

Request for Proposal (RFP)

for

**Engagement of Consulting Agency
in the field of
IT & IT related allied activities**



Indian Ports Association

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December 2018

Indian Ports Association

IPA/ICTD/CA/2018

18/12/2018

Notice for Engagement of Consulting Agency in the field of IT & IT related Activities.

Indian Ports Association (IPA), a society registered under the Societies Registration Act 1860 intends to engage a consulting Agency in the field of IT & IT related allied activities for use by the IPA/Major Ports. Accordingly, IPA invites 'Request for Proposal' (RFP) per details given in this RFP in the functional area of:

IT & IT Related Allied Activities

The engagement Shall be valid for a period of one years and extension, if any, shall be subject to satisfactory rendered services by the Agency & shall be on the same rates, terms and conditions, for a period(s) as decided by IPA..

The detailed terms and conditions including evaluation criteria are available on the web site www.ipa.nic.in.

The schedule for receipt of the application is as follows:-

Event/ Description	Time/Date
1. Last date/time for receiving queries/clarifications	1200 hrs. on 28.12.2018
2. Pre-Bid Conference	1430 hrs. on 28.12.2018
3. Bid Submission Date& Time	1400 hrs. on 08.01.2019
4. Bid Opening date& Time	1500 hrs. on 08.01.2019
5. Validity of Bid	90 days from the date of opening of bid.

Reputed and interested **firms empaneled with National Informatics Centre Services Inc (NICS)** may download the RFP from the above website and send in their response bid to the Managing Director, Indian Ports Association, 1st. floor, South Tower, NBCC Place, Bhisam Pitamah Marg, Lodi Road, New Delhi – 110 003, within the bid submission date and time.

Soft copy of the complete proposal in pen drive in PDF & Word format shall be submitted along with the Technical Proposal.

Contents

1 Abbreviations

CV	Curriculum Vitae (Also frequently called Resume / Biodata).
DBA	Data Base Management.
DR	Disaster Recovery.
EBS	Enterprise Business System.
EC	Evaluated Cost of the Commercial offer.
FRS	Functional requirements Specification.
ICT	Information & Communication Technology.
IT	Information Technology.
INR	Indian Rupees.
IPA	Indian Ports Association.
LD	Liquidated Damages.
LEC	Lowest Evaluated Cost of the Commercial offer.
MoS	Ministry of Shipping.
MeitY	Ministry of Electronics and Information Technology, Govt. of India.
NIC	National Informatics Center.
NICSI	National Informatics Center Services Inc.
NMS	Network Management System.
PCS	Port Community system.
RFP	Request for Proposal.
SLA	Service Level Agreement.
SRS	Software Requirements Specification.
ToR	Terms of Reference.

2. Project Background

The Ministry of Shipping, Government of India is the nodal Ministry which has been entrusted with the responsibility of formulating and implementing policies and programs for shipping and port sectors of the country. Vision of Ministry is to take Indian maritime sector to commanding heights in order to serve India's trade and security interests in an efficient and economical manner. It has been taking several measures for upgrading and modernizing the maritime infrastructure in the country so as to meet the international standards.

Indian Ports Association is an organisation conceived and constituted by the Major Ports of India is registered under the Societies Registration Act 1860, with the prime objective of developing and increasing efficiency and productivity in ports and its working environment. The functioning body of IPA comprises of the Chairmen of all Major Ports, who are the local authorities consulted under the major port trust act 1963 and function under the administrative control of Ministry of Shipping, Road Transport & Highways, Government of India. Stakeholders of IPA/Ports in maritime trading are Shipping Lines/Agents, Container Agents, CHAs CFS Operators, and Stevedores etc. Government Regulatory agencies in interaction with IPA are Customs, PHO, MMD, Coast Guard etc.

In the supply chain management, MoS have also taken number of initiatives to automate their back-end processes and to introduce state of the art technologies. Some of the latest technologies like IoT, Machine Learning, Block chain, AI etc. provide major opportunities to optimize the supply chain management processes to bring value for all stakeholders.

IPA, therefore, now desires to extend the scope of the project by integrating existing and additional stakeholders and their information exchange processes to meet the information exchange requirement of all stakeholders and move towards Integrated Trade Community System. There is also requirement to study the currently implemented processes/messages to harmonize and standardise them to facilitate better integration. The processes and information exchange mechanism, also need to be aligned with the automation carried out by various stakeholders and exploit latest technologies to optimize the trade processes.

3. Project Objectives

As mentioned above, IPA desires to engage an agency for taking over all responsibility for conducting day to day activity of IPA in the field of IT & IT related allied activities and discharge its responsibility. The selected organization shall undertake this activity by providing suitable manpower as defined in the details of Scope of work. The manpower shall report to IPA management through HOD or any assigned officer on functional basis.

To achieve the above objectives, IPA desires to hire NICSI empaneled manpower supply agency in multiple domain like software/application development, System software management and monitoring, DBA activity, Networking and telecom, DC & DR

management, Information System Security solution design and management, Planning and procurement of different IT solution including IT infrastructure, preparation of RFP and contract management related to IT and IT enabled services, SLA monitoring, processing of bill for payment of different IT related vendor, Liaising and co-ordination with different agencies for day to day successful operation of its IT and its allied activities. The agency through its manpower service shall be responsible to carry out detailed Requirement Study by identifying stakeholders in supply chain, their information exchange requirements, current automation level and AS-IS processes.

The persons deployed by the selected agency under the contract shall be the employees of the selected agency for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the selected agency (who is answerable to the Competent Authority of IPA i.e. MD, IPA or his representative) and in no case, shall have an employer-employee relationship which may accrue/arise implicitly or explicitly between the said persons and the IPA. Subcontracting shall not be permitted.

4. Scope of Work

IPA is presently entrusted with implementation of two major project for the Ports in India. One of the project is Enterprise Business System (EBS) implementation in six major ports in India. The project is implemented by an agency selected through open tendering process and supported by a technical consultant. The life span for this project is 20 months- implementation period- plus five years for operation and maintenance.

Similarly, IPA is implementing an upgraded Port Community System (PCS) for all the ports in India. This platform is created to facilitate message transfer for trading communities in India including integration with Ice-gate system of customs. The project implementer is selected through an open tendering process, the project period is nine months for implementation and two years after that for operation and maintenance.

IPA is responsible for evaluating the information Security readiness of the ports and its infrastructure, study the existing set up and future plan of IT including its road map. IPA is responsible for setting up of a DC/DR setup environment to take care of an integrated approach of security solution of all the major ports in India. IPA is responsible from time to time to suggest the port about their internal requirements of security infrastructure including its manpower planning, conducting security related programme , training for awareness and measures to be taken for risk management and mitigation against latest security threat and attacks.

IPA is also responsible for extending necessary support to all the major ports for framing up IT security policy, Cyber Crisis management plan, ISMS audit etc including their IT security policy.

IPA is also responsible for planning, development, management of its own infrastructure including its website on regular basis. Some of the applications presently under implementation are: website, e-office, e-library, Unnati& 15 format (an MIS report generation portal), pay roll & access control, VC operation.

In addition to that IPA is responsible for handholding with port for their different IT initiatives and management wherever a consolidated and integrated approach is required for all the major ports in India.

IPA is also responsible for initiating different technical project requirements of port with its system study design implementation either in-house or through an agency selected through tendering process. If it is through tendering process then IPA is responsible for preparation of RFP for floating the tender, conducting pre-bid meeting, evaluation of tender and finalization of an agency, placement of letter of award and letter of intent, signing of agreement. Monitoring Operation and maintenance through different tools and management of SLA, processing of invoice raised by different agency for release of payment calculation of LD wherever applicable, finalization of agreement, release of payment, liaising with different stakeholders for successful operation of different system, maintaining high availability of system etc.

IPA is also responsible for up-keep of its in-house requirements of IT infrastructure including planning, designing, its requirements for present and future. IPA is responsible for planning and managing a Video Conferencing (VC) set-up for conducting VC as and when required with different stakeholders including different ports in India and Ministry of Shipping.

IPA is also responsible for planning and managing different links round the clock for different services like PCS, EBS, VC, internet etc. managing this services with different service provider with proper SLA and release of their payment as and when necessary.

The scope of work includes the Infrastructure management & continuous integration as well as Maintenance Support. Support includes the following:

a. Successful bidder (Agency) to advise and implement security solutions to IPA and all major ports. The agency shall be responsible for study, plan, design and a security solution for IPA keeping in mind the application run by ports and central application run and managed by IPA. The security solution shall be prepared and implemented engaging an implementer to be selected through tendering process. The agency shall be responsible for preparing scope of work and eligibility criteria along with evaluation criteria. They shall be responsible for selection of an agency through tendering process with the help/association of Indian Ports Association (IPA) including conducting pre-bid and preparation of technical solution, designing value added features Open Source Products and Red hat Products on a regular basis from time to time. They shall be responsible for whole bid process management and selection of a suitable agency through this process. They shall be responsible for implementation of the solution through an outside agency selected through the tendering process and its operation & maintenance. They shall be responsible for conducting acceptance testing and regular vulnerability protection testing at pre-fixed interval.

b. The successful bidder (Agency) shall be responsible for planning designing implementing different in house requirements of ICT infrastructure including application. Total management and monitoring of central infrastructure for which

services are provided by third party agencies catering the requirement of all the major ports. Continuous monitoring of the performance of bandwidth service provider and network/SI for their services as per SLA through suitable NMS. Agency shall be responsible for continuous monitoring of the performance of NMS tools applied for monitoring the performance of different service provider. The Agency shall be responsible for engagement of third party auditing agency as per requirement and engage themselves for the auditing activities. If any Non-compliance is found by the auditor the agency shall be responsible to make it compliance through audit.

c. The Agency shall be responsible for planning, designing, development, implementation, testing and operation of different software application for IPA either through in-house development or through engagement of an outside agency. If it is through outside agency, the Agency shall be responsible for preparation of RFP, and managing the whole tendering process and association themselves with selected agency during development and acceptance testing in association with IPA. The Agency shall be responsible for planning and designing the infra requirement for any development and implementation of application development project.

The Agency shall have to support IPA by taking care of all such activities as indicated above by providing suitable manpower with sufficient domain expertise. An indicative requirement of manpower in different domain considering the above responsibilities is framed up and depicted below. However, if the Agency feels that this indicative manpower requirement is not adequate to take care of all such activities defined above or if they feel that the level and year of experience indicated against each of these manpower is not adequate they are free to suggest additional or revised manpower requirement in their offer.

However, in their own interest the prospective bidder may raise their suggestions or points for clarification, the above in the pre bid meeting by writing to IPA through email their reason for revision required in indicative manpower suggested through this document. IPA if feels the justification provided by prospective bidder regarding manpower indication is correct/acceptable it shall be modified accordingly. However, even if there is no modification made in the indicative manpower requirement or the modification made is not adequate as per any prospective bidder they may still offer their solution with manpower as assessed by them. The bidders are free to assess their manpower requirement on their own on the basis of indicative responsibilities and activities performed by IPA mentioned through this RFP.

Once the bidder is selected on the basis of his offer on the manpower count, the Successful bidder (Agency) shall be responsible and bound to meet all such indicative responsibilities as defined through this RFP. Failure to provide the support service by the agency due to inadequacy in number and quality/qualification of manpower may lead to cancellation of contract and forfeiture of BG.

5. Professional Manpower:

5.1 Senior Application Developer Job Responsibilities:

Creates user information solutions by developing, implementing, and maintaining Internet/intranet applications; leading team of developers.

- Defines site objectives by analyzing user requirements; envisioning system features and functionality.
- Designs and develops user interfaces to Internet/intranet applications by setting expectations and features priorities throughout development life cycle; determining design methodologies and tool sets; completing programming using languages and software products; designing and conducting tests.
- Recommends system solutions by comparing advantages and disadvantages of custom development and purchase alternatives.
- Integrates applications by designing database architecture and server scripting; studying and establishing connectivity with network systems, search engines, and information servers.
- Creates multimedia applications by using authoring tools.
- Completes applications development by coordinating requirements, schedules, and activities; contributing to team meetings; troubleshooting development and production problems across multiple environments and operating platforms.
- Supports users by developing documentation and assistance tools.
- Updates job knowledge by researching new internet/intranet technologies and software products; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Supports and develops web application developers by providing advice, coaching and educational opportunities.

In addition to above the candidate shall possess skill in Verbal Communication, Web User Interface Design, Web Programming Skills, Software Requirements, Software Architecture, Software Development Fundamentals, Object-Oriented Design (OOD), Multimedia Content Development, Software Debugging, Technical Leadership, Written Communication.

5.2 Information Security Expert:

The role shall be to continuously evolve, plan, design and monitor the IT infrastructure security of IPA managed, Vendor managed and as and when required port managed infrastructure and application. The person shall be responsible for preparing an integrated solution for all the port and minimum level of security at individual port. The agency shall also see and monitor the cloud service provider performance on the basis of cyber security and its vulnerability. The agency shall co-ordinate with different external agency to run and operate the infrastructure at secured and risk free mode. The agency shall be responsible

for planning designing an integrated security solution by designing and implementing an IT infrastructure dedicated for taking care of only IT security of IPA and port. The solution shall cover a DC, DR setup at different location to take care of Cyber security, Cyber risk and its continuous management and monitoring.

5.2.1 Information Security Specialist Job Responsibilities:

Safeguards information system assets by identifying and solving potential and actual security problems.

- Protects system by defining access privileges, control structures, and resources.
- Recognizes problems by identifying abnormalities; reporting violations.
- Implements security improvements by assessing current situation; evaluating trends; anticipating requirements.
- Determines security violations and inefficiencies by conducting periodic audits.
- Upgrades system by implementing and maintaining security controls.
- Keeps users informed by preparing performance reports; communicating system status.
- Maintains quality service by following organization standards.
- Maintains technical knowledge by attending educational workshops; reviewing publications.
- Contributes to team effort by accomplishing related results as needed.

5.2.2 Information Security Specialist Skills and Qualifications:

- a. System Administration, Network Security, Problem Solving, Information Security Policies, Informing Others, Process Improvement, On-Call, Network Troubleshooting, Firewall Administration, Network Protocols, Routers, Hubs, and Switches
- b. Successful bidder (Agency) to provide Telephone, Email & Web based Support (24X7) beyond the office hours apart from onsite proactive support during office hours for the entire period of contract.
- c. Successful bidder (Agency) shall have to Apply Patches/Updates during the contract period.
- d. Legal indemnification to IPA

The Agency shall have service support available at New Delhi. The detailed scope of work may categorically have divided into following component for the successful bidder (Agency).

5.3 ICT Specialist:

IPA is seeking to recruit an ICT Specialist based at IPA, New Delhi. The overall purpose of this role is to oversee that the company ICT infrastructure estate is managed effectively, with the key aim of ensuring operational performance, capacity, risk

management and implementation of future strategy and to deliver an excellent ICT service through proactive development and maintenance, and ICT Helpdesk support to staff within the organization and ports for common application on premises and the central infrastructure created through cloud and services are provided through different agencies to the different users and stakeholder across the country including the ports.. The role should manage and establish priorities for maintenance, design, development, and analysis of entire infrastructure systems inclusive of both physical and virtual servers, thin clients, printers, LAN/WAN (including Firewall), databases, office products, internet, security, wireless and cloud implementations. Most of the infrastructure is managed by third party providers, therefore a key component of this role is experience in management of ICT infrastructure estate either in a fully outsourced or multiple provider scenario.

6. THE JOB DESCRIPTION for ICT specialist

6.1 General Coordinator Responsibilities:

- Cooperate and proactively define the ICT strategy within the Department, ensuring that the implementation shall be in line with the established goals;
- Establish and adopt a decentralised network model in delivering the solutions and the services with vendors, colleagues and partners, contributing to develop and continuously improve the operational standards;
- Ensuring the function has the resources needed to deliver efficient and effective support to the process and highlighting possible issues in a timely manner;
- Accountable to report on the situation of all projects and services, including financial and operational (WIP), to the department head. Business Process;

6.2 Requirements and Solutions:

- Being able to support the various initiatives to shape the requirements in a partnership manner with the other departments and projects, providing guidance, methodology and tools in line with the strategy;
- Responsible for shaping technical requirements & follow up of IT projects;
- Gain expertise as Administrator role and be able to support the business in using the common platform.

6.3 Project and Service Management as ICT engineering solution coordinator:

- Having overall accountability for all project and service delivery and all its components: budget, timeline, resources;
- Managing the ICT project and service in line with the organization's standards;
- Responsible for the qualitative project and service documentation kept and updated in the department repository;
- Prepare and produce project status, Issue/Risk and RAG reports for senior management;
- Track project progress against time and quality expectations. Conduct project related status/performance analysis;
- Ensure IPA/Port's IT infrastructure evolution, as well as the reliability and security;

- Responsible for capacity planning (Workstation, Server, Storage, Telco, Network);
- Define and manage IT Disaster Recovery Strategy for organization;
- Define software and hardware standards in collaboration with stakeholders and owners;
- Test server performance plus provide network presentation statistics;
- Ensure apt security levels on network, infrastructure and servers are maintained;
- Management of the on-site and off-site support
- Technical interface for IPA on IT and Functional projects;

6.4 Liaison with ICT suppliers:

- Responsible for technical equipment & IT infrastructure operational status (hardware, servers, Wi-Fi, etc.);
- Responsible of all company standard applications, including, but not limited to, Microsoft Windows operating systems, Microsoft Office all applicable version, Antivirus, email and other communication applications (Skype for Business);
- Create requirements/RFPs for IT needs during events
- Evaluate offers from vendors/conference centres
- Negotiate with suppliers, conference centres;
 - Identification of need for and creation of Standard Operating Procedures (SOPs) for IT-related tasks;
 - Technical interface between internal users and various IT suppliers;
 - Evaluation of new IT tools and platforms when appropriate.

6.5 Contract Management:

- Be overall accountable for the cost and performance of all contracted services and consultants within the Engineering ICT Solutions scope;
- Periodically benchmark or re-compete service agreements where applicable and practical to ensure that IPA continues to receive the best value for money and remains technically current;
- Accountable to report on the Contracts status including financial and operational (WIP), to the department head. Ensure that invoices and work reports from vendors matches the actual work performed and delivered.
- R&D Leadership:
- Through continuous market scanning, consultations with business unit heads, competitive benchmarking, and industry research, identify new technologies or solutions that could be employed potentially by IPA to support its business objectives in terms of productivity, improved decision support, and enhanced customer experience;
- Support the IPA-ICT department head in determining which emerging solutions could be useful to IPA, develop plans and cost estimates, establish funding, and integrate plans into the IT Strategy and IT Portfolio;
- Provide support as requested from the Department leadership to provide support for the delivery of new products/services protocols and standards or extended products/services through integration with IPA partners.
- Other management or technology duties as required by the position.

7. Requirement and Selection Process:

At present the requirement of professional is in three domains namely ICT, Information Security and Web-application development specialist. If the agency feels to provide more than one head in any or all of these domain to meet the prospective requirement as mentioned earlier, the agency shall assess and offer accordingly. All the professional shall be of mid-level experience holder with an experience in respective domain shall be within the range of 5-8 years. In information security the professional shall be a senior one with experience in security domain with minimum 10 years' experience.

The agency shall have to mention specific name against each of such domain specialist. The responsibility of delivery shall solely on the Agency through the assigned manpower.

Only one agency shall be selected for all such domain specialist. Preliminary interview shall be conducted to get a first-hand view about the domain expertise against each of the above stream and an agency shall be finally selected on the basis of interview, organizational capabilities and the price quoted by the bidder in their financial offer. If during interview it was found that the offered manpower is not suitable they can change the professional and produce a revised profile for interview. It is a purely an option and the bidder is authorized not to accept this option and stick to its offered manpower profile. IPA has got the right to accept or reject the offered manpower at any point of time and bidder shall have to replace the manpower which shall be accepted by IPA by conducting an interview. rather one expert offered in their bid the organization shall have to offer new set of professionals to meet the selection criteria of interview board till they meet the requirement and IPA finds that the revised manpower offered by the bidder is acceptable.

If the bidder even after change of profile or due to not changing the profile fails to meet the interview criteria or is found not suitable the offer of the bidder shall not be accepted. During first six months of the project bidders are not allowed to change any profile and they shall have to ensure the availability of the selected profile for at least six months. Change of profile for any reason shall attract a penalty of 5 % of the total contract value per change to be deducted from each payment due to them for next one year from the date of change. Non availability of manpower for any discipline shall be taken care of by earlier clause as mentioned above.

In addition to above the following domain expertise and areas of operation in IPA is to be looked after and monitored by the agency through the above or additional manpower engagement.

IPA Additional requirement and Specialization:

SAP – Project Management

- Have experience In-depth exposure in Project Management, Team Management, Cost Sheets, Resource Planning and Project Delivery with minimum 7 ETE implementation experience
- have worked on S/4 HANA 1511/1610/1709 (Either one implementation/ roll out/ upgrade in cloud or on premises)
- have worked on activate methodology and solution manager
- Good knowledge on FIORI
- Proficient in various SAP implementations, Roll Outs and Upgrade for industries including Shipping & Port
- Expertise in end-to-end implementation of various projects, including data conversion from legacy to SAP, designing, development, coding, implementation of software applications
- Proficient in managing the entire development/support operations involving requirement gathering, development of functional specifications, design & development and co-ordination with customer
- Demonstrated excellent leadership, planning, people management and client servicing skills
- Ensuring adherence to the quality norms throughout the process
- Interacting with business during the system study, requirements gathering, analysis, implementation and testing of system
- Oversee the implementation of software development systems in the organization and set expectations to the business.
- Participating in the complete range of project activities, starting from conceptualization, testing and maintenance of the project till the handover of the project to the customer.
- Attend and Organize steering committee meetings and resolve issues for the betterment of the organization and customer
- have knowledge in Hardware, data center setup and other related process to infrastructure and allied services.
- knows how to do SAP sizing and landscape strategy

SAP Basis

- Have adequate IT Experience and SAP Basis Technical experience with 3 ETE implementation and 2 support maintenance experience.
- have experience in implementing S4 HANA
- have implemented SAP Net Weaver Stack
- have Handled and supported SAP-HANA Data base administration.
- have supporting solution manager Implementation.
- have lead the extensive engagement with large SAP landscape
- Need to be team leader and team player
- Need to have good communication skills.

- Experience in administering HANA, installation, configuration & designing of SAP HANA landscape, managing SAP HANA support environment, conducting HANA DB restore & recovery, and identifying areas of improvement by analysing current SAP HANA landscape state.

Network Engineer – SME – L3

- Hands on experience on Routing and Switching.
- Experience on Load Balancers, Configuration and Troubleshooting.
- Experience or Knowledge of Network Security.
- Hands on experience on Cisco carrier class switches & VPC configuration.
- Experience of configuration and Troubleshooting on Cisco ACS for TACACS Authentication.
- Should be able to Handle P1 & P2 Tickets and customer facing.
- Cisco ACI Knowledge would be an advantage.

Additional Responsibilities: -

- Maintains network performance by performing network monitoring and analysis, and performance tuning, troubleshooting network problems, escalating problems to vendor.
- Monitor networks to ensure security and availability to all users.
- Evaluate and modify system's performance.
- Identify user needs & Determine network and system requirements.
- Maintain integrity of the network, server deployment, and security.
- Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
- Perform network address assignment.
- Protects organization's value by keeping information confidential.
- Network Management & maintenance
- Ensure 100% system uptime
- Plan and support power outages in DC
- Coordinate with vendor for hardware issues

7.1 Selection Process: (Stage-1)

The bidder shall have to offer their proposal in two separate envelopes. one shall be manpower detail, CV (Detailed information's to be submitted in TP-3), understanding of the project, assessment of manpower, roadmap for handholding with IPA for delivery of project schedule and its day to day requirement for operation and maintenance of different IT services. Second envelope should be of Financial Proposal bid format (Annexure-I). The evaluation shall be made by IPA with above criteria by a committee and the bidders who scores 70 or more out of 100 shall be considered eligible for conducting interview for the profile submitted along with the bid. Distribution of marks has been shown at sr.no 12 which is totaling 75. Balance 25 shall be on the overall solution offered by the bidder, including the management & monitoring of the team its escalation matrix and involvement of the other officials of the agency on day to day operation of this project.

The interview of profile offered by the bidder shall be conducted by IPA through a committee and marks shall be awarded. The bidder those who scores below 20 in this stage out of 30 shall not be eligible for further evaluation. The marks obtained by the bidder scored more than or equal to 20 out of 30 shall be added up in their technical score. Bidders who shall get minimum 100 considering both technical and interview shall be considered for further evaluation i.e. commercial bid evaluation. A bidder scoring 70 in technical and 20 in interview shall not make the bidder eligible for opening of its commercial bid. Similarly, a bidder scoring 80 or above in technical and scoring 20 or less in interview also shall not make the bidder eligible.

7.2 Commercial bid(s) of the successful bidders (Stage-2) shall only be opened and evaluated. The agency who shall quote lowest total cost for engagement of all professional for a minimum period of one year shall be selected as a successful bidder (Agency).

8. Period of engagement:

Initial engagement of all the manpower shall be for one year. Depending upon the performance and requirement of IPA the contract may be extended for one more year subject to a maximum of three years with the same rates, terms and conditions as initially finalized by the IPA. The number of manpower may increase or decrease as per the requirement after expiry of initial period of one year. In case of increase or decrease of manpower the unit rate of such profile shall be used to calculate the total cost of manpower.

9. Deliverables & Timelines:

- a. The successful bidder (Agency) would deploy resources onsite from the next date of placement of work order.
- b. Services shall be performed using resource as per the above from Monday to Saturday, between the hours of 09:00 am - 06:00 pm with 9 (Nine) hrs/day/**PER** manpower deployed.
- c. Offsite Work shall also be required by the selected agency beyond office hours, work on weekends or on holidays.
- d. Professional Services shall be performed at the Site ("Onsite") or a remote location("Remote" or "Remotely").
- e. The agency throughout the term of the engagement shall provide time sheets to IPA IT team at the end of each and every month.
- f. The agency through its proposed resources need to ensure to maintain the **SLA** as mentioned in Clause No. 19 of this RFP.

10. Self-Certified Documentary Evidence to be submitted in support of Eligibility with Technical Proposal:

- i. Key personnel i.e. CVs of key personnel and details of associate/s likely to be involved in executing this assignment.
- ii. An undertaking stating that the firm/organization is not blacklisted by Government or its agencies including Central/State Level Public Enterprises.
- v. Annual Turnover Certificates & audited balance sheet for last 3 financial years (Year 2015-16, 2016-17 and 2017-18).
- vi. Certificate of incorporation, PAN Number & GST Registration.
- vii. Covering letter declaring the offer to be unconditional, with its validity for 90 days from the date of opening of bid and a list of all the documents submitted along with the Bid.

11. Eligibility and Pre-Qualification Criteria for Engagement of Agency.

Stage-I (PQC)

The Bidders should meet the following qualifying criteria:

11.1 Bidder should be NICSI empaneled manpower supply agency in multiple domain like software/application development, System software management and monitoring, DBA activity, Networking and telecom, DC& DR management, Information System Security solution design and management, Planning and procurement of different IT solution including IT infrastructure, preparation of RFP and contract management related to IT and IT enabled services, SLA monitoring with minimum 5 Years' experience.

11.2 Average annual turnover during the last 3 financial years ending with 31st March (Year 2015-16, 2016-17 and 2017-18) should be at least Rs 10 Lakhs, duly certified by Statutory Auditor/Chartered Accountant.

Note: Bids of only of those bidders who qualify as per qualification criteria laid down under Stage-I, shall be evaluated further as per the qualification criteria laid down under Stage –II.

Stage II

12. Evaluation Criteria:

(Short Listing/Scoring criteria for Engagement of Consultancy Agency in the field of IT & IT related allied activities): (A):

(Maximum Marks: 100)

SI No.	Requirement of Professionals	Qualification	Experience
1	Information Security	1. Bachelor of Engineering Degree in Computer/IT or Information	1. 10+years of IT data security experience - required.

	Expert	<p>Systems from a recognised university / institute.</p> <p>2. CISSP/CISM/ISO-27001 Certified is preferred /CISA</p> <p>(Max Marks: 20)</p>	<p>2. A working knowledge of IT Security Frameworks, industry regulations, and standards like ISO/IEC 27001 and their associated security controls - required.</p> <p>3. Prior experience with the development of information security policies and standards documents - preferred.</p> <p>4. Prior experience with internal auditing of security controls, Collection of Use requirements, Security audits - preferred.</p> <p>5. Prior experience of establishing a cyber-security control centre - preferred.</p> <p>(Interview Marks: 9)</p>
2	Sr. Application Developer	<p>i) Post Graduate Degree in Computer Science [equivalent to M. Tech. (CS)] from recognized University/ Institution.</p> <p style="text-align: center;">OR</p> <p>ii) Engineering Degree with any one of the following from a recognized University/ Institution</p> <ul style="list-style-type: none"> ❖ Post Graduate Diploma in Computer Science ❖ Post Graduate Diploma in Computer Application ❖ Post Graduate Diploma in Information Technology <p style="text-align: center;">OR</p> <p>iii) Engineering Degree in Computer Science/ Information Technology from recognized University/ Institution.</p> <p style="text-align: center;">OR</p> <p>iv) Post Graduate Degree in Computer Application/ Post Graduate Degree in Information Technology</p> <p style="text-align: center;">OR</p> <p>v) Master's Degree in Physics/</p>	<p>5 years' experience in the related field of which 2 years in supervising a team, lead teams with implementation of complex business, critical systems and oversee large and complex system inclusive ERP/ POS (Port Operation System) such as Wi-Fi, Wireless, Fidelity, OCR (Optical Character Reorganisation), GSM (Group Management Services), EDI (Electronic Data Interchange), DBA (Database Administrator) (Oracle & MS SQL), Unix Administration, B2B (Business to Business) solutions, etc. Candidate Should having Experience in Port / Shipping Sector is preferred. Candidate should have experience in web application development, web user interface, design, multimedia, content development, object oriented design, software debugging, etc</p> <p>(Interview Marks: 8)</p>

		<p>Mathematics/ Statistics / Operation Research/ Electronics with any one of the following from recognized University/ Institution.</p> <ul style="list-style-type: none"> ❖ Post Graduate Diploma in Information Technology ❖ Post Graduate Diploma in Computer Science ❖ Post Graduate Diploma in Computer Application. <p>(Max Marks: 20)</p>	
3	ICT Specialist	<p>1. B.E / B.Tech / MCA/M.sc in Computer Science / IT or equivalent Master's degree in relevant subject from recognized University/ Institution.</p> <p>2. CCNA / CCNP certification.</p> <p>3. DBA Certificate.</p> <p>4. ISO 27001 Lead Auditor Certification or any other similar security related certificate.</p> <p>(Max Marks: 20)</p>	<p>Minimum 5 years of experience,</p> <ul style="list-style-type: none"> • Experience in monitoring / managing enterprise level network architecture / infrastructure including DBA. • Management of the ICT hardware peripherals, network management including security and networking devices. • Upgrading/ installing existing or new software package. • Co-ordination with various internal and external stakeholders / agencies to maintain security and high uptime of network and computers. • Wan/Lan management (VPN, Vlan's, DNS services, IP addressing, routing...) • Management of DBA. <p>(Interview Marks: 8)</p>
4.	Additional requirement	<p>Bidders are free to offer and meet this requirement as per their plan.</p> <p>(Max Marks: 10)</p>	(Interview Marks: 5)
B:	Interview of Professionals (Max Marks: 30)		

13. Earnest Money Deposit (EMD):

An EMD of Rs. 5,000.00 (Rupee Five Thousand only), in the form of Demand Draft (DD) drawn in favour of Indian Ports Association, payable at New Delhi has to be submitted along with the proposal.

- i. Proposal not accompanied by EMD shall be rejected as non-responsive.
- ii. No interest shall be payable by the Employer for the sum deposited as EMD.
- iii. No bank guarantee shall be accepted in lieu of the earnest money deposit.
- iv. EMD of the unsuccessful bidders would be returned back in due course of time after finalization of RFQ.
- v. EMD is waived off for the firms registered with 'NSIC/MSME for Supply of manpower to IT Industries'.

14. General Terms & Conditions:

NOTE: Bidders in their own interest shall read these conditions carefully and comply with the same strictly while submitting the Proposals

- a. Rate shall be written both in words and figures. There should not be errors and/or over- writings and corrections, if any, should be made clearly and initialed with dates. The rates should mention elements of the service charges or any other charges separately. In case of any discrepancy between amount in words and figure, amount mentioned in words shall prevail.
- b. Rates quoted shall be valid for the entire duration of engagement/**Contract Period and its extension, if any.**
- c. In the event of any loss/damage to IPA, the Bidder shall be liable to make good such loss found. No extra cost on such shall be admissible. However, decision of the MD, IPA, New Delhi on the matter shall be final and binding on both the parties.
- d. Direct or indirect canvassing on the part of the Bidder or his representative shall lead to disqualification.
- e. If a Bidder imposes conditions, which is in addition to or in conflict with the conditions mentioned herein, his Bid is liable to summary rejection. In any case none of such conditions shall be deemed to have been accepted unless specifically mentioned in the letter of acceptance of Bid issued by the MD, IPA.
- f. IPA reserves the right to accept or reject any or all bids without assigning any reasons and accept bid for all or anyone. IPA also reserves the right to award the work to more than one bidders.
- g. The Agency shall not abuse the use of the Govt. Emblems and / or the IPA logo in any way which is likely to deceive the public to believe unsolicited, unauthorized or unverified content. The said logos and emblems shall be used only in such manner as to provide credibility to the authentic web-pages/applications/platforms belonging to IPA.

- h. The Agency shall also monitor the virtual space for any individual or organization which may be operating platforms/applications/web-pages/websites and deceiving the public to believe that they are in anyway associated with the IPA. Upon discovery of such entity, the Agency shall provide necessary information of such entity to IPA for immediate prosecution.
- i. The Agency must maintain uniformity while uploading of content on the platforms. Any content which is replaced, renewed or removed from any platform shall be simultaneously modified on the other platforms instantly.
- j. The Agency's Work Order shall be immediately terminated if IPA finds it responsible for uploading any defamatory, seditious, gender prejudiced or obscene content. The Agency shall promptly remove any content of the aforementioned malicious nature uploaded by a member of the public, and inform IPA of the same to provide IPA with the opportunity to prosecute such an individual or group.
- k. Successful Bidder (Agency) shall be required to submit performance security (PBG) within 7 days of issue of LOI for due performance of contract. The amount of performance security shall be 10% of the contract value in Indian Rupees with validity period by the end of the date of contract period plus 30 days. Performance Security shall be forfeited and en-cashed by the IPA in the event of breach of contract by the Successful Bidder (Agency). No interest shall be payable by IPA on PBG.
- l. The PBG shall be refunded within two months after the satisfactory completion of the work. However in case of extension of work beyond one year as mentioned above the bidder shall submit a fresh PBG with corresponding pro-rata value valid for extended period plus two months. In case of failure to extend the contract or submission of fresh PBG shall attract forfeiting of PBG.

15. Termination:

The Work Order can be terminated at any time without assigning any reason by MD, IPA, if the services are not up to his satisfaction after giving an opportunity to the selected Agency of being heard and recording of the reasons for repudiation. IPA reserves the right to invoke PBG submitted by the agency at any time during the engagement for non- performance of the agency and further terminate the contract.

- 16. Liquidated Damages:** In case of delay in supply of services to be provided within the prescribed period in the Work Order, liquidated damages shall be charged, as per rules of General Financial and Accounts Rules (GF&AR).

17 SLA & Penalty

- a. In case there is a delay of more than 5 working days of deployment of resource after signing of the contract, the selected agency shall be penalized with 0.1% of the contract value for delay per day.
- b. The deployed resource may take maximum of 12 casual leave every calendar year, subject to maximum 3 casual leave at a stretch with prior approval to IPA. In case of any unauthorized leave where IPA is not intimated/approved, the selected agency shall be liable for a penalty of 1% of the resource cost per day of the unauthorized leave. **For all authorized leave the (Agency) organization shall provide immediately a suitable replacement.** In case a resource avails leave for more than 2 days, the selected agency need to ensure a suitable replacement is made available on site as a replacement of the employee on leave.
- c. The agency shall ensure that an uptime of minimum 99.5% is maintained (computed per quarter) without fail, during the period under support any break down or malfunctioning of the infrastructure/software should be rectified within a period of FOUR hours from the receipt of complaint, in case Complaint is logged between 08:00 to 20:00 Hrs. The services of the support engineer from the vendor should be made available on call offsite/onsite as and when required by the IPA or IPA representative. After Office Hours Onsite Engineer turnaround time should not be beyond 2 Hrs. The maximum downtime for the solution including afore-mentioned response time and resolution period maybe **up to 12 hours per quarter**(computed by adding all the deployments that have occurred during a quarter) failing which penalties shall be levied as mentioned in the table below, excluding instances beyond the control of the vendor but subject to IPA's satisfaction.

Downtime per Quarter	Penalty (per hour for the entire duration of downtime i.e.No. of rounded-up hours multiplied by the rate given below)
Up to 12 hours	Nil
> 12 hours up to 36 hours	1 % of the Quarterly Payment
> 36 hours	5 % of the Quarterly Payment

The limitation of liability under this engagement is 100% of the contract value.

The overall penalty under this engagement is capped at 10 % of the contract value beyond which the contract may be terminated by the client.

18. Inspection, Quality Control and Audit

The selected bidder (Agency) shall, whenever required, furnish all relevant information, records, and data to auditors and/or inspecting officials of IPA and or any authority designated by IPA. IPA reserves the right to call for any relevant material information/report.

19. Recoveries:

Recoveries of liquidated damages shall be from Vendor's PBG available with IPA. In case recovery is not possible recourse shall be taken under Delhi PDR Act or any other law in force.

- If the Agency requires an extension of time in completion of the work order period on account of occurrence of any hindrance, he shall apply in writing to the authority, which has placed the supply order, for the same immediately on occurrence of the hindrance but not after the stipulated time. The matter shall be examined and permission in writing shall be necessary for the Agency.
 - Service Delivery period may be extended with or without liquidated damages if the delay in the services is on account of hindrances beyond the control of the Agency.
 - If any dispute or difference arises out of the Work Order with regard to the interpretation, meaning and breach of the terms of the Work Order, the parties shall try to resolve the issue mutually.
 - All legal proceedings, if necessity arises to institute, by any of the parties shall be lodged in courts situated in Delhi.
 - The Agency shall deploy same persons whose CV have been attached as part of the technical proposal. No change of persons shall be allowed for first 3 months. After this in case the agency wants to change the person, the agency has to offer CVs to IPA of persons with similar or higher qualification to choose from. After approval, the agency need to ensure a proper handholding and knowledge transfer has been done for the new resource deployed.
 - If any differences arises concerning this tender, its interpretation on the services to be provided under, the same shall be settled by mutual consultation and negotiation. If attempts for conciliation do not yield any results within a period of 30 days, either of the parties may request to other party for submission of the dispute for decision by arbitral tribunal containing sole arbitrator to be appointed by secretary, Department of Legal Affairs. Such request shall be accompanied with a panel of three persons to act as sole arbitrator. In case of such arbitrator refusing, unshalling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The arbitration proceedings shall take place at New Delhi and shall be conducted in English. The provisions of Arbitration and Conciliation Act, 1996 and the rules framed there under and in force shall be applicable to such proceedings.
- b. Complete bid management process including coordinating pre-bid meeting, clarification of queries, RFP and refinement of the specifications, issue of amendments as required;
 - c. Assistance to the Technical and financial evaluation committees for evaluation of bids
 - d. Assist in evaluation of the proposal including the application and deployment architecture

- e. Assistance in negotiations with the preferred bidder, if necessary. Assistance in award of work to the selected bidder.

- g. Selection of cloud service provider of deployment of solution along with Disaster

20. Payment Schedule

The payment schedule is milestone based. The payments shall be made as per the following milestones:

The cost of maintenance is for evaluation purpose only. The IPA reserves to right to decide on the number of resources to be deployed on the project and duration of this deployment. The payment shall be on end of each quarter for the resources deployed and released against invoice on quarterly basis.

21. Submission of Bid Proposal:

Bid Proposal (One original hard copy and one Softcopy in word & PDF format) in complete form in all respect shall be submitted in sealed envelope indicating clearly on envelope as **“Engagement of Consulting Agency in the field of IT & IT related allied activities”** by the closing date and time of submission of bid to:

Managing Director,
Indian Ports Association,
1st. floor, South Tower, NBCC Place,
Bhisham Pitamah Marg, Lodi Road,
New Delhi – 110 003

Bid(s) received after due date and time shall be rejected summarly and no action/evaluation shall be undertaken on these bids.

FORM TP-1

LETTER OF PROPOSAL SUBMISSION

To: [Name and address of Employer]

Dear Sirs,

We, the undersigned, offer to provide the consulting Assignment/job for [**Engagement Consulting Agency in the field of IT & IT related allied activities**] in accordance with your request for proposal dated [insert date] and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal sealed under a separate envelope and requisite EMD.

We are submitting our Proposal in association with [Insert a list with full name and address of each Consultant]

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

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

We remain,

Yours sincerely,

Authorized Signature [in full and initials];

Name and Title of Signature:

Name of Firm:

Address:

B) Gross Annual Revenue (in 'Rs')

Financial year	Gross Annual Revenue/Turnover	Revenue/Turnover from consultancy business	Remarks
2015-16			
2016-17			
2017-18			

(Seal & Signature of Bidder)

CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

1. Proposed Position:

[For each position of key professional separate from Tech-5 shall be prepared]:

2. Name of Firm:

[Insert name of firm proposing the Staff]:

3. Name of Staff:

[Insert full name]:

4. Date of birth:

5. Nationality:

6. Education:

[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment, marks and grade/class]:

7. Membership of Professional Associations:

8. Other Training:

9. Countries of work experience:

[List countries where staff has worked in the last ten years]:

10. Languages:

[For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:

11. Employment Record:

[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment name of employing organization, positions held]:

From [Year]: To

Year] Employer:

Positions held:

Responsibilities

including name

of project:

12. Detailed Tasks Assigned:

[List all tasks to be performed under this Assignment/Job]:

13. Work undertaken that best illustrates Capability to Handle the Tasks Assigned:
[Among the Assignment/Jobs in which the staff has been involved, indicate the following information for those Assignment/jobs that best illustrate staff capability to handle the tasks listed under point 12]

Name of Assignment/job or project:

Year:

Location:

Employer:

Main project features:

Positions held:

Activities performed:

14. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member or authorized representative of the staff]

[Full name of authorized representative]

Date:

Place:

FINANCIAL PROPOSAL

S. No	Description of manpower requirement	Number of persons	Rate per person per month ₹	GST ₹	Total amount in ₹ per person per month
1.					
2.					
3.					
Grand Total					
In Words:					

The bidder shall have to create and expand the table by putting different domain specialist list in chronological sequence number with description under the heading 'S. No'. For each such professionals all the columns are to be filled. These rates are to be used for current engagement as per the scope of work or future engagement or extension of contract as defined in scope of work.

The Grand Total of all such cost of professionals shall be evaluated for award of contract.