

NOTICE INVITING TENDER

Selection of Agency for Development of HRMIS system, PMSVANidhi Repayment Module, AMC of ESTP Module &AMC of Hardware in MEPMA, Telangana

IFB No: MEPMA-MIS/TCS/1/2017 Dated: 18-10-2021

Issued by:

**Mission for Elimination of Poverty in Municipal Areas
(MEPMA), Telangana**

DISCLAIMER

1. Though adequate care has been taken while preparing the TENDER Document, the Bidders shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any Bidder from the date of notification of TENDER Document/ Issue of the TENDER Document, it shall be considered that the TENDER Document is complete in all respects.
2. The information contained in this Request for Proposal document ("TENDER") or subsequently provided to Applicants (Bidders), whether verbally or in documentary or any other form by or on behalf of Mission for Elimination of Poverty in Municipal Areas, Telangana (herein after referred to as MEPMA) or any of its employees, is provided to Applicants on the terms and conditions set out in this TENDER and such other terms and conditions subject to which such information is provided.
3. This TENDER is not an agreement or an offer by the MEPMA to the prospective Bidders or any other person. The purpose of this TENDER is to provide interested parties with information that may be useful to them in the formulation & submission of their Proposals pursuant to this TENDER.
4. This TENDER includes statements, which reflect various assumptions and assessments arrived at by the MEPMA in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require.
5. This TENDER may not be appropriate for all persons, and it is not possible for the MEPMA and its employees to consider the objectives, technical expertise and particular needs of each party who reads or uses this TENDER. The assumptions, assessments, statements and information contained in this TENDER, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this TENDER and obtain independent advice from appropriate sources. Information provided in this TENDER to the Applicants may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The MEPMA accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

6. The MEPMA and its employees/ advisors make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this TENDER or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the TENDER and any assessment, assumption, Statement or information contained therein or deemed to form part of this TENDER or arising in any way in this Selection Process.
7. The MEPMA also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this TENDER.
8. The MEPMA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this TENDER.
9. The issue of this TENDER does not imply that the MEPMA is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the project and the MEPMA reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
10. Mission for Elimination of Poverty in Municipal Areas (MEPMA) reserves the right to modify, amend or supplement this TENDER Document.
11. The MEPMA accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
12. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, uploading delivery fees, expenses associated with any demonstrations or presentations which may be required by MEPMA or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and MEPMA shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Selection process.

DEFINITIONS

Particulars	Description
MEPMA	Mission for Elimination of Poverty in Municipal Areas (MEPMA), MA&UD Department, Govt. of Telangana
Agency/ Firm	Refers to experienced Registered Proprietorship/Partnership / Private Limited / Public Limited who deliver required services. Applicant, Agency, Firm and Service Provider are used interchangeably throughout the document
Contract	Contract signed by the Parties and all the attached documents and the appendices.
BDS	“Bid Data Sheet (BDS)” means such part of the Instructions to Agencies used to reflect specific assignment conditions.
Day	a calendar day.
Government/GoT	Government of Telangana.
ITC	“Instructions to Agencies (ITC)” means the document which provides short listed Agencies with information needed to prepare their Proposals.
LOI	Letter of Invitation being sent by the Client to the short-listed Agencies.
Personnel	professionals and support staff provided by the Agency or by any Sub-Agency and assigned to perform the Services or any part thereof; “Foreign Personnel” means such professionals and support staff who at the time of being so provided had their domicile outside India; “Local Personnel” means such professionals and support staff who at the time of being so provided had their domicile inside India.
Proposal	Technical Proposal and the Financial Proposal submitted by the Agency.
RFP	Request for Proposals prepared by the Client for the selection of Agencies.
Services	Work to be performed by the Agency pursuant to the Contract.
TOR	“Terms of Reference” (TOR) means the document included in the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Client and the Agency, and expected results and deliverables of the assignment.

Applicant / Bidder	Refers to experienced Firms/ Agencies/ Service Providers/ Registered Proprietorship / Private Limited / Public Limited Company / Registered Society who deliver required services. Applicant, Bidder and Service Provider are used interchangeably throughout the document
Bid	Proposal submitted by Bidder for qualification in response to this document
ULB	Urban Local Body
TVC	Town Vending Committee
SV	Street Vendor
SUSV	Support to Urban Street Vendors
Street Vendor Policy	National Policy on Street Vendors, 2004 & 2009
Act	The Street Vendor (Protection of Livelihood and Regulation of Street Vending) Act, 2014
Currency	Indian Rupees (INR)
Date Format	DD/MM/YYYY
Financial Year	12-month period – commencing from 1st day of April of any year and ending on the 31st March of the following calendar year
MSP	Refers to Master Service Provider –A successful Applicant / Bidder who has been awarded the project for end-to-end implementation of the project scope
PDD	Proposal Due Date / Bid Closing Date
QA / QC	Quality Assurance / Quality Control
BPL	Below Poverty Line
GoI	Government of India
MEPMA	Mission For Elimination of Poverty in Municipal Areas
MD	Mission Director
AMD	Additional Mission Director
MC	Municipal Commissioner
PD	Project Director
PO / DPO	Project Officer / Deputy Project Officer
GPA	General Power of Attorney
LoA	Letter of Award
MoA	Memorandum of Agreement
DAY- NULM	Deendayal Antyodaya Yojana- National Urban Livelihood Mission
SHGs	Self Help Groups
SMC	State Mission Coordinator
DMC/ADMC	District Mission Coordinator /Assistant District Mission Coordinator
TMC	Town Mission Coordinator
CO/CC	Community Organiser /Community Coordinator

DPMU	District Project Management Unit
CMMU	City Mission Management Unit
SLF	Slum Level Federation
TLF	Town level Federation
MIS	Management Information System

INDEX

S.No	SECTION	PARTICULARS	PAGE NO.
1	SECTION-I	Preface	8
2	SECTION-II	Tender Information	9
3	SECTION-III	Scope of the work	10
4	SECTION-IV	Pre-Qualification Criteria	26
5	SECTION-V	Preparation of Proposals	28
6	SECTION-VI	Tender Evaluation Methodology	30
7	SECTION-VII	General Conditions of Tender	34
8	SECTION-VIII	Letters Formats	37

SECTION-I

PREFACE

Mission for Elimination of Poverty in Municipal Areas (MEPMA) established in the year 2007 to enable the urban poor particularly the poorest of the poor to eliminate poverty and vulnerability in a sustainable manner and improve their quality of life in urban areas. MEPMA in Telangana is registered on 31.05.2014 to address Urban Poverty related issues in Urban Local Bodies.

Empowerment of urban poor women, especially those residing in slums, is the main objective of MEPMA. It is the State Level Nodal Agency for implementing following National level Programs

- DeendayalAntyodaya Yojana – National Urban Livelihoods Mission
- Housing for All

MEPMA has been using various IT tools to bring services closer to the beneficiaries and for effective implementation of the policies. Request for Proposal from experienced Indian software agencies with expertise in Software Development, Customization, Maintenance, Management for Development of HRMIS & PMSVANidhi repayment monitoring system and Maintenance of ESTP Monitoring System & Hardware Systems Maintenance in the office of the MEPMA

SECTION-II

TENDER INFORMATION

Name of the assignment: Selection of Agency for Development of HRMIS system, PMSvanidhi Repayment Module, AMC of ESTP Module & Systems in MEPMA, Telangana

S.No	Event	Information to the Agency
1	Date of Release	18.10.2021
2	Last date of submission of Tender	27.10.2021
3	Date of Opening of Technical bid	28.10.2021
4	Date of Opening of Financial bid	29.10.2021
5	Tender Document	The details can be downloaded free of cost from the website https://tmepma.cgg.gov.in/
6	EMD #	Rs. 3,00,000/- (To be paid in form of DD in favour of Mission Director, MEPMA)
7	Tender Processing Fee (Non-Refundable)	Rs. 20,000/- (To be paid in form of DD in favour of Mission Director, MEPMA)
8	Performance Bank Guarantee	2% of the Contract Value valid for 365 days
9	Address for Bid submission	O/o Mission Director, MEPMA 4 th floor, 640, AC Guards, MasabTank Opp: PTI Building Hyderabad 500 004
10	Contact Person	Ms. Padma State Mission Coordinator Phone: 9701385105 email: tsmepma@gmail.com
11	Mode	Sealed Proposals

The EMD (Earnest Money Deposit) is to be submitted by all the participating Bidders in the form of Demand Draft of an amount of **Rs.3,00,000/- (Three lakhs only/-)** in favour of Mission Director, MEPMA. The EMD of unsuccessful Bidder will be returned within 180 days from the period of expiry of BID and EMD of successful Bidder will also be returned after acceptance of work order and submission of PBG (Performance Bank Guarantee) i.e.2% of the Contract Value (within 30 days from receipt of PBG).The bid shall remain valid for a period of 180 days from the date of bid submission

SECTION-III

SCOPE OF THE WORK

MEPMA wants to adopt various IT modules, Mobile applications to provide better access to schemes to the beneficiaries and efficient administration. Invites proposals from reputed experienced agencies to develop new applications and maintain existing applications. Details of Scope of Work is as follows

1. Development of Human Resource Management Information System (HRMIS):

The Agency shall broadly undertake the activities, as per the details given below, the agencies may kindly note that this is only a reference list, but the modules shall comply with all the functional requirements of the HRMIS

Core Modules to be developed

S.No	Core Module Details
1.1	Recruitment Management
1.2	Attendance Management
1.3	Leaves Management
1.4	Payments
1.5	Counseling & Transfers
1.6	Contracts
1.7	Disciplinary & Grievances
1.8	Employee Service Register

Recruitment

- Job Application for applying the post as per the notification issued by the department
- Scrutinizing of applications
- Certificate verification
- Selection process
- Submission of joining formalities
- Issue of posting orders
- Issue of offer letter

1.2.Attendance management

- Capturing of Daily Attendance of MEPMA staff in ULB, District & State offices
- Office and Onsite visits capturing
- Management of Holidays
- Staff wise attendance view weekly,monthly and yearly report
- Office wise attendance view daily basis
- Seamless Integration of attendance with Biometric Devices/Facedetection devicesand report generation without manual intervention

1.3.Applying Leaves in Employees login

- Applying Leaves in Employees login
- Extraordinary leaves approval at District PD level and State Office levels
- Applying Extraordinary leaves
- Leave approvals by Supervisor
- Auto Calculation of Leaves, Leaves balances

1.4.Payments

- Generation of Regular Pay rolls
- Processing Supplementary Bills
- Increments Approval process at District and State level
- Submission of Arrears at State Level
- Social Audit Recovery schedules
- Seamless integration with Bank Payment system for direct transfer

1.5.Counselling& Transfers

- Transfers Request by Eligible Employees
- Counseling at District level for transfers based on the rules set by the department
- Transfer Employee and generation of Transfer Orders
- Relieving from Old Work place and joining at new Work place
- Cancelling Transfer request for ineligible candidates

Contracts

- Contract Generation / Recommendation of Contract Employees
- Contract Approvals at State Level for the recommended employees
- Contractor Management

Disciplinary& Grievances

- Grievances will be addressed either by Block Level, District Level or State Level Officers
- Provision is given to all the employees to enter their grievance
- Re-instatement into the contract for the Employees from temporary out of contract or suspended

- Issuing Show cause notices for the employees for any disciplinary Action
- Suspension of Employee based on the Social Audit team and by any other reason

Employee Service Register

- Maintain complete profile of each staff
- Recruitment, Personal & family background information
- Track record of the staff
- Promotions, Increments, disciplinary records

Please Note that all the modules must be custom developed as per the hierarchal structure, staff pattern and procedures of the department. This module must be custom developed and should be flexible enough to accommodate the changes and customisations as per the requirements of the department. Readymade HRMIS systems or changes to existing HRMIS shall not be accepted by MEPMA.

1.9 Activities to be taken up by the Agency for HRMIS

- Design, Develop &Deployment of the system as per the requirement of MEPMA
- The HRMS shall provide in-built application log history.
- The software should be web-based.
- System shall be initially Hosted by Agency, however shall be moved to State Data Centre when required
- Agency must host application with SSL certificate procured on the cost of the vendor without any additional cost.
- The Software intended to be developed should be completely an integrated platform, with customization wherever required to cater the HR & Administration processes of MEPMA and should have the required depth, breadth and flexibility to provide on-line information access to all the designated users.
- The software developed should be able to generate query-based reports and all reports should be exportable to different formats like pie charts, graphs, excel, word and pdf etc.
- The software developed should be able to generate Office Orders/Memos and other related documents, germane from the modules.
- The software developed should be fully responsive on all devices equipped with SMS integration
- The software should provide Dashboard/Employee Self Service Interface with employee calendar, internal messaging and notification features.
- The software should support atleast6000 users (MEPMA staff & RPs) and should have the capacity of up-scalability.
- The Agency shall handover the complete source code along with the relevant licenses a fortnight prior to go live.
- The Agency shall provide necessary manuals, reference handbooks and End user training.
- The agency shall provide Security Audit Certificate from CERT-IN empanelled agency and

move to State Data Centre and ensure smooth transition without any cost

- Identify & recommend the best practices to identify amendment that can be incorporated in the current HR & Administration online processes of MEPMA
- The Agency will be responsible for complete development, implementation, integration, testing, Go Live & Roll Out of the software in timely manner.
- The Agency should be responsible for successful migration of Legacy Data.
- The Agency shall be responsible for Maintenance of the software for a period of 2 years with Technical & Administrative support. The issue shall be resolved in the shortest possible time mutually decided with MEPMA. The support can be extended onsite/off-site depending on the criticality of the issue.
- Dedicated team of the agency shall visit MEPMA on regular basis or on call from MEPMA for smooth development and implementation of HRMS system.
- The Agency should be responsible for Bug-Fixing, Testing, End-User Problem Resolution and Enhancements in existing modules.
- Any other related work ancillary to the scope stated above.

2.Development of PM SVANidhi repayment Monitoring System& MobileApp

Street vendors represent a very important constituent of the urban informal economy and play a significant role in ensuring availability of the goods and services at affordable rates at the door-step of the city dwellers. They are known as vendors, hawkers, thelewala, rehriwala, theliphadwala etc. in different areas/ contexts. The goods supplied by them include vegetables, fruits, ready-to-eat street food, tea, pakodas, breads, eggs, textile, apparel, footwear, artisan products, books/ stationary etc. The services include barber shops, cobblers, pan shops, laundry services etc. The COVID-19 pandemic and consequent lockdowns have adversely impacted the livelihoods of street vendors. They usually work with a small capital base and might have consumed the same during the lockdown. Therefore, there is an urgent need to provide credit for working capital to street vendors to resume their business.

The PM Street Vendor's Atma Nirbhar Nidhi (PMSVANidhi) scheme is a Central Sector Scheme under Ministry of Housing and Urban Affairs with the following objectives: (i) To facilitate working capital loan up to Rs. 10,000; (ii) To incentivize regular repayment; and (iii) To reward digital transactions

In Telangana state loans sanctioned to 3,57,172 street vendors and disbursed to 3,37,000 SVs against target of 3,40,000 SVs.

The objective of the application is to track the repayments being made by the beneficiaries to lending banks through Community Based Recovery Mechanism. Currently no system is available to track the repayments made to banks, this could affect higher dose of lending to SVs in next phases and also credit record.

How it works:

The proposed system shall record the details of disbursements made by the Banks to the beneficiaries in Telangana state and the repayments made every month. Data of the disbursements shall be obtained in excel format from PMSVANidhi portal.

- Data uploaded shall be segregated ULB wise and shall be displayed in ULB login
- Data of the TLFs, SLFs shall also be uploaded in the system

- ULB authorised user shall map each Street Vendor to the concerned SLF
- Each SLF shall be mapped to concerned Resource Person (RP) on the system
- A dedicated mobile app shall be given to RP for entry of the data of the repayment of each SV every month
- MIS shall report SV wise, SLF wise, ULB wise, District Wise, State Wise reports on repayments
- Verification option shall be provided to ULB/TMC for the data entered by the RP. This shall be done by uploading the bank statement of concerned bank

Web Logins:

- RP Login (Mobile App)
- ULB/TMC login
- District Login
- State Login

Mobile App:

- An Android App shall be developed for the module
- User friendly multi language (English & Telugu) user interface to be developed
- Data entered by the user shall reflect in real time on the dashboard
- App shall work in both online/offline mode to enable the user to use in case of no network in mobile
- App shall have option to search beneficiary by name, mobile number, registration number etc
- Shall have a dashboard to display the pending data to be updated on monthly basis
- Login based on OTP to user

Activities to be taken up by the agency:

- Design, Development and Deployment of the system as per the requirements of MEPMA
- Consuming and integration of web service/API for receiving the data of SLF, TLF
- Importing the data from existing portals via Excel up to 2GB file each
- Periodical import of the beneficiaries
- The Agency shall handover the complete source code along with the relevant licenses a fortnight prior to Go live.
- The Agency shall provide necessary manuals, reference handbooks and End user training.
- The agency shall provide Security Audit Certificate from CERT-IN empanelled agency and move to State Data Centre and ensure smooth transition without any cost
- All required support & services for implementation, smooth operation and maintenance of all the components of the Web Platform and Mobile Application developed/to be developed will be part of the Project.

3. Maintenance of Employment through Skill Training and Placement (ESTP) Monitoring System

The Employment through Skills Training & Placement (EST&P) Component under NULM is designed to provide skills to the unskilled urban poor as well as to upgrade their existing

skills. The program will provide for skill training of the urban poor to enable them setting up self-employment ventures and for salaried jobs in the private sector. The EST&P Program intends to fill the gap between the demand and availability of local skills by providing skill training programs as required by the market.

MEPMA has emerged as one of the largest Livelihood Mission working for the urban underprivileged youth in Urban Areas. To date it has trained more than 60,000 trained and placed around 40,000 youth in Telangana districts in entry level corporate jobs out of this 55% are Women candidates. The youth are from economically and socially under privileged sections of the society.

MEPMA nodal agency for implementation of EST&P in the state of Telangana, has developed a cloud-based module for effective implementation & monitoring of the program. The MEPMA has tied up with more than 40 organisations including the National Small Industries Corporation (NSIC), a Central Government enterprise, to provide technical training and facilitate placement to engineering, polytechnic, ITI trainees and others.

The Mission aims to train the poor unemployed youth of Telangana in different courses. These are also useful for candidates who had passed out with an MCA or MBA degree. Eighteen short-duration courses such as solar photo-voltaic cells, electrical building maintenance, PLC programming, Android application, Autocad, electronic testing & assembly, hardware technician, electronic office automation, MS Office, graphic design, fashion design, AC, washing machine, and welding etc. The program intends to effectively run the end to end activities such as publishing training schedules, enrolment, attendance, payments & placement etc.

MEPMA is conducting various training programs with empanelled Skills Training providers across the ULBs of Telangana. These various programs follow different pay structure, durations and being implemented by different partners. These programs, courses are to be monitored from the enrolment of the Trainees, attendance monitoring, invoices from STPs, file movement, tracking, approval, amendments etc., at each level in the hierarchal system. Up on due approval of every invoice the payment should be seamlessly integrated with the Bank account to transfer amount to the STPs. Tracking of the placements of the trainees and linking the payment system to the different milestones as prescribed by MEPMA.

Features and details of the module are as below

- Manage Training programs & Duration
- Registration of Skill Training Providers
- Manage Training Partners Profiles
- Biometric Attendance of the Students with AADHAAR System
- Auto Invoice Generation
- Hierarchal Based Invoice Approval System
- Financial Module
- Bank Integration for seamless transfer of Training cost to the STPs
- Responsive user Information
- Integrated Attendance system
- User Manual & User Training
- Post Implementation Annual Maintenance Support

Functional features of the module

Super/System Admin Module	
1.	User Management-Role Based User Setup, Entitlement/Access Control
2.	Setup and configure the workflow based on the user roles
3.	Document Management/Create/configure templates/reports
Master Data Management	
4.	Provide features to Create/Add/Modify/Approve Master Data <ul style="list-style-type: none"> a. Users b. ULB/MEPMA c. Training Organisation d. Trainers e. Students f. Courses g. Batches h. Schemes i. Calendar j. Biometric Devices k. Bank Accounts
Training Partner (TP) Module	
5.	Registration/Form Submission by the Training Organisation with necessary feature load docs and make payments online for empanelment
6.	Maintain the TP Details- Add/Modify/Mapping of the courses to TP
7.	Training Batch management- Add New batches, Student Enrolment, Biometric Attendance, Placements Update/T cking
8.	Register Trainers/Add/Modify
9.	Raise Bills/Invoices as per the terms and provide option to Cancel/Modify/View the tatus of the payments against the bills raised
10.	View the Training Calendar with approved training programs
11.	Option to raise a Request/Report an Issue with an status tracking feature
12.	Provide FAQs/ User Guide
ULB/MEPMA Level Admin Module	
13.	Role based User Hierarchy setup
14.	View and Verify registered TP applications – by designated officer
15.	Upload Inspection Report- Approve/ Reject
16.	Verification of list of candidates – batch wise, course wise etc

17.	Generate Reports for progress tracking/monitoring- Batch wise performance, attendance monitoring
18.	Placements Monitoring and Tracking
19.	Verification of Invoices vis-a-vis the batch progress/attendance reports
Admin Head Office Module	
20.	Verification of Inspection and Assessment Reports Submitted by ULB/MEPMA
21.	Approval of the TPs based on the comments by ULB/MEPMA level officer
22.	Ability to Release user access for TPs
23.	Ability to Generate Agreement/MoU for TPs
24.	Features to define the targets to be achieved by the ULB/MEPMA
25.	Approval of the courses to be offered by the TPs
26.	Will have access to create/modify the masters data mentioned above
27.	Update and verify the batch details both completed and in progress
28.	Option to view the invoices submitted by TPs and approved by ULB/MEPMA
29.	Approve the invoices for payment and forward to Finance Department
30.	Ability to reject the Invoices if found inappropriate
31.	Ability to view the batch wise assessment reports and update the details if required
32.	Ability to Monitor the placement progress at all levels, ULB/MEPMA, TPs, batch wise, course wise
33.	Ability to modify the status of the TP based on the performance and levy penalties and de-recognise the TP
Invoice Processing/Payment Approvals by Finance Department	
34.	Ability to view/verify the invoices with supporting documents forward by Head office
35.	Ability to Approve the invoices for payment
36.	Process the payments to the TPs via Bank Gateway
37.	Auto update invoices status – Along with payment reference details
38.	Ability to enter the penalties details
39.	Ability to generate payment reports-ULB/MEPMA/TP wise
Email Integration	
40.	The system should be able to capture / update the email ids of the TPs and students
41.	The system should be able to capture the email ids of all the users

42.	The system should be able to generate and send email notifications to TPs, Student Officials
43.	Ability to configure event based email notifications to all stake holders
Integration with 3rd Party Systems	
44.	Integration with Aadhaar AUA for authentication of the student identity. All the students will be enrolled by TPs using biometric devices approved by Aadhaar
45.	Integration with Biometric Devices for student/trainer attendance capturing
46.	Bank gateway integration for receiving payments from TPs
47.	Ability to Integrate with any 3 rd party application if required
MIS & Reports	
48.	Analytical Dashboard for two level users at ULB/MEPMA and Head Office- With all Key performance Indices (KPIs)
49.	Summary and Detailed reports for monitoring progress of batches at TPs
50.	Beneficiary/Student Placement Reports
51.	Payments/Reconciliation Reports
52.	Customized Reports as required by MEPMA/MEPMA/ULB
Android Mobile app for Audit/Verification	
53	APP with login to TMC/PD/COMMISSIONER for Audit
54	Ability to verify any training batch in field visit
55	Ability to Verify any Placement in field visit
56	Ability to Verify New TP on empanelment Application
57	Ability to Capture Image via app with date & Time Stamp
58	Geotag each photo taken in field visit
59	Reporting from app on assigned works

Activities to be taken up Agency:

1. Take-over applications source code from MEPMA and provide maintenance, enhancement and Support.
2. Revamping/Refurbishing of the system to obtain Security Audit Certificate from the competent Authority.
3. All required support & services for implementation, smooth operation and maintenance of all the components of the Web Platform and Mobile Application developed/to be developed will be part of the Project.
4. Implementing yearly agreement changes with STPs and creation of new checklist, customization of system as per the payment terms with STPs every year as instructed by MEPMA
5. The vendor will have to include version upgrade and enhancements in services on account of industry dynamics as a part of the Annual Maintenance. Any development work of such type will be carried out by the

technical team of vendor at no extra cost.

6. Providing Dedicated Support Persons and giving technical support to MEPMA, STPs such as Training on usage, bug fixes, error reporting and updating on all working days
7. Enhance/update and change as per requirements of MEPMA.
8. Change of Color & Font of fields, background etc.
9. Addition / change in field validations
10. Change of position of fields on the screens/pages.
11. Resolution of bugs reported
12. Maintaining latest version of Applications on respective stores and in production environments
13. Compilation on new version of development tools
14. Resolution of issues raised by application stores where apps are deployed.
15. Keeping up to date for seamless usage / access on new version of used Open-Source Technologies
16. Patches, fixes and critical security alerts as required.
17. Additional Data entry proforma, reports as required by MEPMA
18. Documentation
19. Conform to a response time aligned to service levels defined in Service Criteria.
20. Third party SMS API Gateway is integrated for sending timely SMS alerts. Any changes required in API parameters to be made as and when required
21. Changes in Aadhaar API as may be made by UIDAI and support on usage of devices and upgrade of software to enable usage

3.2. Technical Specifications

All the web-based Modules are Developed using Open-Source Technologies.

Specifications are as follows

Programming Language: PHP

Framework: Laravel

Database: My SQL (Maria DB)

Mobile Application:

Android:

developed using Native platform.

language: Java

API calling/Integration: Retrofit

WebService: RESTFULL, Soap Service

SQL lite Database

4. Annual Maintenance of Systems & Hardware

MEPMA office currently has **33** Computers, **10** Printers, **4** Scanners and **10** Laptops at office premises address mentioned above. The agency should maintain these computers, printers and laptop to ensure smooth functioning of the operations on the devices.

Agency shall perform following activities

Desktop/Laptop Maintenance

Under Desktop Maintenance, the maintenance company is required to provide services listed below:

- Maintenance support of the existing Desktops. Maintenance includes repair of components and replacement of un-repairable components. In case of replacement, new (branded & genuine) components shall be used. The MEPMA may ask the servicing company to provide the spares or opt to supply it to the vender based on the specification provided by the maintenance company based on a quotation presented and the MEPMA approval
- Checking status of desktop based on user complaints and taking remedial action in case of problem
- Attending to virus related complaints and taking necessary action to sort out the issues. Guarding the systems against virus infections using the latest anti-virus tools made available by the MEPMA Installation and Re-load support on Desktop for OS like MS Windows VISTA/Windows 7/ Windows 8/ Windows10/Linux.
- Download updates/ patches by Microsoft and upgrade all computers on the network.

Scanner/Printer Maintenance

- Maintenance Support of the existing Scanner/Printers. Maintenance includes repair of components and replacement of un-repairable components. In case of replacement, the replaced component must be branded and genuine.
- Installation of drivers/ software for its operation

UPS Maintenance

- Maintenance and repair of existing UPS. It includes repair of components and replacement of unrepeatable components. In case of replacement, the replaced component must be branded and genuine.

- Replacement of defective batteries, the new batteries could be made available by the maintenance company based on a quotation presented and the MEPMA approval.

Network Infrastructure Maintenance

To provide services and support to ensure trouble free availability of network facilities to users: -

- Managing all Patch Panels, switches, cables, etc. in the Network
- Monitoring the network to determine capacity usage and escalating as required
- Identifying LAN faults and getting them resolved
- Installing necessary equipment to connect computers on to the Local Area Network (LAN).
- Repair / Replace faulty LAN cables.

Preventive Maintenance

It will be the responsibility of the Vendor (Maintenance Company) to keep the computers and system in full working condition. All defects related to virus or operating system or drivers are also included in the scope of work. The preventive maintenance of each PC is to be carried out on quarterly basis. The Vendor is to give the list of preventive maintenance schedules which it intends to do on the Hard disk, PCB boards, socket chips connector, contacts, floppy drive, printer heads and monitor along with the periodicity, procedures etc. for approval.

Some of the maintenance routines covered in Preventive Maintenance is described below: -

- a. Regular and thorough cleaning of the system from inside i.e. PCBs etc. by computer grade air and computer grade liquid cleaning solution to remove dirt and dust which hinders the cooling of PCBs during operation. The solution should be free from moisture. Caution should be exercised to prevent the damage due to static charge.
- b. Cleaning and lubrication of all connectors and contacts.
- c. Carrying out the head cleaning of CD-ROM / DVD Drive and floppy disc drive by head cleaning disk and liquid cleaner.
- d. Cleaning and lubricating of the door mechanism of the FDD with lubricant (Silicon based lubricant only) lubricating the grounding strap of the HDD and head slider rails of the printer with the same lubricant.
- e. Cleaning of exterior of PCs, keyboard, mouse, mouse pad, monitor, printer and all other accessories. Good quality cleaning liquid is to be used for

such purpose.

f. Updating of Anti-virus software as provided by the office and keeping PCs virus free. (Every 15 days, and this is very critical)

5. DEDICATED SUPPORT:

Agency shall allot dedicated resource for each module (HRMIS, PMSVanidhi Repayment , ESTP & Hardware Maintenance)and one Project Manager for overall project supervision & Coordination with MEPMA. Qualifications of the resources to be deployed are as follows:

S.No	Resource type	No of resources to be deployed	Minimum qualification	Minimum Experience
1	Project Manager	1	B.Tech/M.Tech/MCA/MBA	5 years
2	Developer (PHP)	3	B.Tech/M.Tech/MCA	3 years
3	System Administrator (on site)	1	Any Graduate with certification in Hardware management	2 years

Agency shall take care of all the compliances related to Employee management such as ESI/EPF/Insurance/payroll management etc. and shall be placed at Agency premises (offsite) except System Administrator. System Administrator shall be present on full time basis at premises of MEPMA to immediately attend any issues and perform activities mentioned in Scope. However, all resource shall be reporting to the concerned MIS Manager/SMC at MEPMA and shall be present, as and when required in short notice. Project Manager shall be available to attend any meetings at O/o MEPMA and online any time during business days.

Note: Details to be enclosed in Form – VI

5.1.Service Criteria–Maintenance&Support

A. ProblemIdentification

Severity Level	ProblemType
Level_1	<ol style="list-style-type: none"> 1. Any problem due to which users cannot access the application due to a malfunction of application 2. Showstoppers involving major functional failure in the solution. There are no usable workarounds available to troubleshoot the problem 3. Interface integration issue with backend systems stopping data flow.
Level_2	<ol style="list-style-type: none"> 1. Any incident which is not a showstopper, for which an acceptable work around has been provided by the Bidder 2. Moderate functional restrictions in the solution irrespective of the cause. Has a convenient and readily available workaround. 3. Test, Migration and Training Infrastructure and Solution 4. All other issues not defined in "Level 1"

B. Incident Response and Resolution

Issue Classification	Response Time	Resolution Time
Level 1	60 Minutes	4 Hours
Level 2	2 Hours	By Next calendar date

SECTION-IV

PRE-QUALIFICATION CRITERIA

Pre-Qualifying Criteria (Mandatory Requirements) for Selection of Agency for Development of HRMIS system, PM SVANidhi Repayment Module, AMC of ESTP Module & Systems in MEPMA, Telangana

(a) Financial Criteria

The Bidder shall furnish documentary evidence that it meets the following financial requirement(s):

- i. The Bidder shall have average Annual Financial Turnover of not less than INR 300.00 Lakhs in the last three financial years from 2018-19, 2019-20, 2020-21(Provisional) years.
- ii. The Bidder shall have Positive net worth for last 3 financial years
- iii. The Bidder shall be in profits for last 3 financial years

Relevant Audited Balance sheets, Chartered Accountant's Certificate to be submitted confirming the above criteria

(b) Minimum Criteria

1. Bidder/Agency Must be a registered firm as a Partnership/LLP/Private Limited/Public Limited company in India
2. Bids from Joint Venture/consortium firms shall not be accepted
3. The Agency / Firm should be in existence for more than 10 years with minimum experience of 5 years' service to Government organizations with proven track record, required to submit
4. The Agency/Firm must have a minimum single project executed worth more than 1 Crore Rupees in any of the last 3 financial years. Proof of the same should be produced
5. The Agency must have a Local Branch office & Local Service centre in Telangana, for last 3 years. A proof of same to be submitted
6. The Agency/Bidder must have previous work experience with ULBs/Government organisations in Telangana. Proof of the same should be furnished
7. The Bidder should have ISO 9001-2008 (or above) Certification for Quality Management System from IAF recognized or similar body
8. The bidder should have ISO 27001-2013 (or above) Certification for Information Security Management System from IAF recognized or similar body
9. The Bidder should have ISO 20000-1- 2011 (or above) certification for Information Technology-Service management from IAF recognised or reputed Body
10. The Agency/Bidder having work experience in similar projects earlier will be preferred. Agency must be well aware of the processes and functionality of the Scheme. The Bidder should submit relevant work orders/ completion certificates in regards to this
11. The Agency/firm must not have been blacklisted or placed under funding restriction by any Ministry or Department of the Government of India or by a State Government (or its agency). A Self Declaration to be submitted along with proposal.
12. The Agency / Firm should have minimum 20 manpower on their payroll.

- Should provide PF/ESI statements of last 6 months proving the same
13. The Firm/Agency Must have developed Mobile app for at least 2 Government Organisations/ULBs
 14. Agency Should have experience in implementing Biometric based projects for atleast 2 Government organisations/ULBs
 15. Agency should have supplied/Maintained computer peripheral items to ULBs/Govt Agencies

SECTION-V

1. PREPARATION OF TECHNICAL PROPOSAL:

The proposal document may be submitted with each page numbered and an index of pages identifying the information contained. The proposal prepared by the Agency/Company shall be provided in the following Model Response

The technical proposal should explain the followings strictly in the same order:

- a. Cover letter in prescribed format
- b. Name & Introduction of the Agency
- c. Agency Profile
- d. Executive summary of the proposal (1 - 2 pages maximum).
- e. Profile and background of the Agency / Firm explaining its previous experience, expertise in general, previous achievements, human resource and other technical expertise that makes your Agency / Firm most competent to participate in the EOI process (2 pages maximum).
- f. The detail of the similar experience in other Government.
- g. Financial capabilities and last 3 years turnover details
- h. EMD/Tender Fee Details
- I. Clear plan & methodology for taking up the project (1 - 2 pages maximum)
- j. Compositing of the staff deploying for managing work

Documents in support of the above may be furnished with page numbers indicate in the index. Please use separate sheets wherever necessary

The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "Technical Proposal" Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked "Financial Proposal" followed by the name of the assignment, and with a warning "Do Not Open with The Technical Proposal." The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address, reference number and be clearly marked "Do Not Open, before [insert the time and date of the submission deadline indicated in the RFP]". The Client shall

not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be cause for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

2. FINANCIAL PROPOSAL

The financial proposals shall contain proposed slab wise pricing of the project as prescribed in Annexure. It is the responsibility of the Agency to estimate the scope of work, man power, resources as per the details given in this RFP and other required costing analysis completely before quoting the price. Agencies should familiarize themselves with any clarifications required or current condition before submitting Proposals. To obtain first-hand information on the assignment, Agency suggested seek clarifications via email on the email id specified in the RFP. Format of the financial proposal shall be as follows

- a. covering letter in prescribed format
- b. financial proposal should clearly mention pricing differently for each of the categories as mentioned in proforma.
- c. A proposal submitted with an adjustable price, quotation will be treated as non-responsive and will be rejected.
- d. The Proposal may however contain discounts, if any, offered by the Agency/Company.
- e. All prices and other information like discount etc having bearing on the price shall be written both in figures and words in the offer form. If there is discrepancy between the price/information quoted in words and figures, the price/information in words would be treated as final.
- f. Price quotes shall include any necessary service to be provided by the selected proposer (even if such services are not expressly enumerated) in order to ensure a satisfactory fulfillment of the contract, as well as any other expenses incurred by the selected proposer, e.g. travel, equipment, accommodation, daily subsistence, telecommunication, postal charges, contingencies, etc.
- g. In no case may the selected proposer invoke a hiatus or an oversight in the description of the work components in the proposal documents or claim inadequate explanations for seeking any price increase or any release from contractual liabilities.

SECTION-VI

TENDER EVALUATION METHODOLOGY**1. BID EVALUATION METHODOLOGY**

The Bidders are invited to submit Technical and Financial proposals as per the given formats in the assignment.

Evaluation of the Technical and financial proposals will be based on Quality cum Cost Based Selection mode with weighted average of 70:30 for technical and financial proposals respectively.

Evaluation of Technical Bid

The technical proposal shall be evaluated in three phases.

a) In the first phase the Technical Proposals shall be evaluated on the basis of minimum technical and financial eligibility criteria as mentioned in SECTION-IV

b) Agencies Qualifying minimum Criteria shall be invited for presentation

c) In the second phase the firms shall be given marks based on Table:1 of this RFP.

d) Firms scoring more than 75% marks in the technical evaluation shall be eligible to open financial bid.

Table1

S.No	Evaluation Parameter	Marks	Maximum Marks
1	Experience in Working with Government/ULB Projects related to web/MIS development, dashboard etc	10Project = 05 20 projects = 10 30 projects and above = 20	20
2	Experience in DAY-NULM projects	1 project = 05 2-4 projects = 10 5 projects and above = 20	20

3	Experience in development of Mobile Apps in Urban Local Bodies/ Govt. Departments.	2 projects = 05 3 projects and above = 10	10
4	Experience in Working on Biometric Projects	1-2Projects = 05 3 and above projects = 10	10
5	Experience in Telangana on Technology projects	5 Projects = 5 Marks 10 Projects = 10 Marks 20 Projects= 15 Marks	15
6	Presentation on understanding on the scope of the project, working methodology		25
Total Marks		100	100

The selected bidder shall provide professional, objective, and impartial advice and at all times hold MEPMA's interest paramount.

Timing and sequence of events resulting from this RFP shall ultimately be determined by MEPMA.

No oral conversations or agreements with any official, agent, or employee of the Authority shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of the Authority shall be superseded by the definitive agreement that results from this RFP process. Oral communications by the Authority to bidders shall not be considered binding on the Authority, nor shall any written materials provided by any person other than the Authority.

Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against the Authority or any of their respective officials, agents, or employees arising out of, or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

Opening of Financial Proposal

Firms scoring more than 75% marks in the technical evaluation shall be eligible to open financial bid.

Evaluation as per Quality and Cost Basis Selection (QCBS)

Threshold for short listing agencies for technical evaluation will be 75% of 100 marks. The technical evaluation carried out by MEPMA shall be final in all aspects. The financial proposals of only technically shortlisted bidder will be opened and will be ranked in terms of their total evaluated cost.

Technical Points

Technical Points will be awarded to the bidder based on their technical evaluation score. Technical Points will be evaluated as below:

A	76
B	83
C	79

Financial Points

In case of financial bid, agency with lowest fee/price will be given 100 as Price Point and Price Points of other two bidders will be calculated with formula as below:

Lowest Price/Individual Price X 100. If price quoted by B is 90 (lowest one) and price quoted by A and C are 120 and 96 respectively, then Price Point of B = 100 and Price Point of A = $90/120 \times 100 = 75$ and price point of C = $90/96 \times 100 = 93.75$.

A	120	75
B	90	100
C	96	93.75

Total Points

For evaluating the Total Points, quality and cost basis selection shall be applied with below mentioned weights

Technical Points	70%
Financial Points	30%
Total	100%

The Total Points shall be calculated using the formula as (Technical Point x 0.70+ Price Point x 0.30) The Proposals/Bids securing the highest Total Points in the above evaluation will be ranked as H-1 followed by the proposals securing lesser marks as H2, H3, etc. Illustration of the same is as below

A	76	75	75.10	H3
B	83	100	88.10	H1
C	79	93.75	83.43	H2

The agency with the Highest ranking (H1) shall be recommended for project. In scenario of a tie in Total Points, agency with higher Technical Points will be ranked higher.

SECTION-VII

GENERAL CONDITIONS OF TENDER

1. The bidder must fulfil the eligibility criteria/pre-qualifying conditions for evaluation of their bids. Bids of bidders fulfilling the eligibility/pre-qualifying conditions will only be evaluated by the duly constituted evaluation committee. Bids of the bidders not fulfilling the eligibility/pre-qualifying conditions given this document may be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.

2. MEPMA reserve the right to verify/confirm all original documentary evidence submitted by the bidder in support of above-mentioned clauses of eligibility criteria, failure to produce the same within the period as and when required and notified in writing by MEPMA shall result in summarily rejection of the bid.

3. Engagement with MEPMA does not confer any right to the agencies to be invited for participating in any bids, tender etc. floated by MEPMA. MEPMA reserves the right to call bids/assign work/associate the agency/agencies in any area as may be deemed fit by MEPMA depending upon the profile provided by the agencies and requirement of assignment.

4. MEPMA reserves the right to accept or reject any or all requests for engagement without assigning any reason

5. Acceptance of the application(s) constitutes no form of commitment on the part of MEPMA. Furthermore, this acceptance of the application confers neither the right nor an expectation on any application to participate in the proposed project.

6. MEPMA reserve the right to waive off any shortfalls; accept the whole, accept part of or reject any or all responses to the Tender.

7. MEPMA reserve the right to call for fresh tenders at any stage and /or time as per the present and /or envisaged MEPMA requirements even if the tender is in evaluation stage.

8. MEPMA reserve the right to modify, expand, restrict, scrap, re-float the tender without assigning any reason for the same.

The responder shall bear all costs associated with the preparation and submission of its response, and MEPMA will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the tender process.

9. Consortium and joint venture responses are not allowed, in any case. Also, bidders have to note that no sub-contracting / sub-letting is allowed.

10.The Bidder shall not utilize or publicize or disclose or part with any statistic, data or information collected with assignment/contract without the express written consent of MEPMA. Failing which tender awarded maybe cancelled and legal actionas deemed fit maybe taken.

10. The Bidder's rate should remain valid for a period of contract from the date of acceptance of contract on successful award of the same.

11.No terms and conditions other than as stipulated above will be entertained. Tenders without acceptance of the terms and conditions stipulated above are liable to be rejected.

12. The Bidder/contractor shall ensure the compliance of all Statutory Acts and rules including the EPF Act and any other Labour Acts. The MEPMA shall not be liable for any financial burden/ liability due to negligence by the contractor or his failure to comply with labour laws or any other Statutory Acts/Rules as per notifications issued from Govt. Of India from time to time.

13. The work contract is for 2 years initially and may be extended for further years based on work performance of the firm succeeded in getting award of contract at same terms & conditions. Work performance certificate will be provided on the basis of penalty imposed which may not exceed 10% of tender value.

14. Based on the instructions/guidelines from Government (State/Central) and other requirements, MEPMA may at its discretion direct for execution of scope of work other than mentioned in this RFP. For any such additional award of the work empanelled agency shall bring it to the notice of MEPMA quote the price and take up the work up on acceptance by MEPMA. Agency must have enough man power to handle any emergency/time bounded projects as and when required.

15. All the taxes, duties, levies and all other charges applicable and shall be valid for delivery of the items to the designated delivery points. All payments will be subjected to tax deduction at source as applicable/required at the prevailing tax rates.

MEPMA may pay any increase in duties, taxes and surcharges and other charges on account of any revision, enactment by the Government during the period of validity of the Bids and also during the contract period. The decision of MEPMA in this regard will be final and binding and no disputes in this regard will be entertained

16. Performance Bank Guarantee:

a. The agency needs to deposit within ten (10) working days from the date of acceptance of work order, a Performance Security in the form of Bank Guarantee for an amount of **2%** (Two per cent) of the Tender value against the supply portion for 1 years plus 6 months claim period and after completion of 1 years in the format placed at Annexure – A.

b. The Performance Bank Guarantee may be drawn from a scheduled commercial bank in favour of “The Mission Director, Mission for Elimination of Poverty in Municipal Areas, Telangana”.

c. The Performance Bank Guarantee may be discharged/ returned by the MEPMA after the completion of the contract upon being satisfied for the performance of the obligations of your firm under the contract.

d. Failing to comply with the above requirement, or failure to enter into contract within 10 days or within such other extended period, as may be decided by the MEPMA shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.

e. In the event the firm being unable to provide the services, during the engagement period as per the contract for whatever reason, the Performance Bank Guarantee would be invoked by MEPMA.

f. No Bank Charges/ interest shall be payable for the Performance Bank Guarantee.

17. Rates and Prices

a. Bidders should quote item-wise rates/ prices including all taxes and duties by explicitly mentioning the breakup of basic prices and applicable taxes.

b. Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD of said bidder.

18. Payment shall be made on Quarterly Basis. Whole Quoted contract value shall be divided into four parts and quarterly payment shall be made up on completion of services in the respective quarter

18. In case of default in services or denial of services during contract period,MEPMA, at its sole discretion, will be free to avail services of other service providers at your "Risk & Cost".

19. All other terms and conditions of the GENERAL CONDITIONS OF CONTRACT shall be applicable.

20. Bidders are advised to refrain from taking any deviations on this TENDER. Still in case of any deviations, all such deviations from this tender document shall be set out by the Bidders, Clause by Clause in the format as mentioned in Form IV and submit the same as a part of the Technical Bid. Please note that in case of deviations to the tender terms, bids may be liable for rejection.

SECTION-VIII

Letter for Submission of Tender

FORM-I

To,

Mission Director, MEPMA

IV Floor, 640, AC Guards, MasabTank

Opp PTI Building
Hyderabad 500 004

Sub.: Submission of Bid for “Selection of Agency for Development of HRMIS system, PM SVANidhi Repayment Module, AMC of ESTP Module & Systems in MEPMA, Telangana”-Reg.

Dear Sir,

1. With reference to your Tender No. ----- dated -----forSelection of Agency fo Development of HRMIS system, PM SVANidhi Repayment Module, AMC of ESTP Module & Systems in MEPMA, Telangana, I wish to apply for engagement with MEPMA.

Further, I hereby certify that

I have read the provisions of the all clauses and confirm that notwithstanding anything stated elsewhere to the contrary, the stipulation of all clauses of Tender are acceptable to me and I have not taken any deviation to any clause.

2. I further confirm that any deviation to any clause of Tender found anywhere in my Bid, shall stand unconditionally withdrawn, without any cost implication whatsoever to the MEPMA.

3. Our bid shall remain valid for period of 180 days from the last date of bid submission.

Date: Signature

Place: Full Name

Designation..... Address

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.

FORM-II

Pre-Qualification Criteria Details

Selection of Agency for Development of HRMIS system, PM SVANidhi Repayment Module, AMC of ESTP Module & Systems in MEPMA, Telangana

Agency Name	
Date of Inception (Must be 10 years old)	
Type of legal entity (Proprietor, Partnership, Pvt Ltd, Society etc)	
Name of Registering Authority	
Registration Number	
Whether any Legal/Arbitration /proceeding is instituted against or the Agency has lodged any claim in connection with works carried out by us	
Corporate office Address	
Telangana Branch Office Address	
Telangana Service Centre Address	
Name of the top executive with designation:	
Telephone Number(s)	
E-mail Address	
GSTIN No:	
TAN Number:	

PAN Number:	
Date of Latest GST Returns Filed: (Copy of the Returns to be submitted)	
Date of Latest Income Tax Returns filed: (Copy of the Returns to be submitted)	
Date of Latest TDS Tax Returns filed: (Copy of the Returns to be submitted)	
ISO 9001 Certificate: (Must have been issued prior to the Tender Notification date)	Certification Standard: Issuing Authority: Date of Issue:
ISO 27001 Certificate: (Must have been issued prior to the Tender Notification date)	Date of Expiry: Certification Standard: Issuing Authority: Date of Issue: Date of Expiry:
ISO 20000-1 Certificate: (Must have been issued prior to the Tender Notification date)	Certification Standard: Issuing Authority: Date of Issue: Date of Expiry:
Awards & Recognitions (if any):	

For and on behalf of:

(Company Seal)

Signature :
Name :
Designation :

(Authorized Representative and Signatory)

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.

FORM-III

FINANCIAL STANDING - ANNUAL TURNOVER

Certificate from the Statutory Auditor regarding Annual Turnover of the Bidder in the immediately preceding **3 Financial Years** Based on its books of accounts and other published information authenticated by it, this is to certify that _____ (name of the Agency) had, over the last three Financial Years, an **Average** annual Total Turnover of Rs. __Lakhs, as per year-wise details noted below:

Financial year ending 31st March	Total Turnover (in Rs. Lakhs)	Positive Net worth (Amount)	Positive Worth (%)	Profit (Amount)	Profit (Percentage)
2018-19					
2019-20					
2020-21					

It is also certified that the company has been in Positive net worth and profits for last 3 financial years

Name of the audit firm/ Chartered Accountant:

Seal of the audit firm:

(Signature, name and designation and registration Number of the Chartered accountant)

Date:

Note:

Please provide certified copies of Audited Financial Statements of the firm for the immediately preceding three financial years.

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.

FORM-IV

PREVIOUS EXPERIENCE

Details of projects and work experience with Urban Local Bodies/Government organisations.

Please use separate table for each Product Category (Web based MIS/App/DAY-NULM, Biometric based projects)

S.NO	Name of the ULB/Government Agency	State/Place of Work	Description of Services	Period of Service
1				
2				
3				
4				
5				
6				

Relevant Work orders/work completion certificates to be attached along

For and on behalf of:

(Company Seal)

Signature :

Name :

Designation :

(Authorized Representative and Signatory)

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.

FORM-V

DETAILS OF MAJOR PROJECTS EXECUTED

Please mention details of the major projects being executed/ executed with value more than Rs. 50 Lakhs

S.No	Name of the UL B/ Government Agency	Details of the Project	Value of the Project in Rs.	Period of Service
1				
2				
3				
4				
5				
6				

Relevant Work orders/work completion certificates to be attached along

For and on behalf of: (Company Seal)

Signature :

Name :

Designation :

(Authorized Representative and Signatory)

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.

FORM-VI

DETAILS OF RESOURCES TO BE DEPLOYED

(Enclose CVs of each Resource)

S.No	Resource type	Name	Qualification	Experience	Other certifications if any

For and on behalf of: (Company Seal)

Signature :

Name :

Designation :

(Authorized Representative and Signatory)

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.

FORM-VII

FINANCIAL BID

(To be submitted on company letter head in separate sealed envelope)

To,

The Mission Director,

MEPMA

Sir/Madam,

Subject: Submission of Financial proposal for Selection of Agency for Development of HRMIS system, PM SVANidhi Repayment Module, AMC of ESTP Module & Systems in MEPMA, Telangana

Reference: **File No.**

We, the undersigned, offer services for Development of HRMIS system, PM SVANidhi Repayment Module, AMC of ESTP Module & Systems in MEPMA, Telanganain accordance with your Request for Proposal dated_____. We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in reject of our financial proposal.

Our financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in

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

For and on behalf of

Signature :

Name :

Designation :

(Authorized Representative and Signatory)

Company Seal

FINANCIAL PROPOSAL

S.No	Description of Service	Total Amount
One Time Development Costs		
1	Cost for Development of HRMIS System as per the specifications mentioned in Section-III	
2	Cost for Development of PMSVANidhi Repayment System & mobile app as per the scope of work mentioned in Section-III	
Annual Maintenance Cost (including dedicated resources as mentioned in Point 5 of section III)		
3	HRMS module	
4	PM SVANidhi Repayment System & mobile app	
5	ESTP scheme monitoring system	
Sub Total (Excluding GST)		
GST		
Total Amount including GST		

Maintenance of Hardware/Computer peripherals items, please submit the cost per item per month, excluding applicable taxes.

S.No	Item Name	Cost per item per month (Rs)	Taxes (mention Percentage), Amount in Rs.	Cost per item per month (Rs)
		Excluding Taxes		Including Taxes
1	Desktops			
2	Laptops			
3	Printer			
4	Scanner			

We hereby confirm that the rates are invited for entering into Rate Contract valid for two years from the date of issue of contract. Actual Quantities may vary as per site requirement of MEPMA. MEPMA reserves the right to increase the quantity (on same rate and terms and conditions) by another 110% if required.

For and on behalf of

Signature:

Name:

Designation:

(Authorized Representative and Signatory)

Company Seal

FORM VIII

Checklist of the Documents

S.No	Description	Compliance (Yes/No)	Abstract tails Page No
1	The Bidder shall have average Annual Financial Turnover of not less than INR 300.00 Lakhs in the last three financial years from 2018-19, 2019-20, 2020-21(Provisional), Audited Balance Sheet & CA Certificate (FORM III)		
2	Bidder should have positive net worth for last 3 financial years (FORM III)		
3	Bidder must be in profits for last 3 financial years (FORM III)		
4	The Agency / Firm should be in existence for more than 10 years with minimum experience of 5 years' service to Government organizations		
5	The Agency/Firm must have a minimum single project executed worth more than 1 Crore Rupees in any of the last 3 financial years (Form- V)		

6	The Agency must have a Local Branch office & Local Service centre in Telangana, for last 3 years		
7	The Agency/Bidder must have previous work experience with ULBs/Government organisations (Form-IV- Web/MIS based Govt. Projects)		
8	The Bidder should have ISO Certification 9001-2008		
9	The bidder should have ISO Certification 27001-2013		
10	The Bidder should have ISO certification 20000-1- 2011		
11	The worked for DAY-NULM projects earlier preferred (Form-IV- DAY-NULM Projects De tails)		
12	The Agency/firm must not have been blacklisted or placed under funding restriction by any Ministry or Department of the Government of India or by a State Government (or its agency). -Declaration		

13	The Agency / Firm should have minimum 20 manpower on their payroll, provide last 6 months ESI&PF statements		
14	The Firm/Agency Must have developed Mobile app for at least 2 Government Organisations /ULBs (Form-IV- Mobile App Development projects)		
15	Agency Should have experience in implementing Biometric based projects for at least 2 Government organisations/ULBs Form-IV-Bio metric based Projects		
16	Agency should have supplied/Maintained computer peripheral items to ULBs/Govt Agencies (Form-IV- Computer/peripheral supply/Maintenance projects details)		
17	Latest GST return copies		
18	Latest TDS return copies		
19	Form-I		
20	Form-II		

21	Form-IV-Telangana Technology Projects		
22	Form –VI – Details of dedicated resources and CVs		
23	DD for Processing Fee of Rs.20,000		
24	DD for EMD of Rs.3,00,000		

Signed by DR N
SATYANARAYANA I A S
Date: 12-10-2021 17:07:22
Reason: Approved