

Invitation of Expression of Interest (Eoi)
From
Software Consultancy Organizations
For Design, Development & Implementation of
e-Governance initiatives for Citizen Centric Services
in
Tea Board India (TBI)



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1. Introduction to Tea Board

Tea Board, set up under section 4 of the Tea Act, 1953, was constituted on 1st April 1954. Tea Board is responsible for overall development of the tea industry in India.

Primary functions of Tea Board India are as follows: -

- a) Registering and licensing of manufacturers, brokers, tea waste dealers, exporter, importers, auction organizers and persons engaged in the business of blending tea
- b) Promotion of Indian Tea in domestic and international markets
- c) Regulation of production and extent of plantation of tea
- d) Financial and technical assistance for development of plantation, manufacturing and marketing of Tea
- e) Aiding scientific, technological and economic research and development activities for increasing quality and yield of tea production
- f) Labour welfare: Securing better working conditions and improvement of amenities and assistance for tea garden workers
- g) Collection, maintenance and publication of statistical data from tea growers, manufacturers, exporters, buyers etc.

Key departments of Tea Board India are given below:

- a) Licensing
- b) Development
- c) Promotion
- d) Labour Welfare
- e) Research
- f) Statistics
- g) Finance
- h) Establishment

2. Objectives for e-Governance initiatives for Tea Board India

The broad objectives of the e-Governance initiative of Tea Board India are defined as below:

- a) Efficient delivery of e-Services to License holders, tea growers, manufacturers and other Stakeholders
- b) Empower tea growers including small tea growers and workers through dissemination of information about various schemes and other relevant information
- c) Management Information System and Decision Support System
- d) Dashboard for strategic decision making

This project envisages delivering the following benefits to the Business, Citizens, Government and Employees of Tea Board of India, the proposed solution too should cater to the list indicated below:

- Quick Response Time: The proposed portal will benefit the citizens (tea buyers, small growers, brokers, exporters, international buyers/importers, research scholars, press and media etc.) with state of the art information updates relating to the progress of the services requested. Department officials to respond to citizens queries within the defined timelines.
- Online submission of applications for issuance and renewal of Licenses/ permits/ registration etc.
- The applicant can obtain the digitally signed copy of the license / certificate after approval directly from the portal
- Online submission of applications and online status tracking of the same by the applicant
- System generated acknowledgement (with date and time stamp) while submission of application
- Communication to the Small Tea Growers about the schemes and participation
- Effective planning, monitoring and implementation of various schemes and mapping it to schedule. Effective governance, regulation and enforcement as per the Tea Act.

- Speedy processing of applications by leveraging Online Software based application for processing and issuance
- Efficient and transparent institutional processes across the departments for strict adherence to the quality standards.
- Single sign on facility for the stakeholders
- Operating Guidelines: The departmental processes as well as intra department processes will be standardized. This will help effective and efficient way of working within the department and benefit the different levels of employees to work in collaborative manner
- Intervention of Technology: With the help of e-Governance solution, the information will be available at a single location and the same information will be available to all users resulting in seamless information flow, all databases in a single location and accessible to concerned people using access rights and control mechanism.

3. Scope of Work for e-Governance initiative's for Tea Board India

The scope of work would cover services in software development, training, implementation, maintenance, management and user support for the following two activities:

3.1 One-time

Design, Development and Implementation Services to setup an e-Governance Portal for Tea Board India to cover the following:

1. Online Licensing System: Tea Board is looking at implementation of an on-line system wherein application for new license, renewal of license, payment of license fee etc. are handled in a user friendly portal within the defined time lines.
2. Online Assistance disbursement: Tea Board gives assistance to small growers, estates, manufacturers and exporters and is looking at development of an on-line system, wherein the application, site visit reports, recommendation, approval and

disbursement (using NEFT/RTGS/DBT) is done electronically with clear tracking of time taken at each level.

3. Online Report Return: Tea Board is required to get a lot of reports from the estate owner, field officers relating of production of green leaf and from estate factories/ Bought Leaf Factories relating to manufacture of made tea, tea waste etc. A comprehensive on-line system which collates the information and generates MIS reports with different analysis is the objective of this initiative.

This shall be completed within six months from the date of award of contract to the successful bidder.

3.2 Recurring – Annual

The successful bidder shall also provide Operations & Maintenance (O&M) for 5 (five) years to Tea Board for the successful running of the proposed e-Governance initiative, after the successful completion of design, development and launch of the portal for public services. The broad scope of Operations & Maintenance Support shall include the following activities:

- Maintenance, bug-fixes and end-user problem resolution
- Upgradations
- Configuration management and Version Control
- Release management
- Training & Implementation Support to Regional, Zonal & Field Offices of Tea Board
- Helpdesk Support to Users
- Administration (System, Storage, Security, Database, Backup/restore etc)
- Weekly & monthly reporting with Project Status
- Documentation

4. Expression of Interest (EOI)

Through this EOI, Tea Board is interested in short listing qualified Information Technology Consultancy Organizations for providing the IT based services for Design, Development & Implementation of eGovernance Portal for Industry & Citizen Centric Services.

The selected vendor shall also be responsible for the complete turnkey operation of the IT systems to ensure 24 X 7 operations.

- Tea Board invites Expression of Interest (EOI) from vendors with experience in successfully executing similar projects. The shortlisted vendors shall be provided with further opportunities for interaction with Tea Board to study and submit a detailed technical and financial proposal for the objectives set forth in this EOI document.
- The selection of the successful vendor among the short listed ones shall be based on technical and financial criteria. Tea Board reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained. The vendors may please visit Tea Board website at <http://www.teaboard.gov.in> or e-mail for technical details at banerjees.tbi@nic.in.

5. Selection Method

5.1 Stage I: Expression of Interest (EOI)

Tea Board invites Expression of Interest (EOI) from experienced Software Consultancy Organizations with expertise in Software Development, Customization, Maintenance, Management and User support for Food/ Agriculture sector. Tea Board shall short-list only those organizations who fulfill the criteria as per Table 1 of pre-qualification criteria given at 9.1.

5.2 Stage II: Request for Proposal (RFP)

1. Tea Board shall circulate a detailed RFP among the shortlisted vendors only.
2. The shortlisted vendors may also carry out the required study of the requirements, at their own cost, based on the RFP.
3. The shortlisted vendors shall submit a detailed Technical and Financial Proposal as per RFP document. The bidding process shall be a two-stage process.
4. The technical proposals submitted by the vendors shall include all details as per RFP shared with them (to be provided later to the shortlisted vendors only) and shall be evaluated by a Technical Evaluation Committee and marks assigned, to a maximum of 70.
5. The financial proposals shall be submitted as per RFP format shared with them (to be provided later to the shortlisted vendors only) and shall be evaluated by the Evaluation Committee and marks assigned to a maximum of 30, with the Lowest bidder getting 30 and all other bidders getting marks relative to the Lowest bid.

The combined score of technical and financial will be taken into consideration and the vendors shall be ranked as per the combined score and shall be selected for further contract discussion.

The vendor should have technically qualified and well experienced strong in-house resource base.

6. Instructions to Vendors

- Vendor may visit the official website of Tea Board India <http://www.teaboard.gov.in> to understand the activities carried out by Tea Board India.

6.1 Authorized Signatory

- The 'Applicant' mentioned in the EOI document shall mean the one who has signed the EOI document forms. The applicant should be the duly Authorized Representative, for which a certificate of authority should be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative.
- Every sheet and all forms complete in all respect shall be signed by the person/ persons duly authorized to sign on behalf of the applicants with affixing the applicant's rubber stamp. The Power (s) of Attorney supporting/authorizing of the signatory shall be enclosed with the offer. Any / all corrections made in the offer shall be duly authenticated by the signature of the Authorized Signatory.

6.2 Sealing of Envelopes & Submission

- a) The Expression of Interest along with Demand Draft is sealed in an envelope superscribing "Expression of Interest – For Design, Development & Implementation of e-Governance Initiative for Citizen Centric Services in Tea Board India (TBI)"
- b) The envelope shall be addressed to:

The Secretary
Tea Board India
(Ministry of Commerce & Industry, Government of India)
14, B.T.M. Sarani
Kolkata 700 001

- c) To be submitted on or before 29.08.2016 till 3 P.M.
- d) The Expression of Interests will be opened on 29.08.2016 at 3.30 P.M. in presence of the vendors who may wish to be present.
- e) Tea Board reserves the right to reject any or all the EOIs without assigning any reason whatsoever.

6.3 Documents to accompany EOI

The applications shall be complete with the following documents:

- a) Processing Fee of Rs. 10,000/- in the shape of Demand Draft drawn in favor of the “Tea Board” payable at “Kolkata”
- b) Letter of Authorization.
- c) Each page of the EOI document duly sealed, signed and stamped by the authorized signatory.
- d) Expression of Interest in Form – I.
- e) Details of experience in handling projects as per Form-II.
- f) Affidavit or Self declaration in Form –III.
- g) Any other information which applicant may like to provide.
- h) The applicant, in addition to furnishing complete information in the Forms appended with the documents, shall furnish a detailed document on proposed approach; methodology & work plan for the assignment. The work plan shall include full justification for procedures to be adopted.

6.4 Amendment to EOI

At any time prior to the last date for receipt of proposals, Tea Board, may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the EOI document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals, Tea Board may, at its discretion, extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the EOI.

The applicant is required to visit the Tea Board website for any changes or amendments in the EOI before submitting their Expression of Interests.

7. Preliminary examination for the applications

- a) Tea Board shall examine the applications to determine whether they are complete, whether the documents have been signed as indicated in this document, whether all Forms as asked have been filled in properly, whether applications are generally in order and all information as indicated under various clauses have been furnished.
- b) The Tea Board reserves the right to waive minor deviations in the proposal application if they do not materially affect the capability of the bidder to perform the assignment.
- c) Prior to detailed evaluation formalities, Tea Board shall determine the substantial responsiveness of each application to the Invitation documents. A substantially responsive proposal is one, which conforms to all the terms and conditions of the Invitation document without any material deviation. A material deviation is one, which limits in any way responsibilities and liabilities of the vendor or any right of the Tea Board India as required in this document. Tea Board may waive any minor non-conformity in an application, which does not constitute material deviation. Non-responsiveness shall run the risk of rejection.
- d) The evaluation shall be carried out on the basis of data available in the application documents received from the vendor in the first instance. No account will be taken of any further documents or clarifications or any such additional information furnished subsequently by the vendor. However, Tea Board reserves the right to call for such clarifications confined in scope to the contents of the application, should such a clarification become necessary for proper judgment during evaluation.

8. Evaluation

The procedure of evaluation of the applications is indicated below:

- a) Tea Board shall apply pass-fail test and short list all the vendors who meet the minimum requirement as specified.
- b) After completion of EOI evaluation, the qualified vendors shall be provided with further details of the project in an RFP and through a Pre-bid meeting, to enable them to submit a detailed technical and financial proposal for the services desired in the project in a sealed envelope superscribed as “Technical Proposal” and “Financial Proposal” respectively.
- c) Time Period
 - a. The O&M contract shall be valid for a period of five years; maintenance should include maintenance, upgradation and development of new software; the same shall be reviewed every year and will be renewed annually subject to satisfactory performance. Tea Board reserves the right to extend the contract further or terminate early without assigning any reason whatsoever.
- d) Presentation
 - a. As a part of Evaluation of Expression of Interests submitted by the applicants, Tea Board may seek further information or a presentation from the vendor at a short notice for evaluation purposes.
- e) Rejection of EOI
 - a. The application is liable to be rejected if:
 - i. The application is not covered in proper sealed cover with superscription as indicated above.
 - ii. Not in prescribed forms and not containing all required details.
 - iii. Not properly sealed and signed as per requirements.
 - iv. Received after the expiry of due date and time.
 - v. Offer is received by fax, telegram or e-mail.
 - vi. Bid received without the processing fees.
 - vii. Missing of any supporting document(s) with the EOI
- f) Disclaimer
 - a. Tea Board shall not be responsible for any late receipt of applications for any reasons whatsoever.
 - b. The Tea Board reserves the right:
 - i. To reject any/all applications without assigning any reasons thereof.
 - ii. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the Tea Board without assigning any reason thereof.
 - iii. To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

9. Pre-qualification Criteria

9.1 Table 1 - Eligibility Criteria and supporting documents

Eligibility Criteria and supporting documents required for submission of Expression of Interest

S.No	Eligibility Criteria	Supporting Document Required	Yes / No and Deviation, if any
1.	The applicant shall be a single entity, registered as a Company, Firm or Society under respective acts in India & should have been in existence in India for the last five years	Company Incorporation Certificate or Registration Certification from ROC	
2.	The vendor must be registered in India with appropriate tax and other administrative authorities.	Service Tax Registration/ VAT Registration/ PAN Card.	
3.	The company should have minimum annual turnover, in software development and maintenance field of Rs. 3 crores for each of the last 3 financial years.	a. Certificate from the Chartered Accountant of the Organization/Audited Balance sheets for last three years. b. Income Tax return.	
4.	Experience of similar project in e-Governance/ Food/ Agriculture sector.	Copy of the work order and letter of successful completion from the client	
5.	The vendor should have executed at least one relevant project of at least Rs.1 crore or above in last 3 years	Letter from the customer certifying the same/work order is required to be furnished	
6.	The vendor has to showcase necessary client referrals	List of clients	
7.	The applicant should furnish an undertaking to the effect that the firm has not been blacklisted in India.	Letter of undertaking as in Form III	
8.	The vendor should have either ISO 9001:2008 for Software Development / Software Maintenance or ISO 27000 or CMMI Level 3 Certification	Copy of Certificate	

9.	Should have technically qualified and well-experienced strong in-house resource base on company role.	Resumes of key resources available on company payroll, including their PF/EPF no.	
10.	A Processing fee of Rs. 10,000/- shall be in the form of Demand draft in favor of the "Tea Board", payable at "Kolkata".	Demand draft drawn in favor of the "Tea Board", payable at "Kolkata".	
11.	Form I, II, III duly filled-in		

10. Formats for Submission

10.1 Form I – EOI Letter Performa

(should be submitted on the company’s letterhead duly seal and signed by the authorized signatory)

To

The Secretary
Tea Board India
(Ministry of Commerce & Industry, Government of India)
14, B.T.M. Sarani
Kolkata 700 001

Sub: Expression of Interest for “Design, Development & Implementation of e-Governance initiatives for Citizen Centric Services in Tea Board India”

Sir/ Madam,

The undersigned having read and examined in detail all the EOI documents pertaining to your assignment; do hereby express the interest to do the work as specified in the scope of work.

Sl. No.	Description	Response
1.	Name of the Vendor/ Consultancy Organization/ Company	
2.	Address	
3.	Name, designation & address of the person to whom all references shall be made	
4.	Telephone (with STD code)	
5.	Mobile No. of the contact person	
6.	E-mail of the contact person	
7.	Fax No. (with STD code)	

We have enclosed the following documents:

1. Letter of Authorization.
2. Processing Fee of Rs. 10,000/ in the form of a Demand draft drawn in favor of the “Tea Board”, payable at “Kolkata”.
3. Pre-qualification eligibility criteria as per Table 1.
4. Details of experience in e-Governance project / Food / Agriculture sector in Form-II.

- 5. Affidavit or Self Declaration of eligibility in Form- III.
- 6. Self Attested copies of Supporting Documents.

I/ We hereby declare that my/ our EOI is made in good faith and the information contained is true and correct to the best of my/ our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature of the Applicant)

Name:

Designation:

Seal:

Date: _____ Place: _____

Witness by - Signature:

Name:

Address:

Date: _____

10.2 Form II – Details of Experience in projects

a) Customer References related to e-Governance / Food / Agriculture sector that the applicant has been engaged during the last Five years:

Sno	Name & Address of The client	Date of start of the work	Date of Completion	Website Address	Value of the Project	Nature of Work
1.						
2.						
3.						

b) Customer References related to Projects (Other than A above) that the applicant has been engaged during the last Five years:

Sno	Name & Address of The client	Date of start of the work	Date of Completion	Website Address	Value of the Project	Nature of Work
1.						
2.						
3.						

Note:

Please note that the self-attested copies of work orders and satisfactory completion certificate from the customers shall be required to be submitted for all the references mentioned above.

10.3 Form III – Affidavit or Self Declaration

Ref: Call for Expressions of Interest for short listing of Software Consultancy Organizations by
Tea Board

Vendors shall be excluded from participation in the selection procedure if:

1. They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matter, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
2. They have been convicted for an offence concerning their professional conduct by judgment, which has the force of res judicata;
3. They have been guilty of grave professional misconduct proven by any means, which the contracting authority can justify;
4. They have not fulfilled obligations in respect of payment of social security contribution or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is performed;
5. They have been the subject of a judgment, which has the force of res judicata for fraud, corruption, and involvement in a criminal organization or any other illegal activity detrimental to the communities' financial interests;
6. Following another procurement procedure or grant award procedure financed by the community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

In response to your call for expression of interest, I/We hereby declare that I/we:

1. Am/are not in any of the situations excluding me/us from participation in the contracts.
2. Agree to abide by the highest ethical standards in the profession and in particular, have no potential conflict of interest;
3. Will inform Tea Board immediately if there is any change in the above circumstances at any stage during the procedure or during the implementation of the project;
4. Fully recognize and accept that any inaccurate or incomplete information deliberately provided in this document may result in my/our exclusion from this or other contracts funded by the Tea Board;

(Signature of the applicant or of authorized signatory with company seal)