**Bid Submission Formats**

* + 1. Bid must be submitted in the forms as specified in this RFP Document. Failure to do so may result in rejection of bid. The bidder should provide precise information called for and refrain from using ambiguous language.
    2. The bid should be submitted in English language only.
    3. The bidder shall provide an English translation of any document(s), attached along with the bid, which is not in English.
    4. Bidders are advised to submit bids based on the terms & conditions and specifications contained in the RFP document and not stipulate any deviations. Any deviation shall be clarified by the bidder in the pre-bid meeting itself and only if the CBFC allows it, as a part of the responses to the pre-bid query, shall it be accepted in the bid.
    5. The bidder shall strictly adhere to the terms specified in this RFP document. Any violation of any of the terms may lead to disqualification of the bidder.
    6. While preparing the Technical Proposal, the bidder must give particular attention to the following:
* Understanding of scope of work
* Features of the proposed IT system
* Architecture envisaged for the solution including Information security measures
* Brief technical details about the technology software for mobile app
* Approach and Methodology for implementation and roll-out
* Project plan
* Training plan
* Number and suitability of personnel planned to be deployed for this project. It is desirable that these personnel be permanent employees of the firm or has an extended and stable working relation with it.
* Maintenance and Support.
* Proposed manpower team for carrying out Changes as requested from CBFC under Change Control Schedule (please refer Schedule 3 of Volume III of this RFP).
  + 1. The Technical Proposal shall not include any financial information.
    2. **The bidder shall submit the following documents with its Technical Proposal**:

1. Response to the Technical Criteria given in the Annexure IX (Technical Evaluation Criteria for bidders) along with supporting documents
2. Project Approach & Methodology
3. High level description of the proposed IT system
4. Detailed Project Plan
5. Tentative Hardware, Networking and Communication requirements for the project needed for bidder’s proposed solution. This should include details of quantity and configuration of servers, storage, switches, firewalls, internet connectivity bandwidth etc. for all the tiers of deployment.
6. Detailed Training Plan including Training Schedule – including resources required for conducting the training
7. Support plan
8. CVs of the personnel planned to be deployed for this project. (as per Annexure- VI: Format for Submitting Profiles of key resources)
9. All relevant forms and documents as per the RFP requirement
10. Any other relevant document

Internal Envelope-2 should be sealed marked as **“Envelope-2: Technical Proposal for Selection of Implementing Agency for “TAKEOVER, HOSTING AND MAINTENANCE OF APPLICATION AND WEBSITE, PROVISIONING AND MAINTENANCE OF CLOUD MANAGEMENT SYSTEM, REVAMPING OF WEBSITE, DESIGN, DEVELOPMENT AND MAINTENANCE OF MOBILE APP, PROVIDING DIFFERENT UTILITY TOOLS’’** and should be containing the technical proposal .

It would be opened on the pre-specified date and time in the presence of authorized representatives of all the bidders who choose to attend. The bidders’ representatives who are present shall be required to sign and record their attendance.

 Evaluation of Technical Proposal:

Technical Evaluation of only eligible bidders would be carried out in the following manner:

* + - 1. The bidder’s technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP and bidder is required to provide details on the proposed solution adopting the **evaluation framework** given in Annexure-IX.
      2. **Proposal Presentations**: The Committee if required, may invite each bidder to make a presentation to the CBFC at a date, time and locations determined by the CBFC. The purpose of such presentations would be to allow the bidders to present their proposal solutions to the committee and the key points in their proposals.
      3. The Evaluation Committee may undertake oral clarifications from the bidders. The primary function of clarification in the evaluation process is to clarify ambiguities and uncertainties, if any, arising out of the evaluation of the bid documents.
      4. Depending on the evaluation methodology mentioned in point a, b and c, above each Technical bid will be assigned a technical score out of a **maximum of 100 points**.
      5. The bidders who score a Technical score of **70 or more** will qualify for the evaluation of the financial bid.
      6. The details of technical evaluation parameters are at Annexure-X.

**Annexure- IX: Technical Evaluation Parameters**

**Following table outlines the Technical Evaluation Parameters and Scoring Methodology based on which evaluation of technical proposals of the bidders shall be carried out by CBFC**

|  |  |  |
| --- | --- | --- |
| **SN** | **Criterion** | **Max. Marks** |
| 1 | Bidder’s Turnover: The bidder should have a minimum Annual Average turnover from IT Business of Rs 20 Crores in the last three financial years  **Scoring Methodology**  Rs. 20 to 35 Crore = 10 Marks  Rs. 36 to 45 Crore = 12 Marks  Rs. 50 Crore and above = 15 Marks | 15 |
| 2 | Relevant experience of design, build and operate model of functioning for successful implementation of at least 3 National e-Governance Projects (each having order value of not less than 5 Crores) in India during the last three years, upto 31st March 2021  **Scoring Methodology**  For 3 projects = 15 Marks  For 3 to 5 projects = 20 Marks  For 6 or more projects = 25 Marks | 25 |
| 3 | The bidder should have themselves developed and maintained website and applications system for government /PSU/ Autonomous Bodies of minimum contract value of Rs. 30 lakh each, as on 31st March 2021  **Scoring Methodology**  For 2 websites and applications system= 8 Marks  For 3 websites and applications system = 10 Marks  For 4 or more websites and applications system = 15 Marks | 15 |
| 4 | IT Manpower: Bidder should have Dedicated IT resource on its payroll, who are having regular working experience in e-Governance Projects.  Scoring Methodology  100 to 150 IT employees = 11  Above 150 and below 200 IT employees = 13  200 and above IT employees = 15 | 15 |
| 5 | Bidders must demonstrate their understanding of the Department’s requirements by providing:   * Understanding of the project including the Functional requirements met by the Solution and Existing Technical Architecture * Project Management Methodology * Quality Assurance Methodology * Risks and & their Mitigation plan | 10 |
| 6 | Bidders should have experience of handling concurrent users  300 concurrent users: 3 marks  301-500: 4 marks  501 and above: 5 marks | 5 |
| 7 | Detailed Project Plan | 2.5 |
| 8 | Detailed Training Plan | 2.5 |
| 9 | Bidder should be CMMi certified and ISO 27001 certified  Scoring Methodology  For CMMi 3 = 2 Marks  For CMMi 4 = 5 Marks  For CMMi 5 = 8 Marks  ISO 27001 certified= 2 marks | 10 |
|  | Total | 100 |