- 21.How to Purchase Handicraft/rural products online**
- 22.Submit Grievance to the Government (Deptt/Public Representation)**
- 23.How to pay VAT/Sales Tax**
- 24.How to pay Water Bills**
- 25.How to pay Electricity Bills**
- 26.How to pay Telephone Bills**
- 27.How to book Bus/Ship Ticket online**
- 28.How to make Hotel reservation online**
- 29.Contribute to Chief Minister's Relief Fund**

The CSP should prepare and submit the Meta Data example appropriate title, keywords, validity date etc for the above services through the Content Management System (CMS).

In case of services which is not online, CSP should prepare and compile the comprehensive procedure of availing these services along with all relevant details including contact address, timings, fees, documents to be furnished etc.

**A3 Minimum List of Documents to be made available on the National Portal of India**

NPC shall identify at least 25 documents of importance/priority to the State, which shall to be contributed to the NPI by the CSP.

Broad guidelines for selection of documents as well metadata for each document is detailed in the Content Framework of NPI.

Some of the suggestive list of documents is as follows:-

- 1. Information Technology Policy Documents**
- 2. Industries Policy document**
- 3. Education Policy Document**
- 4. State Budget Document**
- 5. Document of Agricultural Census**
- 6. Irrigation Census Document**
- 7. State at a glance/Gazetteer**
- 8. Annual Plan of the State**
- 9. BPL Survey report**
- 10. State Government orders/circulars/notifications**

The CSP should prepare and submit the Meta Data example appropriate title, keywords, validity date etc for the above documents through the CMS either in HTML or PDF format.

In case a document is not available in digital format or is not of good quality then the CSP should digitize the document, convert into HTML or PDF format and contribute the same through the CMS.

Uploaded/contributed document should be of good quality and should be readable on screen as well on print (A4 page).

Scanned documents should not be uploaded.

#### **A4 Minimum List of Forms to be made available on the National Portal of India**

Birth Certificate  
Caste Certificate  
Income Certificate  
Marriage Certificate  
Domicile/Nativity Certificate  
Arms License  
Inclusion of name in Electoral Roll  
Application for Land Mutation / Application for ROR  
Register with State Employment Exchange  
Application for Addition or Deletion of Name in the Ration Card  
License to Drive a Motor Vehicle  
Learner's License (Driving)  
Registration of a Motor Vehicle  
Transfer of ownership of a motor vehicle  
Handicapped Person ID Card  
Grant or renewal of Drug License  
Grant of State Govt. Pension  
Registration as Small Scale Industries  
Application for Electricity Connection  
Application for Water Connection  
Application for Telephone Connection  
Application form for applying for Scholarship from the State Govt.  
Application for License for Hotels / Restaurants  
Affidavit for Land Settlement  
Conversion of Agricultural Land for Non Agricultural Purposes

The CSP should prepare and submit the Meta Data example appropriate title, keywords, and validity date etc for the above forms through the CMS either in HTML or PDF format.

In case a form is not available in digital format or is not of good quality then the CSP should digitize the form, convert into HTML or PDF format and contribute the same through the CMS.

Uploaded/contributed form should be of good quality and should be readable on screen as well on print (A4 page).

Scanned forms should not be uploaded.

**A5. Schemes to be made available on the National Portal of India**

State NPC to identify atleast **20** important and relevant Schemes of the State as per the Content Framework of the NPI. .

These Schemes have to be regularly reviewed and kept current by the CSP.

Some of the criteria based on which the schemes can be selected are as follows:-

- Scheme which is either centrally sponsored or State run.
- Schemes which benefit the Individual/Citizen (rural and urban)/Business/Community.
- Schemes should be applicable to the most part of the State.
- Schemes which are Ongoing.

The CSP should prepare and submit the Meta Data example appropriate title, keywords, and validity date etc for the above schemes through the CMS.

**A6 Announcements/Events to be made available on the National Portal of India**

State NPC has to identify important and relevant information with regard to the upcoming Events/Announcements of the Government which can be contributed to the National Portal of India. Some of the suggestive list is as follows:-

- Upcoming Seminars/Conferences
- Call for Relief Fund Contributions
- Disaster related emergency announcements
- State Level Inaugurations
- State Level Sports Events
- Announcement/Launch of any Scheme
- Drives/Camps to promote social causes

**A7 Contact Directory to be made available on the National Portal of India**

The following Directories for the State are to be maintained for which the link is to be provided along with the Meta data for the content.

Directory of MPs  
Directory of MLAs  
Web site of Chief Minister  
Website of Governor  
Contact Directory of State Government Departments  
Contact Directory of Central Offices  
Web site of State PSUs  
Directory of Governing Executives  
Education Directory (schools/universities/courses/institutes/ Boards etc)  
Contact Directory of Police Officers  
Contact Directory of Police Stations  
Judicial Directory  
RTI related contact directory  
District Magistrate Directory  
Panchayat Directory  
Municipal Directory  
Blood Bank Directory

The CSP should prepare and submit the Meta Data example appropriate title, keywords for the above contact directory through the CMS.