

**TERMS OF REFERENCE FOR PROVIDING  
CONSULTANCY SERVICES FOR THE  
IMPLEMENTATION OF T-eVault  
(Document Management System)**

## Contents

1.	Proposal Submission Details.....	3
2.	Purpose of the Terms of Reference (ToR) .....	3
3.	Background .....	4
4.	Objective of the Project.....	4
5.	Terms of Engagement .....	5
5.1.	Response to this ToR:.....	5
5.2.	Turn Key basis:.....	5
5.3.	Bid Submission and Selection Process .....	5
5.3.1.	Bid Submission .....	5
5.3.2.	Bid Evaluation .....	5
5.4.	Purchase Order:.....	7
5.5.	Working Conditions .....	7
5.6.	Insurance: .....	9
5.7.	Acceptance of Deliverables:.....	9
5.8.	Replacement:.....	9
5.9.	Applicable Law:.....	10
5.10.	Dispute Resolution:.....	10
5.11.	Billing:.....	10
5.12.	Confidentiality and Conflict of Interest:.....	10
5.13.	Termination:.....	11
5.14.	Engagement Period and Terms.....	11
5.15.	Cancellation:.....	12
5.16.	Other terms:.....	12
6.	Scope of Work.....	13
6.1.	Geographical Scope:.....	13
6.2.	Activity Scope: .....	13
6.3.	Deliverable:.....	13
6.4.	Payment Schedule .....	14
7.	ANNEXURE .....	15
	Form I: Covering Letter .....	15
	Form II: Format for Curriculum Vitae (CV).....	16
	Form III: Past Project Experience .....	18
	Form IV : Price Bid format.....	20

## 1. Proposal Submission Details

S.No.	Description	Details
1.	Date of TOR Issuance	14 <sup>th</sup> July 2017
2.	Date and time of Submission	24 <sup>th</sup> July 2017 Before 06:00 pm
3.	Mode of Submission	E-mail/Hardcopy To: <a href="mailto:triveni.mehta@nisg.org">triveni.mehta@nisg.org</a> copy to: <a href="mailto:sanjay.bobde@nisg.org">sanjay.bobde@nisg.org</a> <a href="mailto:srbasha@nisg.org">srbasha@nisg.org</a>
4.	Contact person for clarifications	Sudhir Goli ( <a href="mailto:sudhir.goli@nisg.org">sudhir.goli@nisg.org</a> ) +91 9963449875  Sriram Bingi ( <a href="mailto:sriram.bingi@nisg.org">sriram.bingi@nisg.org</a> ) +91 9951929737
5.	Proposal to be addressed to	Ms. Triveni Mehta General Manager (HR)

## 2. Purpose of the Terms of Reference (ToR)

National Institute for Smart Government (NISG), hereinafter called the “Employer”, having the mandate for providing the consultancy services for the implementation of T-evault for MeeSeva project of Government of Telangana, hereinafter called “Client”, is seeking proposals from prospective, qualified offerors who will provide subject matter as per the requirements provided in this ToR, hereinafter called “Service Provider”.

The Service Provider can be either an Individual Subject Matter Expert or an Organization. In case of the Organization, the Service Provider can source the required resources from the multiple agencies. Payments shall be made to the Service Provider only. The Service Provider shall be responsible for all contractual performance.

### **3. Background**

“MeeSeva” is an e-governance initiative that incorporates the vision of National e-Gov Plan “Public Services Closer to Home” and intends to facilitate single entry and exit portal for entire range of G2C & G2B services. Electronic Services Delivery (ESD) is an Integrated Service Delivery of citizen services through about 4675 centres spread across the state. MeeSeva handles on an average 50,000 to 80,000 transactions per day and has completed more than 7 crore transactions so far. The transactions are added at the rate of about 1 to 1.5 Cr every year. There are about 36 departments offering more than 500 services through ESD.

The Government of Telangana has a clear vision to create a knowledge society and to digitally empower the state by using Information Technology in all aspects of development and governance. Pioneering efforts are being made to reach the benefits of IT to the citizens - urban and rural, rich and poor, literate and illiterate.

Escalating the horizons of Digital India vision Telangana Government aims at development of T-e-Vault to provide its citizens the ability to store important documents such as Voter Id card, Passport, PAN card, BPL card, Driving license, education certificates and many more in a safe and secure cloud infrastructure. T-eVault for Telangana Government is aimed at minimizing the usage of physical documents to enable the sharing of e-documents across departments/agencies and to allow citizens to access uploaded documents irrespective of physical location. The benefits of this initiative shall be derived by all government departments of Telangana

### **4. Objective of the Project**

The overall objective of the project is implementing Enterprise Application Integration Solution and T-eVault for the state of Telangana. The activities include preparation of a Concept Note, defining the Functional Requirements Specification (FRS) document, Request for Proposal and support in bid process in selection of a Systems Integrator for implementation of the same.

## **5. Terms of Engagement**

### **5.1. Response to this ToR:**

The Service Provider has to respond to this ToR by submitting the signed and scanned Form I, Form II & Form III through email on or before **date mentioned the datasheet**. Form I is the covering letter to be signed by the authorized person from the Service Provider and **Form II** is the format for Curriculum Vitae and Form III is format for elaborating the Past Project Experience. The **Form IV** consists of the **price** Details which is to be **signed** by an authorized person from the service provider.

### **5.2. Turn Key basis:**

The Service Provider should communicate the interest to provide the candidates on **turnkey** basis and quote the price in **Form IV**. The prices shall be exclusive of service tax (all other taxes as applicable will be inclusive).

### **5.3. Bid Submission and Selection Process**

#### **5.3.1. Bid Submission**

1. The bid shall be submitted in a single document under two parts – Technical and Commercial.
2. The technical bid shall not exceed ten (10) pages, containing the past experience of the organization in the domain and profiles of the consultants to be deployed for the assignment. The profiles shall be submitted only in the format prescribed in the Annexure – I.
3. The Commercial bid shall as per the form IV.
4. The proposal shall be signed by an authorised signatory of the consultant organization.

#### **5.3.2. Bid Evaluation**

**Technical Bid** – The technical bid shall be evaluated based on the below mentioned criteria:

S.No.	Evaluation Criteria	Score
1	<p><b>Past Experience of the consultant/organization in Online Document Management System Solution (DMS) projects.</b></p> <p>These projects should be relevant to the functional scope specified in Section 6.</p> <ul style="list-style-type: none"> <li>➤ One (01) project of Document Management System in State Government/ Indian Government or major corporate <b>(20 marks)</b></li> <li>➤ Two (02) projects of Document Management System in Citizen centric Services related in any two (02) states or for any two (02) major corporates or a combination of both - <b>(30 marks)</b></li> <li>➤ More than Two (&gt;2) projects of Document Management System in Citizen centric Services related project in any two or more states or for any two or more major corporates or a combination of both – <b>(40 marks)</b></li> </ul>	40
2	<p><b>Profile of Resources proposed for the assignment</b></p> <p>(NISG shall evaluate the resumes of the proposed resource based on the relevance of the profile in Document Management System with minimum of 10 years of experience</p>	60
<b>Total Technical Score</b>		<b>100</b>

Only bidders who score above the total Technical score of 70 (seventy) or more will be further evaluated. Commercial bid of those who do not technically qualify shall not be considered for QCBS evaluation.

**Commercial Bid –**

- (i) The bid with the lowest bid price (L1) will be assigned 100%.
- (ii) Commercial Scores for other bids will be normalized using the following formula:

Normalized Commercial Score of a Bid (Fn)= {(Commercial Bid price of L1/Commercial bid price of the Bid) X 100} %(adjusted to 2 decimals)

**Final Evaluation –**

The weightage for the final evaluation is as described below:

- (i) Technical – 60%
- (ii) Commercial – 40%

In other words, the bid would awarded in favour of most competitive bidder by adopting the 60:40 weightages to technical and commercial scores respectively after duly normalizing the technical & commercial scores.

The final score will be calculated as follows:-

$$B_n = 0.60 * T + 0.40 * F_n$$

Where

- B<sub>n</sub> = Final score of the bidder
- T = Technical score of the bidder
- F<sub>n</sub> = Normalized financial score of the bidder

The Bidder with the highest final score will be called as the Best Value Bid. In case of a tie in the final score the bidder with higher Technical Score will be considered for award of the assignment.

*NISG reserves the right to withdraw or cancel or modify the Terms of Reference at any point of time.*

*NISG reserves the right to negotiate with the successful bidder.*

**5.4. Purchase Order:**

A separate Purchase Order would be issued to the SP after finalization and selection.

**5.5. Working Conditions**

- a) Office space and equipment:** The resources will be placed at NISG, Hyderabad premises. They will have to make their own arrangements for lunch, mobile

phones etc. Reasonable office working space and equipment like printer(s), photocopier(s), and fax will be provided within client's office.

- b) Travel to work:** The resource will be required to work with senior officers and team of NISG, operating from the place provided by NISG, which shall be in Hyderabad. The resources have to make their own arrangements for commuting to and from work.
- c) Working Hours:** The resource will work and follow the timings, holidays and calendar of the NISG. If required, they may be expected to work extra to meet the target dates and deliverables as and when needed or committed.
- d) Travel outside:** If required to visit the client's offices (other than the regular work place) or any other offices of any other Government agency for reasons of work, the resource would need to travel to those places, anywhere in India. The cost of such travel and boarding outside Hyderabad is born by the NISG.
- e) Leave of Absence:** Resource will be required to inform the NISG in advance about any planned absence and take approval for the same. Any absence from work without prior information and approval beyond three days would not be billable.
- f) Standard of Performance:** The Resource shall perform the Services and carry out their duties with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices. The Resource standards of performance and conduct shall be guided by the Client's defined Performance Standards and Code of Conduct.
- g) Line of Authority:** The resource will report to the designated manager of the NISG, who will set the work priorities, the expected outcomes and the timelines. NISG will make their payments, subject to the approval of the client. NISG may seek feedback from the client about the performance of the resource, if required.
- h) Misconduct:** If NISG finds that any of the resources has committed serious misconduct or has been charged with having committed a criminal action, or has reasonable cause to be dissatisfied with the performance of any of the resource, then the Service Provider shall, at NISG written request specifying the grounds thereof, within 5 days to provide as a replacement, a person with qualifications



and experience acceptable to the NISG. The selection of the replacement shall follow the same process as detailed in this ToR.

- i) **Status Reporting:** The resource may be directed to give a periodic status report by the client. They will not be required to give similar reports to NISG, except when they are requested to do so to assess the status of the engagement and to strengthen the relationship with NISG.

#### **5.6. Insurance:**

The SP has to make suitable arrangements for all the insurance needs of the resource. NISG will not bear any liability whatsoever for the resource, under any circumstances.

#### **5.7. Acceptance of Deliverables:**

The resource should ensure that all the deliverables produced are in conformance to the stated and implied scope of work as mentioned. All the deliverables would be vetted by the competent authority at the NISG. In case any shortcoming is found in any of the deliverables, the same would be rectified/ redone by resource without charging any additional fee.

#### **5.8. Replacement:**

Except as NISG may otherwise agree, no resource selected for this engagement shall be changed, or replaced. If, for any reason beyond the reasonable control of the Service Provider, such as resignation, retirement, death, medical incapacity, disability among others, it becomes necessary to replace any of the resource, the Service Provider shall, within 5 working days, provide as a replacement a person of equivalent or better qualifications. The selection of the replacement shall follow the same process as detailed in this ToR. Any of the resource provided as a replacement above, shall be subject to the prior written approval by the NISG. Also the Service Provider shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement, and the remuneration to be paid for any of the resource provided as a replacement shall not exceed the remuneration which would have been payable to the CS replaced.

**5.9. Applicable Law:**

Both NISG and *Service Provider* accepts that its individual conduct shall (to the extent applicable to it) at all times comply with all applicable laws, rules and regulations. For the avoidance of doubt the obligations of both NISG and SP are subject to their respective compliance with all applicable laws and regulations.

**5.10. Dispute Resolution:**

If a dispute arises under this *engagement*, both NISG and SP agree to first try to resolve the dispute with the help of a mutually agreed-upon mediator in Hyderabad. Any costs and fees other attorney fees associated with the mediation shall be shared equally by the parties.

If it proves impossible to arrive at mutually satisfactory solution through mediation, both NISG and SP agree to a sole Arbitrator to be appointed by mutual consent. If NISG and SP cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be nominated by the NISG. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made thereunder shall be final and binding upon NISG and SP hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at Hyderabad, Telangana.

**5.11. Billing:**

The SP has to bill NISG on completion of milestones mentioned in the ToR. NISG would generally make the payments within a week.

**5.12. Confidentiality and Conflict of Interest:**

The Resource deployed at the NISG/Clients premises shall hold the NISG/Client interests paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own corporate interests. If

during the period of this contract, a conflict of interest arises for any reasons, the resource shall promptly disclose the same to the NISG and seek their instructions.

**5.13. Termination:**

NISG reserves the right to terminate the contract by giving a notice of *15 days* if the performance of the Consultant/*agency* is not found satisfactory. The consultant/*agency* shall be given a period of fifteen days to cure the breach or fulfill the contractual obligations. Failing which NISG shall notify the *Consultant/Agency* in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default

NISG shall also be entitled to make recoveries from the *consultant/agency's* bills, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement

**Termination for Default:** The NISG, without prejudice to any other remedy for breach of Contract, may terminate this Contract in whole or in part by giving *15* days advance notice; if the Consultant/*agency* fails to deliver any or all of services within the period(s) specified in the Contract, or within any extension thereof granted by the Client or if he fails to perform any other significant obligations(s) under this contract.

**Termination for Insolvency:** The NISG may at any time terminate the Contract by giving written notice to the selected Consultant/*agency* if it becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Consultant

**5.14. Engagement Period and Terms**

- i. This engagement is expected to be for a period of 6-8 weeks. This estimate is only for the purpose of evaluating the extant of work.
- ii. Between the period of submission of the deliverable and its acceptance, the client may seek various clarifications and these clarifications need to be answered and the reports modified accordingly.

- iii. All intermediary documents shall be submitted to NISG, failing which the report shall not be accepted.
- iv. During the assignment the consultant/organization shall need to continuously interact with the other consultants of NISG so that there is a clear and seamless flow of information within the team.
- v. Presentations may need to be prepared on the above mentioned deliverable and all meetings shall be attended.

**5.15. Cancellation:**

NISG reserves the right to withdraw this ToR, if NISG determines that such action is in the best interest of the organization without assigning any reason whatsoever. The length and duration of the validity of the short listing process is the discretion of NISG. Short-listed SP would be issued formal ToR to start the work.

**5.16. Other terms:**

- a) The consultant has to agree and abide by the rules and regulations applicable to consultants of NISG.
- b) Any other out of pocket expenditure such as travel incurred for the engagement will be reimbursed subject to prior approvals from the concerned Vice President/ General Manager, NISG.
- c) The consultant will be open to travel as required.
- d) The outstation travel expenses will be borne by NISG as per the NISG Business Travel & communication policy.
- e) The consultant should be available on email/phone for any adhoc support and contact.
- f) The consultant will also abide by all other guidelines/rules/regulations/instructions necessary/as applicable by/for for NISG
- g) The documents, artifacts generated from this work will be the sole property of NISG.

## **6. Scope of Work**

### **6.1. Geographical Scope:**

The geographic scope of the study is limited to office of Director, ESD and its associated offices.

### **6.2. Activity Scope:**

The activity scope of the assignment includes but not limited to the following:

1. Interactions with the stakeholders like officials of the ESD, officials of IT&C, Govt. of Telangana, members of PMU at ESD to understand and finalize the requirements and scope of Document Management System Solution for T-evault (Document Management System)for MeeSeva.
2. Visit to shortlisted state(s) that have implemented e-vault solution and document the relevant learning and applicability to the state of Telangana
3. Prepare a concept note detailing about the advantages and disadvantages of implementation of Document Management System Solution
4. Define the Technical and Solution architecture for the implementation of Document Management System Solution
5. Define Functional Requirements and security requirements for the implementation of Document Management System Solution
6. Prepare a detailed Bill of Material that includes the broad specifications for the proposed solution(s) components.
7. Estimation of cost of implementation of Document Management System Solution considering all the cost elements.
8. Help NISG in the preparation of the Request for Proposal with respect to the technical aspects
9. Assist NISG in addressing the queries submitted by bidder in pre-bid meeting and assist NISG in the technical evaluation of bid received from the bidder

### **6.3. Deliverable:**

- i. **Concept Note on implementation of T-evault Solution:** Prepare a Concept Note on the implementation of T-eVault elaborating the need for the eVault, benefits of implementation of eVault and approach for the implementation of the eVault.
- ii. **Technical Specifications:** Design the technical and solution architecture, define Function and security Requirements, define detailed implementation approach,

prepare Bill of Material along with broad specifications of each component and cost estimation required for the implementation of eVault for Telangana Government

- iii. Assist NISG in the Bid Process Management for selection of suitable System Integrator for the implementation of eVault this includes assist in addressing the bidders queries and technical evaluation of bid.

#### **6.4. Payment Schedule**

The Consultant organization will receive payments as per the following schedule:

<b>No.</b>	<b>Payment Milestones</b>	<b>Payment Percentage of the Total Quote</b>
1.	On submission of Concept Not	20%
2.	On submission and acceptance of Technical Specifications Document	50%
3	On completion of Bid Process Management and selection of agency	30%

**7. ANNEXURE**

**Form I: Covering Letter**

Date:

Place:

To

General Manager (HR)

National Institute for Smart Government,

5th Floor and 6th Floor , Rear Wing

Mahanagar Door Sanchar Sadan

9 CGO Complex

Lodhi Road

New Delhi – 110003,

Sir

Sub: Submission of response to the ToR for providing consultancy services – reg.

\*\*\*

Having examined the Terms of Reference (ToR), we the undersigned, express our willingness, and hereby offer, to provide the Service Matter Experts. We state that we shall abide by the provisions of the ToR.

Signature:

Name:

Designation:

Company Seal

**Form II: Format for Curriculum Vitae (CV)**

S. No	Item		Details	
1.	Name			
2.	Specify role to be played in the project			
3.	Current job title			
4.	Experience in yrs. (Provide details regarding name of organizations worked for, Designation, responsibilities, tenure etc.)			
5.	Name of Organization	From	To	Designation/ Responsibilities
6.				
7.				
8.	Number of years with the Current Organization			
9.	Current job responsibilities			
10.	Summary of professional / domain experience			
11.	Skill sets			
12.	Highlights of assignments handled			
13.	Educational Background, Training / Certification including institutions, specialization areas etc.			
14.	Degree (including subjects)	Year of Award of Degree	University	
I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes qualifications and experience mentioned above and the proposed staff member is a permanent employee of our organization. I understand				



that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature of Staff Member

Date:

Signature of Authorized Signatory

Date:

Company Seal:

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Bank.

Name of Expert

Signature

(Date)

**Form III: Past Project Experience**

<b>Project Experience (one Form for each project reference duly certified by authorized signatory)</b>	
<b>Client Information:</b>	
Name of client	
Name of the person who can act as a reference from Clients' side, with name, designation, postal address, contact phone, fax number, e-mail id,	
Type of Client (Private Sector / PSU / Government Organization):	
Nature of business / operations of client	
Revenue/Budget (in case of Government dept.) of the client	
Total number of Employees of the client organization or the business unit	
<b>Project Details:</b>	
Nature of the Project	
Total Contract Value for Implementation Services	
Functional areas of business covered in the project	
Geographical Location of Implementation	
Number of Locations / business units at which the project is implemented	
Peak on-site (at the client location) project team size of the IA during implementation	
Peak on-site (at the client location) project team size of the IA during post-implementation support	
Date of commencement of the project	
Date of successful completion of the project	
If not completed, expected date of completion	
Brief Description of the Project in terms processes automated, complexity of the project, significant	

achievements, uniqueness,	
Scope of the Project	
<b>Brief details of the Solution:</b>	
A packaged implementation/developed from scratch	
The solution modules/engines/components implemented	
Number of Users of the solution	
Methodology Adopted	
Relevance of the implementation to the current project	
<b>Other Relevant Information</b>	

**Form IV : Price Bid format**

[Date]

To  
General Manager (HR)  
National Institute for Smart Government,  
5th Floor and 6th Floor , Rear Wing  
Mahanagar Door Sanchar Sadan  
9 CGO Complex  
Lodhi Road  
New Delhi – 110003,

Dear Sir,

**Ref: Price Bid for providing consultancy services**

Having examined the ToR, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide consultancy services as pre ToR. To meet such requirements and to provide services as set out in the ToR, the following is our quotation summarizing our price proposal.

<b>Total Cost</b>	<b>INR.</b>	<b>(Amount In Words)</b>
-------------------	-------------	--------------------------

Dated this                      Day of                      2017

(Signature)

(In the capacity of)

Seal/Stamp of bidder

-----**END OF THE DOCUMENT**-----