

QUOTATION INVITING TENDER

(QIT)

Implement Electronics-office Management System for Indian Ports Association



Indian Ports Association

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July, 2018

LETTER FOR ISSUE OF QIT FOR THE
'Implement Electronics office Management System
for
Indian Ports Association, New Delhi'

The set of QIT document is issued to:

Name: _____

Address: _____

IPA

Signature of the Officer
Issuing the QIT Document: _____

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Limited Q.I.T.

Indian Ports Association (IPA) invites, Limited QIT from reputed Venders / Firms to Implement 'Electronics office Management System' in Indian Ports Association, New Delhi.

The bidding parties are requested to study this QIT document carefully before submitting the response to this bidding document. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, condition and implementations.

1. Introduction

Indian Ports Association (IPA) was constituted in 1966 under Societies Registration Act, primarily with the idea of fostering growth and development of all Major Ports which are under the supervisory control of Ministry of Shipping. Over the years, IPA has consolidated its activities and grown strength by strength and considered to be a think tank for the Major Ports with the ultimate goal of integrating the maritime sector.

2. Objective

Indian Ports Association (IPA) proposed to implement electronic Office Management System. It is an integrated file and records management system that allows employees to manage content, search for data internally and collaborate. The file system also enables the electronic movement and the tracking of files, and the archival and retrieval of data / file.

3. SCOPE OF WORK

'Electronics Office Management' product to be Installed, Commissioned and Implement in Indian Ports Association, New Delhi. The main objective of the system is to create, keep track of all types of documents i.e., File (Noting & Corresponding page), Letters (DAK & Dispatch), Office order, etc and maintain.

1. As is Study, Requirement identification and Analysis with respect to Design, customization, installation of e-Office Management System for IPA.
 - i. Preliminary study of existing file system.
 - ii. Requirement gathering
 - iii. Finalization of dynamic pages, formats, reports and database configuration
2. Creation of master file, Auto generation of file number based on the department as per IPA pattern.
3. Creation of e-file, noting, attaching document, forward & backward of file management.
4. Automated and Manual flow of file movement as per the user department.
5. To maintain & track the movement of each document (Read/Archive/Retrieve, etc) throughout its lifecycle.
6. Dispatch & DAK should maintain details of the letters both inward & outward.
7. Dashboard reports and Auto alerts.
8. The software should help in uploading of the scanned or typed documents in to the system and allow documents to be stored in a centralized location.
9. It should have a functionality to search documents throughout the system with reference to any keyword, related to file number, file name, date and subject.
10. Leave application & Notification.
11. To provide Warranty support from the date of issue of Go-Live completion certificate, and Annual maintenance contract with onsite technical support as and when required. AMC includes minor additional requirements/modification apart from regular maintenance.
12. Testing, Implementation, Training and Maintenance of the system.
13. Preparation of User, Design & Technical manuals and other documents for the developed software in an easy to understandable and User friendly language with proper Diagrams, Screen-shots and charts wherever required.

3.1 User Registration & Management

The system will have a user registration form for all hierarchy.

1. Application User
2. Admin
3. Super Admin

Application user would be able to perform the following functionalities,

1. Creating file name, number & initiator
2. Manage to and fro file movement, etc
3. View dashboard
4. Search / Track file movement
5. Closure of file

Admin user would be able to perform the following functionalities,

1. Approval of users
2. User Mapping with respective department
3. Mapping File flow movement
4. Password maintenance

Super Admin would be able to perform the following functionalities,

1. Regular backup / restore
2. Edit option

3.2 Experience

The bidder should have experience of successful go-live / Completed 2 Projects during the last 7 years out of which, 1 project should have been in Government / State / Central / PSU and another project should have experience in corporate with minimum users of 50 nos. The turnover criteria of the bidder as on 31.03.2018 should be at least Rs. 2.00 (Two) Crores.

(The definition of 'Corporate' is defined as 'An existing entity established under Companies Act 1956/2013 or under any other Statutory law of Government of India').

The bidder should have to attach copy of work order, completion certificate regarding the above along with the tender for completed projects. for ongoing O&M phase, a declaration from the client to be provided.

3.3. Technical Requirement

- The solution architecture should be built on sound technology, high performance and scalability on the software.
- The vendor will ensure and provide the following security features:
 - I. Tools for control and monitoring security
 - II. Data security and infrastructure security features.
 - III. Protection against defacement, hacking
 - IV. Design should incorporate security features to protect the page from Session Hijacking, SQL injection, Cross scripting, Denial of Service etc.
- The Software to be hosted in IPA through LAN connectivity and it should have the feature to connect through internet also.

3.4 Acceptance Testing

The bidder will submit its own testing report before conducting user acceptance test. System developed will be tested by IPA or its authorised representative with required technical and other capabilities to inspect, test and evaluate the system and determine whether it satisfies the acceptance criteria as agreed upon in the work plan.

Vendor will rectify the deficiencies and other deviations from work plan identified by IPA immediately and not later than 5 working days from the date of intimation by IPA. Re-evaluation will be done by IPA or its representative and if it is found that the deficiency is not rectified, IPA will be at liberty to invoke suitable penalty and/or cancel the contract without assigning any notice. Release of final payment release will be subject to IPA issuing an acceptance certificate after successful testing and declaring go-live.

3.5 Training

Vendor will have to provide training to IPA users for a period of one day. Around 3 to 5 round training to be provided for users.

Transfer of knowledge on technical configuration of the software to IPA officials with all respective administration details.

3.6 Timeline

The complete project is to be complete within 30 days.

Deliverables	Timeline (from the date of Contract signed)
Submission of As is study, Project Management Plan and SRS	7 th day
Submission of Designs	10 th day
Development, deployment and implementation of Complete software in a Test URL.	20 th day
Submission of Internal test report with all compliance.	22 nd day
Training to end users	24 th day
User acceptance test	26 th day
Changes, finalization and submission of all documents	28 th day
Go live (issue of completion certificate)	30 th day

3.7 Delivery of Source Code etc.,

Upon completion, the vendor will have to provide Complete Source Code, User Manual and Administrator Technical document to IPA to the satisfaction of the IPA.

4. Operation and Maintenance

The Operation and maintenance period for the Web application will be 5 years as mentioned below:

- Addition or deletion of formats / reports/ formula, alignment of the design blocks / graph/ map, bug fixation and etc. from the go-live date will be a part of this scope.
- The maintenance cost for next 5-years need to be provided within this scope separately.
- Trouble free, smooth operation of the application, software including operation & maintenance of infrastructure like server, cloud environment, hosting, cyber security.
- Management of client/users.

5. Project Monitoring Mechanism

IPA will constitute a committee to provide and finalise the requirements and monitor the progress of the project. The successful bidder (vendor) will be required to submit the progress report on regular basis to IPA.

6. Completeness of Response

- i. Bidders are advised to study all instructions, terms, requirements and other information in the QIT document carefully. Submission of bid shall be deemed to have been done, after careful study and examination of the QIT document with full understanding of its implications.
- ii. The response to this QIT should be full and complete in all respects. Failure to furnish all information required by the QIT document or submission of a proposal not substantially responsive to the QIT document will be at the bidder's risk and may result in rejection of its proposal.

7. Proposal preparation cost

- i. The bidder shall submit the bid at its cost and IPA shall not be held responsible for any cost incurred by the bidder. Submission of a bid does not entitle the bidder to claim any cost and rights over IPA. IPA shall be at liberty to cancel any or all bids without giving any reason thereof.
- ii. All materials submitted by the bidder along with the bid shall be the absolute property of IPA and no copyright/patent etc. shall be entertained by IPA.

8. Amendment to QIT document

If IPA deems appropriate to revise any part of QIT or to issue additional data to clarify any interpretation of provisions of this QIT, it may issue supplements to this QIT. Any such supplements shall be deemed to be incorporated by this reference into this QIT.

9. Earnest Money Deposit (EMD)

- i. Bidder has to submit EMD for an amount of Rs. 20,000/- (Rupees Twenty thousand only) along with his bid in the form of Demand Draft/ Pay Order of any Nationalized/Scheduled bank drawn in favour of Indian Ports Association payable at New Delhi.
- ii. Tenders received without the EMD will be rejected.
- iii. No interest would be payable by the Indian Ports Association, New Delhi on EMD.
- iv. EMD of the successful bidder is liable for forfeiture as per the terms of the tender document in case of any default however, EMD would be returned after award of contract on submission of Performance Bank Guarantee.
- v. EMD of unsuccessful bidder shall be returned as soon as the QIT is finalized.

10. Right to Terminate the Process

IPA may terminate the QIT at any time and without assigning any reason. IPA shall not be held responsible for any cost incurred by the bidder in bid preparation. IPA reserves the right to amend/edit/add/delete any clause of this bid document which will become an integral part of the QIT. However, this will be informed by uploading on IPA website.

11. Performance Bank Guarantee

The successful developer/bidder will have to submit Performance Bank Guarantee equivalent to 10% of value of the project awarded **within 7 calendar days from the date of Lol** with validity period by the end of the date of O&M period plus 30 Days.

12. Disqualification

The proposal is liable to be disqualified in the following cases or in case the bidder fails to meet the bidding requirements as indicated in this QIT:

- i. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- ii. The bidder qualifies the proposal with his own conditions.
- iii. Proposal is received incomplete.

- iv. Proposal is received after due date and time.
- v. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- vi. Bidder fails to deposit the Performance Bank Guarantee (PBG) within 7 days of the date of issue of Letter of Intent (LoI) or within such extended period, as may be specified by the IPA.
- vii. Bidder doesn't agree to the terms and conditions.
- viii. Incomplete information/proposal will be treated as non-responsive bid.
- ix. If the bidder does not meet the requisite criteria or not having sufficient experience (Similar Project) in delivery.

In any of the above conditions, IPA reserves the right to negotiate with L2 bidder after informing the disqualification to L1 bidder appropriately.

13. Payment Schedule

- 90% payment would be released on delivery of software after go-live.
- 10% balance amount after one year of successful completion of maintenance period.
- During maintenance period, the payment will be released on satisfactory performance by the successful bidder on completion of every one year on submission of invoice along with service report.

14. Evaluation:

The bidders, who are eligible in the required experience will be considered for commercial evaluation. The bidder will be selected through L1 basis on the grand total quoted by the bidder.

15. Liquidated Damages

The assignments should be completed as per the time schedule given in Clause No. 3.6 of this QIT. In case of failure to complete the above assignments within the stipulated time period, liquidated damages will be levied in the following manner:

- i. In case of default on the part of successful bidder being limited to delay only, the IPA may claim liquidated damages @ 1% of the amount of contract for every week(s) or part thereof of delay, not exceeding in any case 10% of the amount of Contract value. The amount of liquidated damages shall be withheld and/or recovered from the payment to be made to the bidder.

- ii. On the occurrence of any of the event of default on the part of the bidder, the IPA may be at liberty to terminate the contract/Work Order/Lol and claim refund of any money paid or invoke the Performance Bank Guarantee and refuse to make any more payments.

16. Arbitration

Any dispute arising out of the Agreement, which cannot be amicable settled between the parties i.e, Indian Ports Association and Successful bidder, shall be referred for arbitration. An arbitrator nominated by the Managing Director, Indian Ports Association, New Delhi as per the provisions of the Arbitration and Conciliation Act, 1996, as amended from time to time, shall be applicable. Courts in Delhi shall have jurisdiction in the matter.

17. Submission of Offers and validity

Sealed offers should reach Indian Ports Association, New Delhi on or before 1500 hrs. of **02.08.2018** at the following address with validity period of 180 days:

Chief Administrative Officer,

Indian Ports Association,
1st Floor, NBCC Place, South Tower,
Bhisham Pitamah Marg,
Lodi Road, New Delhi – 110 003
Email: ipa@nic.in

Financial Proposal

Sr. No	Description of Work	Amount in ₹	GST ₹	Total amount in ₹
1.	Implement Electronics office Management System and Go-Live.			
2.	AMC and On-Site Support Services for 5 years after Go Live –Year wise. <ul style="list-style-type: none"> • 1st Year • 2nd Year • 3rd Year • 4th Year • 5th Year 			
Grand Total:				
(₹ in words)				