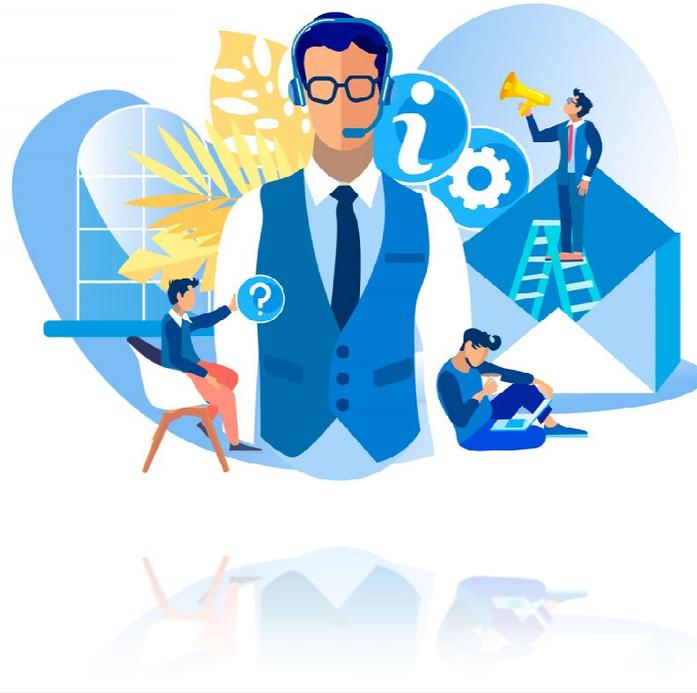




Info Tech Corporation of Goa Limited
(A Government of Goa Undertaking)
[An ISO 9001:2015 & ISO 27001: 2013 Certified Company]
IT-HUB, 3rd Floor, Altinho-Panaji, Goa -403001



Request for Empanelment (RFE) of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

Tender No.: ITG-IT/0927/EMP-IT-Consultancy/2022/1212

Date of Issue: 16/08/2022

Last Date of Submission of Bids: 08/09/2022



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

Table of Contents

DISCLAIMER.....	3
PREFACE.....	5
DEFINITIONS & ACRONYMS	7
DATA SHEET/NOTICE INVITING e-TENDER (NIT)	9
<i>CHAPTER 1</i> INVITATION FOR BIDS.....	12
<i>CHAPTER 2</i> SCOPE OF WORK.....	14
<i>CHAPTER 3</i> ELIGIBILITY CRITERIA & EVALUATION.....	28
<i>CHAPTER 5</i> DISQUALIFICATION OF BIDS	53
<i>CHAPTER 6</i> GENERAL TERMS AND CONDITIONS OF BID.....	54
<i>CHAPTER 7</i> SELECTION OF EMPANELLED CONSULTANTS.....	58
<i>CHAPTER 8</i> ESCALATION MATRIX.....	61
<i>CHAPTER 9</i> TERMS OF PAYMENT	62
<i>CHAPTER 10</i> PRE BID QUERIES FORMAT	63
<i>CHAPTER 11</i> COMMERCIAL BID (Tentative).....	64
<i>ANNEXURE-I</i> BID FORM (TO BE UPLOADED).....	69
<i>ANNEXURE-II</i> BIDDERS UNDERTAKING.....	70
<i>ANNEXURE-V</i> EDUCATIONAL QUALIFICATION	76



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

DISCLAIMER

The information contained in this Request for Empanelment document (the “RFE”) or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Info Tech Corporation of Goa Limited (ITG) or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFE and such other terms and conditions subject to which such information is provided.

This RFE is not an Agreement and is neither an offer nor invitation by ITG to the prospective Bidders or any other person. The purpose of this RFE is to provide interested parties with information that may be useful to them in making their technical and financial offers (BIDs) pursuant to this RFE. This RFE includes statements, which reflect various assumptions and assessments arrived at by ITG in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFE may not be appropriate for all persons, and it is not possible for ITG, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFE. The assumptions, assessments, statements and information contained in the Bidding Documents, especially the Feasibility Report, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFE and obtain independent advice from appropriate sources.

Information provided in this RFE to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. ITG accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

ITG, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFE or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFE and any assessment, assumption, statement or information contained therein or deemed to form part of this RFE or arising in any way for participation in this BID Stage (from NIT Publication till issue of Letter of Acceptance).



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

ITG also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFE. ITG may in its absolute discretion, but without being under any obligation to do update, amend or supplement the information, assessment or assumptions contained in this RFE.

The issue of this RFE does not imply that ITG is bound to select a Bidder or to appoint the Successful Bidder/ JV or Contractor, as the case may be, for the Project and ITG reserves the right to reject all or any of the Bidders or BIDs without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its BID including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by ITG or any other costs incurred in connection with or relating to its BID. All such costs and expenses will remain with the Bidder and ITG shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the BID, regardless of the conduct or outcome of the Bidding Process.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

PREFACE

Info Tech Corporation of Goa Limited (ITG), a Government of Goa Undertaking, an ISO 9001: 2015 & ISO 27001: 2013 Company Certified Organization, which has been set up by the Government of Goa under the administrative control of Department of Information Technology to promote overall growth of the state's economy through the use of Information Technology. Government of Goa decided to entrust the work of development of infrastructure for IT Industry to this Corporation.

According to industry experts, consultants are required today in order get specific expertise solution in cost effective way for a messy problems. When employees are too close to a problem inside an organization, it is difficult them to recognize it. As the consultant act as separate entity for an organization, many executives believe that they can save a substantial amount of money by hiring consultant rather than employing a full time staff. A consultant can do things without worrying about the corporate culture, employee morale, or other issues that tend to elicit high emotions and dissention in the ranks. A good consultant can provide a fresh objective viewpoint about a problem from different perspective than internal staffs do. Many consultants are very good at proposing new ideas with their innovative visions. A subject matter expert who can think about innovative ideas can help a company to retool or reinvent itself. As consultants have years of Thus upon understanding the importance of experience in specific domain, it is obvious that they will have huge amount contacts with various people. It could be with the movers and shakers in business, or big business tycoons or manufacturers.

Thus upon understanding the importance of Consultancy Services in Government Sector, ITG has undertaken Request for Empanelment for various Government Organizations in the State of Goa of Consulting Firms in following Tiers:-

- a. Tier-I: e-Governance (under Digital India Mission) Projects with ICT, Government Business Advisory and Management Consultancy Services: Consultants, need to study the processes and methods used for effective government practices & management, from how information is collected, analyzed and distributed in the most effective way possible.
- b. Tier-II: Transaction Advisory for Infrastructure Projects: Services obtained from professional firms that helps to handle all the tasks associated with your transactions from the start to the end. They offer several services, including strategic and financial advice, while finalizing a deal.
- c. Tier-III: Third Party Audit Services (TPA): These are independent impartial audits with the objective to assess the level of conformity of a management system to certain audit criteria. The third-party auditors by certification help to get an objective assessment of the level of compliance.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

The Empanelled Consultancy Firm would be expected to provide consultants to the ongoing/new projects. Where the need of consultant(s) is distinctly identifiable, the consultant(s) will be hired as per the finalized rates. ITG reserves the right to disqualify those bids where the quoted rates are extremely low and are seriously deviating from prevalent market trend. Following are basic set of activities expected from an Empanelled Consultancy Firm with ITG:

- a.** All interested Bidders participating in the tender need to provide commercial at two level (for details refer Chapter 10: Commercial Bid):
 - i.** The rate in terms on Manpower (Principal Consultant, Senior Consultant, Consultant, Associate Consultant, Technology (Civil) Consulting Professionals, Management Consulting Professionals, Senior Auditor, Auditor, etc.) in respective Tiers to be deployed at Client Organization based on requirement of the project.
 - ii.** The facilitation charges @7% shall be shared with ITG on contract value on award of Contract to particular Empanelled Consultancy Firm for every project selected by the Client Organization.
- b.** After the scrutiny of the Eligibility cum Technical bid at ITG, the Commercial bids of the Bidders who have qualified in the Eligibility cum Technical bid shall be opened as notified in the NIT to determine the lowest (L1) quotes for Manpower for Tier I and Tier III.
- c.** All the qualified Bidders shall be given an opportunity to match the lowest (L1) rates obtained for respective Tiers. Thereafter, all the Bidders who match the lowest (L1) rates obtained by ITG will thereafter be listed as ITG's Empanelled Consultancy Firm in respective Tiers for e-Governance (under Digital India Mission) Projects with ICT, Government Business Advisory and Management Consultancy Services/ TPA Services for various Government Organizations.
- d.** The purpose of empanelment for Tier II (Transaction Advisory Services) is purely on the Technical Criteria of Eligible Bidders. There is no commercial bid for this work. The allotment of work will be done among the Empanelled Consultancy Firm for Tier II (Transaction Advisory Services) by inviting financial bids amongst them or any other transparent method.
- e.** In addition Consultancy services under Tier I B and TPA services under Tier III B are intended to give business opportunities to upcoming Entrepreneurs/Startups.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

DEFINITIONS & ACRONYMS

In this tender document and associated documentation, the following terms shall be interpreted as indicated below:

Bidder/ Agency/ Tenderer/ Vendor/ Firm	Person/Consulting Company/Firm who bids against this tender who will also be the single point of contact responsibility for execution of scope.
Client Organization	Government Department/ Corporation /Institute /Autonomous Body who is taking service form Bidder/agency for various services of Consultancy
Contractor/ Empanelled Bidder/ Empanelled Consultant	Successful Tenderer / Bidder to whom tender is awarded
Contract/ Empanelment	an undertaking signed by the Vendor against the Tender
DPR	Detailed Project Report
EMD	Earnest Money Deposit
ICT	Information & Communication Technology
ITG	Info Tech Corporation of Goa Ltd, Goa
GOG	Government of Goa
GOI	Government of India
Government Business Advisory and Management Consultancy Services	Consultancy services pertaining to all Government business domain
GST	Goods and Services Tax
LAN	Local Area Network
MeitY	Ministry of Electronics and Information Technology
Non-responsive	failure to furnish complete information in a given format and manner required as per the tender documents or non-submission of tender bid in given Forms/Pro-forma or not following procedure mentioned in this tender or any of required details or documents is missing or not clear or not submitted in the prescribed format or non submission of tender fee or EMD
OFC	Optical Fiber Cable
PAN	Permanent Account Number



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

PBG	Performance Bank Guarantee
Purchaser	Info Tech Corporation of Goa Ltd, Goa
RFE	Request for Empanelment
RFP	Request for Proposal
SWAN	State Wide Area Network
TPA	Third Party Auditor
TPR	Technical Project Report
VC	Video Conferencing
WAN	Wide Area Network



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

DATA SHEET/NOTICE INVITING e-TENDER (NIT)

(Electronic mode only)

Bids are invited by Info Tech Corporation of Goa Ltd (ITG) in two bids – Eligibility cum Technical bids and commercial bids from well established and reputed organizations / agencies /Service providers who fulfill the eligibility criteria and having sufficient infrastructure & Manpower and proven track record in the field of providing Consultancy/Transaction Advisory/TPA services to be provided for the various Government Departments/ Organizations/ Institutions/ Autonomous Bodies in the State of Goa as per requirement that may arise on individual case to case basis with necessary support (onsite). Bidders who fulfill the eligibility criteria shall participate in the tender (subject to fulfillment of eligibility criteria for the Tenderer / Bidder mentioned herein).

Sr No	Item	Particulars
1	Description of the work	Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT, Government Business Advisory and Management Consultancy Services/Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa
2	Mode of Tendering	e-Tendering
3	E-Tendering Website	https://eprocure.goa.gov.in
4	Tender Document Fee (TDF)	Rs. 8,000/- Rupees Four Thousand Only (Non-Refundable)
5	Tender Processing Fee (TPF)	Rs. 3,000/- Rupees Three Thousand Only (Non-Refundable)
6	Earnest Money Deposit (E.M.D.)	<u>Rs. 25,000/- (Rupees Twenty Five Thousand only)</u>



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

7	Mode of Payment for Fees & EMD	To be paid online through e-payment mode via NEFT/RTGS/NetBanking facility
8	Date and Time for request of Tender Document	18/08/2022 to 08/09/2022 upto 15:00 hrs
9	Last Date and Time for submission of pre-bid queries on e-mail	23/08/2022 upto 16:00 hrs
10	Date and Time for Pre-Bid meeting	24/08/2022 at 12:00 hrs
11	Date & Time for reply to Pre-bid queries	25/08/2022 upto 23:59 hrs
12	Last Date and Time for Online submission of bids	08/09/2022 upto 15:00 hrs
13	Date and Time for opening / of Eligibility cum Technical bids	09/09/2022 upto 15: 00 hrs
14	Date and Time for the Technical Presentation	Indicative 12/09/2022 at 10.30 a.m. onwards (The slots to the bidders will be informed vide email)
15	Date and Time for opening / of commercial bids	To be intimated later

Bids not conforming to the requirements mentioned above and as laid down in the terms and conditions or non submission of EMD online at the time of opening of the Eligibility cum technical bid are liable to be summarily rejected. The decision of the Managing Director, Info Tech Corporation of Goa Ltd, for purpose of Eligibility cum Technical Qualification / Financial Bid shall be final and binding to all the tenderers/bidders.

- a. The Bidder is expected to carefully examine the specifications and terms & conditions of the Tender. Failure to furnish all information required in the Tender or submission of a bid not substantially responsive to the Tender in every respect will be at the Bidder's risk and may result in the rejection of the bid.
- b. The Bidder should use the electronic mode of tendering using the website <https://eprocure.goa.gov.in> to submit his best possible bid /quote for the item given therein.
- c. Late submission of bids will not be permitted by the e-Tendering System.
- d. Last minute submission of bids should be avoided. As such, ITG will not be responsible for any failures in submission of bids.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

e. Incomplete or Conditional bids will be summarily rejected.

For any of the assistance regarding participation in the e-Tender contact Support HelpDesk- 7972854213, 7822039673, 7972871944 or email us at e-tender.goa@gov.in

For and on behalf of Info Tech Corporation of Goa Ltd

**S/d
Managing Director**



CHAPTER 1 INVITATION FOR BIDS

- 1.1.**Bids are invited by Info Tech Corporation of Goa Ltd (ITG) in two bids – Eligibility cum Technical bids and Commercial bid from well established and reputed organizations / agencies who fulfill the eligibility criteria and having sufficient infrastructure & Manpower and proven track record in the field of providing Consultancy/Transaction Advisory/TPA services. The services along with the necessary support have to be provided for the various Government Organizations in the State of Goa as per requirement that may arise on individual case to case basis at such sites.
- 1.2.**Tenderer /Bidder should submit the proposal on the <https://eprocure.goa.gov.in>. The first part will consist of Eligibility cum Technical Proposal and the second part will consist of Commercial Proposal.
- 1.3.**Bidders should go through the website <https://eprocure.goa.gov.in> for understanding the e-tendering process and to know the process for submitting the electronic bids at the website.
- 1.4.**Bidders need to have a Class 3 (Signing & Encryption) category Digital signature issued by a licensed Certifying Authority (CA) for e-Tendering Portal.
- 1.5.**Complete bid document terms and conditions and tender form containing all the details has been published on the websites <https://infotech.goa.gov.in> and <https://eprocure.goa.gov.in>.
- 1.6.**The Bids can be submitted up to date and time given in NIT.
- 1.7.**An Earnest Money Deposit (E.M.D.) should be provided by the tenderer / bidder. The EMD has to be paid online before the last date and time for online submission of bids as given in the NIT. EMD in any other form will not be accepted.
- 1.8.**Bids would be considered only in the prescribed form/ document. Bids not submitted in prescribed format will be summarily rejected.
- 1.9.**The eligibility Bid will be opened as per schedule in NIT and in the presence of bidder / designated representatives of the bidder, if present. The qualifying bids of the eligibility evaluation process shall only be considered for further evaluation of the Eligibility cum Technical and Commercial Bid. The Commercial bid will be opened in the presence of the qualified bidders/ designated representatives of the bidder, if present on a separate date and time as mentioned in the NIT. In case there is a change in this scheduled date and/or time, then the qualified bidders (eligibility cum technical bid) will be intimated about the date and time via letter/email/phone/e-tender portal.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

- 1.10.** No contractual obligation whatsoever shall arise from the Tender Document/ bidding process unless and until a formal contract is signed and executed between the tendering authority and the successful bidder.
- 1.11.** The Bidder shall be deemed to have satisfied himself fully before Bidding as to the correctness and sufficiency of its Bids for the contract and price quoted in the Bid to cover all obligations under this Tender.
- 1.12.** It must be clearly understood that the Terms and Conditions and specifications are intended to be strictly enforced. No escalation of cost in the Tender by the Bidder will be permitted throughout the period of completion of contract.
- 1.13.** Bidders shall not make attempts to establish unsolicited and unauthorized contact with the Tender Inviting Authority, Tender Scrutiny Committee, Tender Accepting Authority, after the opening of the Tender and prior to the notification of the Award and any attempt by any Bidder to bring in extraneous pressures on the Tender Accepting Authority shall be sufficient reasons to disqualify the Bidder.
- 1.14.** Notwithstanding anything mentioned above, the Tender Inviting Authority or the Tender Accepting Authority may seek clarifications from the Bidders relating to the tenders submitted by them during the evaluation of tenders.
- 1.15.** Info Tech Corporation of Goa Ltd. disclaims any factual/ or any other errors in this document (the onus is purely on the individual bidders to verify such information) and the information provided herein is intended only to help the bidder to prepare a logical bid-proposal.



CHAPTER 2 SCOPE OF WORK

ITG intends to cover detailed scope of work for Consultancy Services in following Tiers:-

2.1. e-Governance (under Digital India) Projects with ICT, Government Business Advisory and Management Consultancy Services:

- A. Scope of work includes an indicative list of works for each category which the Consulting Agencies would be expected to perform. The Consulting Agencies must have consultants experienced in various disciplines given below in Table-A.

Table-A

Major Key-Areas for consulting Jobs	
T1	Management Profile
1	Business Process Re-engineering
2	Strategy formulation & Management – published whitepapers
3	Project Planning – Master Plans, Project Management
4	DPR, RFP Preparation & Bid process Management
5	Innovation (Published Patent in a relevant sector)
6	Coordination with the GoI to secure funds under the centrally sponsored schemes in different sectors.
T2	Functional Profile
7	Finance & Accounts
8	Policy formulation
9	HR Management, capacity building
10	Legal Matters
T3	Technology Profile
11	Software Solution Architect, System Analyst
12	Compute, storage, virtualization
13	Data Center Infrastructure
14	IT Network Specialist
15	IT Security Specialist



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

16	Geographical Information System
17	Cyber Security, Cloud Computing
18	Electronic System Design & Manufacturing (ESDM)
19	e-Governance and related verticals
20	ICT Equipments
21	e-Waste Management
22	Smart City Solutions
23	Security Operations Centre
24	Contactless Attendance System
25	Bid Management Office
26	Webcasting and Event Management
27	Next generation Video Conferencing (VC) solution
28	Networking/Optical Fiber Cable (OFC) Networks
29	Any other emerging ICT field
T4	Government Business Advisory and Management Consultancy Services
30	Education
31	Healthcare
32	Agriculture & Forest
33	Waste management
34	Mining
35	Tourism & Hospitality
36	Power & Renewable energy
37	Rural and Urban Management
38	Animal Husbandry
39	Planning & Statistics
40	Transport
* Note: Domain listed under above are illustrative and not exhaustive	



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

- B.** From the above list, a job will be assigned to any one of the Empanelled Consultancy Firm. For each job, the Empanelled Consultancy Firm will prepare a time/cost document. The roles of the Empanelled Consultancy Firm:
- a. To provide consulting services and manage implementation of projects in the areas of Information Communication Technology, smart cities, urban management, mining, tourism & hospitality, gaming, waste management, renewable energy, education, agriculture, rural development, health care, communication, and entertainment.
 - b. Identify revenue generating initiatives like Economic Investment Vehicles, 3D printing service ecosystem, Smart and Green Utilities, Digital Marketplace under the State Data Centre and underlying Broadband infrastructure.
 - c. To undertake research on best practices and undertake feasibility of implementing technology blueprint for a particular project scheme or within a particular line Department and evaluate the institutional building on public-private partnership by seeking funding and revenue augmentation.
 - d. Improving documentation, communication, cooperation and data sharing between departments and enabling automation and standardizing the Startup engagement process within the Startup cell in the areas of Management, human resources, technical, legal and finance.
 - e. Providing a support ecosystem like Project Management, Transaction consulting services to encourage increase in the footfall of startup engagements under the Goa Startup policy, IT policy and Electronics promotion in the state.
 - f. Exploring utilization of existing assets, infrastructure and funds for enabling and supporting the Goa Startup policy.
 - g. **Networking/OFC Networks:** The Consultant should carry out a technical feasibility study of the establishing/extending the SWAN/LAN/WAN network to the offices. The hardware and service requirements at each of the location for connecting to the SWAN//LAN/WAN any other network should be identified and provisioned in the Bill of Material. The existing contracts of the network services provider should be studied and gaps in hardware / responsibility should be identified and recommended. The solution proposed by the consultant should adhere to the industry acceptable standards.
 - h. **Exit Management:** This role is envisaged with the objective of ensuring preparedness at all the time for any eventuality resulting in termination of



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

contract. TPA audit includes support/ advice in the event of exit of the service provider/contractor.

Deliverables: Bill of material, Detailed Scope of work for the SI Vendor etc.

2.2.Transaction Advisory Services for Infrastructure Projects:

- A. Scope of work includes an indicative list of works for each category which the Empanelled Consultancy Firm would be expected to perform. The Empanelled Consultancy Firm must have consultants experienced in various disciplines given below in Table-B.

Table B

Major Key-Areas for consulting Jobs	
1.	Consultation.
2.	Investigation.
3.	Feasibility Reports.
4.	Engineering Design.
5.	Project Planning – Master Plans, Project Management
6.	DPR, RFP Preparation & Bid process Management
7.	Procurement.
8.	Construction Supervision.
9.	Legal Services.
10.	Other Services.

B. The role of the Empanelled Consultancy Firm:

- a. The Authority seeks the services of a qualified firm for acting as a Financial Consultant and Transaction Adviser to review the architectural designs, drawings and estimates prepared by the Authority and carry out a project feasibility, appraise the Project, develop a suitable revenue model and project structure, prepare the bidding documents, assist the Authority in the bidding process and assist the Authority during the Conditions Precedent period in a manner which ensures:
- participation by the best available private entities in the bidding process;
 - financing of the capital cost by the Concessionaire; and



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

- iii. Optimizing the revenue potential and bankability of the Project.
- b. The Empanelled Consultancy Firm shall be responsible for preparing the relevant Schedules of the Concession Agreement and for bringing out any special feature or requirement of the Project referred to in the Concession Agreement or the Manual.
 - c. The Empanelled Consultancy Firm shall assist the Authority by furnishing clarifications as required for the structuring, documentation and award of the Project.
 - d. The Empanelled Consultancy Firm shall also participate in the pre-bid conferences with the Bidders of the Project and assist the Authority in clarifying the financial and legal aspects arising from the Bid Documents.
 - e. The Empanelled Consultancy Firm shall make available the Financial Expert, Legal Expert and other Key and Support Personnel to attend and participate in meetings, conferences and discussions with the Authority and shall otherwise advise on and assist the Authority in the diverse commercial issues that may arise from time to time.
 - f. The Empanelled Consultancy Firm shall assist the Authority during the Conditions Precedent period of the Concession Agreement.
 - g. Assisting the Authority in the entire bidding process up to the signing of the concession agreement;
 - h. Evaluation of the strategic objectives of the Authority in relation to the Project and advising on the commercial, legal and capital structuring, especially with reference to Applicable Laws;
 - i. Collection, compilation and analysis of relevant financial data relating to all costs and revenues;
 - j. Review technology, design and cost estimates contained in the Detailed Project Report;
 - k. Prepare a reasonable estimation of the likely direct and indirect revenues, covering user charges, real estate linked revenues, advertisement revenues etc;
 - l. Assisting the Authority in identification of project risks and in allocation of the same in an efficient and economic manner;
 - m. Identification and quantification of estimated financial impact covering fiscal commitments and contingent liabilities (FCCL) of the Project on Authority and government resources;



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

- n. Development of various possible alternatives for revenue maximization and preparation of Revenue Model for the Project;
- o. Advising on tax-related and legal issues arising out of the Project structuring;
- p. Draft the Concession Agreement;
- q. Preparation of a consolidated list of approvals/ consents/ clearances required from Government Instrumentalities; and
- r. Assist in preparation of Bid documents including the relevant Schedules of the Concession Agreement.
- s. Assist the Authority during the conditions precedent period after signing the Concession agreement with the Concessionaire
- t. In making its projections, recommendations and Reports, the Empanelled Consultancy Firm shall identify the underlying assumptions and reach an agreement with the Authority in relation thereto. The services to be rendered by the Empanelled Consultancy Firm are briefly explained hereunder:
- u. **Transaction Adviser:** The Empanelled Consultancy Firm shall be responsible for review of the financial parameters and examination of the viability of the Project. The Empanelled Consultancy Firm will also render advisory services for conducting the bid process and will assist in the preparation of bidding documents and in conducting the bidding process for selection of the concessionaire for the project. The Empanelled Consultancy Firm shall also maintain, update and disseminate the necessary data and information related to the Project and the bid process. During interaction with the bidders and stakeholders, the Empanelled Consultancy Firm shall assist the Authority in responding to all queries satisfactorily and within the specified time. The Empanelled Consultancy Firm shall render advisory services upto the signing of the Concession Agreement and assist during the conditions precedent period of the Concession Agreement.
- v. **Review of the Detailed Project Report:** The Empanelled Consultancy Firm shall, review the Detailed Project Report for the Project and comment on the technical aspects of the Project. The review will cover assessment of the scope of the Project in accordance with the identified service need; assess the technical feasibility covering output specifications, appropriateness of technology, technical and operation practicality, life cycle costs for major components and other matters related to the technical aspects of the Project and recommend areas of improvement.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

- w. **Review of costs:** The Detailed Project Report, along with the Bidding Documents and the Concession Agreement will indicate the nature and extent of infrastructure, facilities and services to be provided by the Concessionaire. The Empanelled Consultancy Firm shall review and comment on the cost estimates contained in the Feasibility Report. He shall ensure that appropriate provisions have been made for physical and price contingencies, financing costs, interest during construction, etc. The Empanelled Consultancy Firm shall also make a broad assessment of O&M expenses to be incurred by the Concessionaire during the entire Concession period based on standards and specifications.
- x. **Estimation of revenues:** The Empanelled Consultancy Firm shall evaluate the available data and information with a view to preparing a reasonable estimation of the likely revenues of the concessionaire [from the user fees likely to be collected from the Project and from other sources of revenue, if any]. It shall propose various options for optimizing such revenues.
- y. **Prepare the draft Concession Agreement:** The Empanelled Consultancy Firm shall prepare the draft Concession Agreement (CA) taking into account the provisions of Model Concession Agreement (MCA), if any, while making its recommendations. The CA shall be legally reviewed and vetted by the Legal Expert of the Consultant on all legal aspects of the Project taking into account local laws and regulations.
- z. **Impact of Project on Government Resources:** The Empanelled Consultancy Firm shall also identify and quantify the estimated financial impact of the Project on the resources of the Central / State Governments and the Project Authority. The Empanelled Consultancy Firm shall make an assessment of the direct and indirect Fiscal Commitments and Contingent Liabilities (FCCLs) that may arise from the Project based on the risk sharing arrangements with the Concessionaire proposed in the Project.
- aa. **Development of Revenue Model:** The Empanelled Consultancy Firm shall identify and quantify all costs, expenses and revenues of the Project, and shall prepare cash-flow statements for the concession period. Based on the above, the Empanelled Consultancy Firm shall prepare the Revenue Model which will indicate the possible capital structure, likely sources of financing, the costs of financing, the cash flow, debt service, return on investment etc. (the “**Revenue Model**”). This would also include sensitivity analysis in relation to the critical parameters of the Revenue Model.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

- bb. Project Appraisal:** Based on the parameters specified in the draft Bid Documents as well as the Revenue Model, the Empanelled Consultancy Firm shall prepare an Appraisal Report for the Project outlining the salient features of the Project, its technical and financial viability, its social and economic benefits and fiscal impact on the Authority. The Empanelled Consultancy Firm shall review the Feasibility Report, Manual and the draft Concession Agreement to estimate the capital costs, O&M costs, revenues etc. and prepare a financial appraisal report for the Project (the “Appraisal Report”).
- cc. Assistance in the Selection of the Bidder:** The Empanelled Consultancy Firm shall prepare all the documents and process required for the selection of a Bidder in the process as may be agreed upon mutually with the Authority.
- dd. Assistance in preparation of Bid Documents:** The Empanelled Consultancy Firm shall assist in preparing the Request for Proposal and draft Concession Agreement based on the requirement. The Empanelled Consultancy Firm may also suggest improvements in the Concession Agreement and in the Bid Documents. For this purpose, he shall work closely with the Authority and its legal advisers and technical consultants. Bid documents would include the draft Concession Agreement and the Feasibility Report. Bids to be submitted by the bidders shall be based on the aforesaid Bid Documents.
- ee. Assistance in the Bid Process:** The Empanelled Consultancy Firm shall assist the Authority in the bid process for selection of the Concessionaire from among the bidders and till the signing of the Concession Agreement. This will primarily relate to participation in pre-bid meetings and answering questions or issuing clarifications with the approval of the Authority. The Empanelled Consultancy Firm shall also assist the Authority in engaging with the bidders on different aspects of the Project such as its assets, the process of the transaction, the Revenue Model and the structure of the Project. It will also assist the Authority in preparing internal notes and projections for securing governmental approvals, if any.
- ff. Assistance in selection of the preferred bidder:** The Empanelled Consultancy Firm shall assist the Authority in selection of the bidder through a suitable model as may be agreed upon mutually with the Authority and shall assist the Authority in signing of the Concession Agreement with the successful bidder and assistance during condition precedent period.
- gg. Rendering advisory services:** The Empanelled Consultancy Firm shall provide such other advice and assistance as may be necessary and incidental to the Services and as may be requested by the Authority in respect of the Project,



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

including but not limited to attending meetings, conferences and discussions with the Authority, and shall otherwise advise on and assist the Authority on the diverse commercial issues that may arise from time to time. The Empanelled Consultancy Firm shall be responsible primarily for providing advice relating to financial issues arising from or during the course of the bidding process and the documents relating thereto.

- hh. Legal, Tax and insurance-related Matters:** During the course of the Consultancy, the Empanelled Consultancy Firm may be called upon to advise on legal, tax and / or insurance related issues affecting the Project.
- ii.** The Empanelled Consultancy Firm shall advise the Authority on the various sources of direct and indirect government support measures that may be utilized for improving the financial viability of the project. Direct Government support measures may include grants, viability gap funding (VGF), availability payments, operational support etc. and indirect government support may include incentives like real estate development, additional floor space index, advertisement rights etc. The Empanelled Consultancy Firm shall make an assessment of all such support measures for the Project and propose the Revenue Model. The Empanelled Consultancy Firm shall support the Authority in making applications and obtaining grants from relevant authorities including state and central government authorities for the Project.
- jj.** The Empanelled Consultancy Firm shall make an assessment and indicate the value of Contingent Liabilities emerging from the Project in event of grant of guarantees like minimum revenue guarantees, take or pay guarantees, risks from force majeure and termination etc.
- kk.** The Empanelled Consultancy Firm shall make a detailed assessment of Risks that may emerge from the Project to the Authority and suggest mitigation measures for managing the risks.
- ll.** The Empanelled Consultancy Firm shall assist Authority in making application to Government authorities if viability gap financing (VGF) is required for the Project. The assistance shall include preparing the application, presentations, attending meetings along with the Authority, etc. for making the application and representing to the Government Authorities.
- mm. Scope not exhaustive:** The Scope of Services specified in this herein is not exhaustive and the Empanelled Consultancy Firm shall undertake such other tasks as may be necessary to appraise the project financially, prepare the Revenue Model and successfully complete the bid process for the Project.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

nn. Deliverables: In pursuance of the scope, the Empanelled Consultancy Firm shall undertake/deliver the following deliverables (the “**Deliverables**”) during the course of this Consultancy. Each deliverable shall include an executive summary, analyses, assumptions, results of computations, tables, charts, recommendations, and such other contents that generally comprise deliverables for similar consultancy work by way of best practices. The deliverables shall include:

- A. Inception Report
- B. Revenue Model
- C. Appraisal Report
- D. Assistance in preparation of Bid Documents and in Bidding Process
- E. Assistance in the Conditions Precedent Period

oo. The Consultancy shall be structured in three phases Phase I – covering upto submission of Appraisal Report, Phase II covering preparation of Bid Documents and conducting the bid process, and Phase III – assistance to the Authority during the Conditions Precedent period of the Concession Agreement.

pp. Exit Management: This role is envisaged with the objective of ensuring preparedness at all the time for any eventuality resulting in termination of contract. This includes support/ advice in the event of exit of the service provider/contractor.

qq. Public Private Partnership (PPP) model Services

The services shall be provided by the Transaction Advisory through deploying a mix of on-site and off-site resource team of experienced professionals. The Transaction Advisory shall deploy required expert fulltime at the office of the Client Organization.

The scope of the Empanelled Consultancy Firm is mentioned below:

- i. Supporting in identifying areas of private sector participation for improving services
- ii. Supporting in developing concept notes for new PPP projects and preparing project plan/proposal with stakeholder consultation
- iii. Assisting in preparation of PPP proposal documents, namely, Request for Proposal (RFP)/Request for Quotation (RFQ), Draft Concession Agreement, Draft Land Lease Agreement, Service Level Agreement, etc.
- iv. Advising on procurement process– single/ double stage bidding, eligibility criteria, financial bid parameter, technical and financial evaluation parameters, selection process, etc.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

- v. Assisting bid process management, covering analyzing tenders/ bids till signing of contract with selected partner(s), attending pre-bid meeting, responding to bidders' queries, recommending bidder(s) selection according to models, etc.
- vi. Monitoring operations, preparing guidelines, standard operating procedures and improving the PPP software generated reports for effective monitoring of PPP projects of the Client Organization
- vii. Identifying and recommending appropriate performance indicators Key Performance Indicator (KPIs) for incorporating in the concessionaire/service level agreements for monitoring the PPP projects being undertaken.
- viii. Reviewing progress (monitoring) to assess mid-term / interim performance in accordance with the terms of contract/ agreements, timeline standard of performance.
- ix. Providing periodic feedback, highlight/ flag issues of significance on immediate basis.
- x. Advising on corrective action or contract termination, as the case may be, related to PPP service providers.
- xi. Supporting the Department in mapping and assessing private sector resources, developing a data base on private sector service providers according to service categories.
- xii. Facilitating private sector consultation/ dialogue and helping in designing and implementing plan for private partner engagement in line with State's PPP policy.
- xiii. Undertaking visit to any PPP units as per requirement of the Client organization to collect the information related to operation performance of the private partner upon approval of the Client organization.
- xiv. Preparing performance monitoring checklist, supporting in analysis of data related to payment done to the PPP partners, concession fees payable by PPP partners and developing various measurable output for PPP units.
- xv. Supporting in updating the PPP policy of the Client organization from time to time.
- xvi. Providing inputs to the department for developing the software for monitoring of PPP projects.
- xvii. Any aspect, over and above the ones mentioned above, which are related to the core activity of this RFE, has to be taken up by the Transaction Advisory.



2.3. Third Party Audit (TPA) services:

- A. Scope of work includes an indicative list of works for each category which the Consulting Agencies would be expected to perform. The Empanelled Consultancy Firm must have consultants experienced in various disciplines given below in Table-C.

Table C

Major Key-Areas for consulting Jobs	
1.	Review the exit process as per the contract.
2.	Advise on documentation, process and procedures.
3.	Provide advisory support during the transition period
4.	Conduct audit readiness for eventuality.
5.	Report on SLA conditions mentioned in work order/Agreement with final recommendations release of payments, etc after penalty computations.
6.	Security Audit report.
7.	Exit Readiness Report.
8.	Analysis, examination and recommendations
9.	User Satisfactory Survey

B. The role of the Empanelled Consultancy Firm :

- a. To understand the project.
- b. Study the architecture and design and the services envisaged.
- c. Create frameworks and procedures for audit and submit the timelines for various reports.
- d. Study the functionality of project and SLA Measurement, identify the gaps, if any, and provide solution for the same;
- e. Study the Security Policy (if any) and suggest any changes in the Security Policy, if required, and identify the gaps, if any, provide solution to the same and also to oversee the importance of Security Policy;



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

- f. Study the SLA as per the Principal and Supplementary Agreement
- g. SLA monitoring Audit
- h. TPA Agency shall provide certification of project works and perform the calculation of payments to be made to contractor/service provider as per the SLAs and payment conditions mentioned in the work Order/Agreement
- i. The monitoring of all the equipments/software/items/works placed under project under supervision of TPA Agency.
- j. Penalties for breach of SLA
- k. The final timelines for the submission of reports.
- l. TPA Agency audit shall also include site inspection to verify those parameters of the SLA
- m. The Agency shall perform SLA audit.
- n. **Security Audit:** TPA Agency shall lay down a set of guidelines followed by internationally accepted norms and standards for the audit and certification in all implementation aspects of project for compliance with all the requirements of the RFP, SLA and work order/Agreement (if any).
- o. TPA would review the security measures followed to ensure that the application is free of vulnerabilities at the time of hosting.
- p. TPA shall conduct the vulnerability assessment & penetration testing on the identified components and share the results with the Client organization.
- q. The Agency would review the rules and policies for project.
- r. All audit cost shall be borne by TPA Agency.
- s. **Exit Management:** This role is envisaged with the objective of ensuring preparedness at all the time for any eventuality resulting in termination of contract. TPA audit includes support/ advice in the event of exit of the service provider/contractor. The TPA Agency would:
 - i. Review the exit process as per the contract.
 - ii. Advise on documentation, process and procedures.
 - iii. Provide advisory support during the transition period
 - iv. Conduct audit readiness for eventuality.
- t. **Site Visits and equipments:** TPA Agency shall undertake the site visits as per requirement & may submit the physical audit report. . The operational and



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

logistic arrangements like Travel charges/cost for TPA agency for audit purpose shall be borne by TPA agency.

u. Deliverables for TPA Agency:

- i. TPA Agency shall be responsible for auditing processes and procedures followed under project.
- ii. The TPA Agency would also act as a trusted advisor to client department for project related concerns.
- iii. The TPA Agency shall submit following reports /certificates
 - Report on SLA conditions mentioned in work order/Agreement with final recommendations release of payments, etc after penalty computations.
 - Security Audit report.
 - Exit Readiness Report.
 - Analysis, examination and recommendations
 - User Satisfactory Survey



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

CHAPTER 3 ELIGIBILITY CRITERIA & EVALUATION

The bidder must fulfill the following eligibility conditions and must also submit documentary evidence in support of fulfilling these conditions while submitting the Eligibility Bid. The scanned copy/copies of these documents should be uploaded on the e-tendering website during submission of bids before its last date. Failure to comply with these requirements may result in the bid being rejected.

Note: Bidders should read these conditions carefully and comply strictly while sending/submitting their Bids.

Considering the different nature, type and complexity of projects, the empanelment shall be in following four categories based on their annual sales turnover.

Category	Sales Turnover *
Tier IA	Above 50 Cr from consultancy activity in India will only be considered for empanelment for e-Governance (under Digital India) Projects with ICT, Government Business Advisory and Management Consultancy Services
Tier IB	Above 25 Lakhs from consultancy activity in India will only be considered for empanelment for e-Governance (under Digital India) Projects with ICT, Government Business Advisory and Management Consultancy Services
Tier II	Above 50 Cr from Transaction Advisory Services for Infrastructure Projects
Tier IIIA	Above 50 Cr from Third Party Audit (TPA) services in India will only be considered for empanelment
Tier IIIB	Above 25 Lakhs from Third Party Audit (TPA) services in India will only be considered for empanelment



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

ELIGIBILITY CRITERIA FOR BIDDER FOR THE PURPOSE OF QUOTING IN THIS TENDER:

3.1.Tier IA: Consultancy services for e-Governance (under Digital India) Projects with ICT, Government Business Advisory and Management Consultancy Services:

S No	Eligibility Criteria	Document to be submitted
PQ1	<p><u>Legal Entity:</u></p> <p>The Bidder should be Consulting Firm operating in India registered company under Companies Act, 2013/1956 or LLP (Limited Liability Partnership) with registered offices in India, and should be in existence in India for at least the last 5 (Five) years as on date of submission of the bid.</p>	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> - Certificate of incorporation OR - Registration Certificate OR - GST registration OR - Registration with any Govt. organization in India. <p>(upload and save file as “Document A”)</p>
PQ2	<p><u>Bidder’s Turnover</u></p> <p>The bidder’s turnover from consultancy services (e-Governance Projects with ICT, Government Business Advisory and Management Consultancy Services) in India should be minimum Rs. 50 Cr in each of the last 3 financial years (FY 19-20, FY 20- 21, FY 21- 22) from Government Client Organization</p>	<p>Copy of the audited Profit & Loss Statement of the company duly certified by statutory auditor OR CA Certificate.</p> <p>(upload and save file as “Document B”)</p>
PQ3	<p><u>Manpower</u></p> <p>The Bidder should have at least</p> <ol style="list-style-type: none"> i. 30 Technology consulting professionals ii. 50 Management consulting professionals iii. 30 Domain experts 	<p>respective CVs as per Annexure III and HR Certificate</p> <p>(upload and save file as</p>



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

	<p>iv. 50 Technical personnel to provide necessary support on its pay roll working in consultancy projects specifically in Government Client Organization as on date of submission of the bid. The Technical Qualifications of Domain Experts and Technical Resources to be as per Annexure V provided herein.</p>	<p>“Document C”)</p>
<p>PQ4</p>	<p><u>Bidder’s Experience</u></p> <p>The bidder should have completed 5 IT consultancy jobs of value more than 50 lakhs or must have achieved project milestone value more than 50 lakhs in 5 IT Consultancy/e-Gov. project each in the last 3 years.</p>	<p>Information on the jobs may be furnished as per Annexure-VII.</p> <p>(upload and save file as “Document D”)</p>
<p>PQ5</p>	<p><u>Mandatory Undertaking</u></p> <p>The Bidder should not be banned from participating in any of the Tenders by Government of Goa/ Any State Government/ Government of India as on date of submission of the Bid.</p> <p>Also, the bidder shall not be under a Declaration of ineligibility for corrupt or Fraudulent practices with any of the Government or Public sector units</p>	<p>A self-certified letter signed by the Authorized Signatory of the Bidder as per Annexure-II.</p> <p>(upload and save file as “Document E”)</p>
<p>PQ6</p>	<p><u>Presentation</u></p> <p>The Bidder should demonstrate at least 1 (one) engagement experience (best project executed) in the CV of personnel in the following categories.</p> <p>a. Management Profile – BPR, Strategy, Project Management, DPR/ RFE preparation</p> <p>b. Functional Profile – Finance & Accounts, Procurement, HR, Capacity Building and Legal</p> <p>c. Technology Profile – Solution/Database Architect, Network Administration, Data Centre, Cloud Services, new technologies (IOT, Industry</p>	<p>Copy of Presentation</p> <p>(upload and save file as “Document F”)</p> <p>Time slot to be allotted only to bidders those who qualify in the ELIGIBILITY process from Sr. No: PQ1 to PQ5.</p>



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

	4.0, AI/ML, etc.)	
--	-------------------	--

3.2.Tier IB: Consultancy services for e-Governance (under Digital India) Projects with ICT, Government Business Advisory and Management Consultancy Services

S No	Eligibility Criteria	Document to be submitted
PQ1	<p><u>Legal Entity:</u></p> <p>The Bidder should be Consulting Firm operating in India registered company under Companies Act, 2013/1956 or LLP (Limited Liability Partnership) with registered offices in India, and should be in existence in India for at least the last 2 (Two) years as on date of submission of the bid.</p>	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> - Certificate of incorporation OR - Registration Certificate OR - GST registration OR - Registration with any Govt. organization in India. <p style="text-align: center;">(upload and save file as “Document G”)</p>
PQ2	<p><u>Bidder’s Turnover</u></p> <p>The bidder’s turnover from consultancy services (e-Governance Projects with ICT, Government Business Advisory and Management Consultancy Services) in India should be minimum Rs. 25 lakhs in each of the last 2 financial years (FY 20-21, FY 21- 22) from Government Client Organization</p>	<p>Copy of the audited Profit & Loss Statement of the company duly certified by statutory auditor OR CA Certificate.</p> <p style="text-align: center;">(upload and save file as “Document H”)</p>
PQ3	<p><u>Manpower</u></p> <p>The Bidder should have at least</p> <ul style="list-style-type: none"> i. 01 Technology Consulting Professionals ii. 01 Management Consulting Professionals iii. 01 Domain Experts 	<p>respective CVs as per Annexure III and HR Certificate</p> <p style="text-align: center;">(upload and save file as</p>



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

	<p>iv. 01 Technical Personnel to provide necessary support on its pay roll working in consultancy projects specifically in Government Client Organization as on date of submission of the bid. The Technical Qualifications of Domain Experts and Technical Resources to be as per Annexure V provided herein.</p>	“Document I”)
PQ4	<p><u>Bidder’s Experience</u></p> <p>The bidder should have completed 2 IT consultancy jobs of value more than 5 lakhs or must have achieved project milestone value more than 5 lakhs in 2 IT Consultancy/e-Gov. project each in the last 2 years.</p>	<p>Information on the jobs may be furnished as per Annexure-VIII.</p> <p>(upload and save file as “Document J”)</p>
PQ5	<p><u>Mandatory Undertaking</u></p> <p>The Bidder should not be banned from participating in any of the Tenders by Government of Goa/ Any State Government/ Government of India as on date of submission of the Bid. Also, the bidder shall not be under a Declaration of ineligibility for corrupt or Fraudulent practices with any of the Government or Public sector units</p>	<p>A self-certified letter signed by the Authorized Signatory of the Bidder. Annexure - II</p> <p>(upload and save file as “Document K”)</p>
PQ6	<p><u>Presentation</u></p> <p>The Bidder should demonstrate at least 1 (one) engagement experience (best project executed) in the CV of personnel in the following categories.</p> <p>a. Management Profile – BPR, Strategy, Project Management, DPR/ RFE preparation</p> <p>b. Functional Profile – Finance & Accounts, Procurement, HR, Capacity Building and Legal</p> <p>c. Technology Profile – Solution/Database Architect, Network Administration, Data Centre, Cloud Services, new technologies (IOT, Industry 4.0, AI/ML, etc.)</p>	<p>Copy of Presentation</p> <p>(upload and save file as “Document L”)</p> <p>Time slot to be allotted only to bidders those who qualify in the ELIGIBILITY process from Sr. No: PQ1 to PQ5.</p>



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

3.3. Tier II: Transaction Advisory services for Infrastructure Projects

S No	Eligibility Criteria	Document to be submitted
PQ1	<p><u>Legal Entity:</u></p> <p>The Bidder should be Consulting Firm operating in India registered company under Companies Act, 2013/1956 or LLP (Limited Liability Partnership) with registered offices in India, and should be in existence in India for at least the last 5 (Five) years as on date of submission of the bid.</p>	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> - Certificate of incorporation OR - Registration Certificate OR - GST registration OR - Registration with any Govt. organization in India. <p>(upload and save file as “Document M”)</p>
PQ2	<p><u>Bidder’s Turnover</u></p> <p>The bidder’s turnover from consultancy services (Transaction Advisory Services for Infrastructure Projects) in India should be minimum Rs. 50 Cr in each of the last 3 financial years (FY 19-20, FY 20- 21, FY 21- 22) from Government Client Organization</p>	<p>Copy of the audited Profit & Loss Statement of the company duly certified by statutory auditor OR CA Certificate.</p> <p>(upload and save file as “Document N”)</p>
PQ3	<p><u>Manpower</u></p> <p>The Bidder should have at least</p> <ol style="list-style-type: none"> i. 30 technology consulting professionals ii. 50 management consulting professionals iii. 30 Domain experts <p>50 technical personnel to provide necessary support on its pay roll working in consultancy projects specifically in Government Client</p>	<p>respective CVs as per Annexure III and HR Certificate</p> <p>(upload and save file as “Document O”)</p>



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

	Organization as on date of submission of the bid. The Technical Qualifications of Domain Experts and Technical Resources to be as per Annexure V provided herein.	
PQ4	<p><u>Bidder's Experience</u></p> <p>The bidder should have completed 5 Transaction Advisory jobs of value more than 50 lakhs or must have achieved project milestone value more than 50 lakhs in 5 Transaction Advisory project each in the last 3 years.</p>	<p>Information on the jobs may be furnished as per Annexure-VII</p> <p>(upload and save file as "Document P")</p>
PQ5	<p><u>Mandatory Undertaking</u></p> <p>The Bidder should not be banned from participating in any of the Tenders by Government of Goa/ Any State Government/ Government of India as on date of submission of the Bid.</p> <p>Also, the bidder shall not be under a Declaration of ineligibility for corrupt or Fraudulent practices with any of the Government or Public sector units</p>	<p>A self-certified letter signed by the Authorized Signatory of the Bidder as per Annexure-II.</p> <p>(upload and save file as "Document Q")</p>
PQ6	<p><u>Presentation</u></p> <p>The Bidder should demonstrate at least 1 (one) engagement experience (best project executed) in the CV of personnel in the following categories.</p> <ol style="list-style-type: none"> Management Profile – BPR, Strategy, Project Management, DPR/ RFE preparation Functional Profile – Finance & Accounts, Procurement, HR, Capacity Building and Legal Technology Profile – Solution Architect, Administration, new technologies 	<p>Copy of Presentation</p> <p>(upload and save file as "Document R")</p> <p>Time slot to be allotted only to bidders those who qualify in the ELIGIBILITY process from Sr. No: PQ1 to PQ5.</p>



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

3.4. Tier III A: Third Party Audit (TPA) Agency services

S No	Eligibility Criteria	Document to be submitted
PQ1	<p><u>Legal Entity:</u></p> <p>The Bidder should be Consulting Firm operating in India registered company under Companies Act, 2013/1956 or LLP (Limited Liability Partnership) with registered offices in India, and should be in existence in India for at least the last 3 (Three) years as on date of submission of the bid.</p>	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> - Certificate of incorporation OR - Registration Certificate OR - GST registration OR - Registration with any Govt. organization in India. <p>(upload and save file as “Document S”)</p>
PQ2	<p><u>Bidder’s Turnover</u></p> <p>The bidder’s turnover from consultancy services (TPA services) in India should be minimum Rs. 50 Cr in each of the last 3 financial years (FY 19-20, FY 20- 21, FY 21- 22) from Government Client Organization</p>	<p>Copy of the audited Profit & Loss Statement of the company duly certified by statutory auditor OR CA Certificate.</p> <p>(upload and save file as “Document T”)</p>
PQ3	<p><u>Manpower</u></p> <p>The Bidder should have at least</p> <ul style="list-style-type: none"> i. 30 technology consulting professionals ii. 50 management consulting professionals iii. 30 Domain experts. iv. 50 technical personnel to provide necessary support on its pay roll working in consultancy projects specifically in Government Client Organization as on date of submission of the bid. The Technical 	<p>respective CVs as per Annexure III and HR Certificate</p> <p>(upload and save file as “Document U”)</p>



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

	Qualifications of Domain Experts and Technical Resources to be as per Annexure V provided herein.	
PQ4	<p><u>Bidder's Experience</u></p> <p>The bidder should have completed 5 TPA jobs of value more than 50 lakhs or must have achieved project milestone value more than 50 lakhs in 5 IT TPA jobs each in the last 3 years.</p>	<p>Information on the jobs may be furnished as per Annexure-VII.</p> <p>(upload and save file as "Document V")</p>
PQ5	<p><u>Mandatory Undertaking</u></p> <p>The Bidder should not be banned from participating in any of the Tenders by Government of Goa/ Any State Government/ Government of India as on date of submission of the Bid. Also, the bidder shall not be under a Declaration of ineligibility for corrupt or Fraudulent practices with any of the Government or Public sector units</p>	<p>A self-certified letter signed by the Authorized Signatory of the Bidder. Annexure - II</p> <p>(upload and save file as "Document W")</p>
PQ6	<p><u>Presentation</u></p> <p>The Bidder should demonstrate at least 1 (one) engagement experience (best project executed) in the CV of personnel.</p>	<p>Copy of Presentation</p> <p>(upload and save file as "Document X")</p> <p>Time slot to be allotted only to bidders those who qualify in the ELIGIBILITY process from Sr. No: PQ1 to PQ5.</p>



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

3.5. Tier III B: Third Party Audit (TPA) Agency services

S No	Eligibility Criteria	Document to be submitted
PQ1	<p><u>Legal Entity:</u></p> <p>The Bidder should be Consulting Firm operating in India registered company under Companies Act, 2013/1956 or LLP (Limited Liability Partnership) with registered offices in India, and should be in existence in India for at least the last 2 (Two) years as on date of submission of the bid.</p>	<p>a) Valid documentary proof of:</p> <ul style="list-style-type: none"> - Certificate of incorporation OR - Registration Certificate OR - GST registration OR - Registration with any Govt. organization in India. <p>(upload and save file as “Document Y”)</p>
PQ2	<p><u>Bidder’s Turnover</u></p> <p>The bidder’s turnover from consultancy services (TPA) in India should be minimum Rs. 25 Lakhs in each of the last 2 financial years (FY 20-21, FY 21-22) from Government Client Organization</p>	<p>Copy of the audited Profit & Loss Statement of the company duly certified by statutory auditor OR CA Certificate.</p> <p>(upload and save file as “Document Z”)</p>
PQ3	<p><u>Manpower</u></p> <p>The Bidder should have at least</p> <ol style="list-style-type: none"> i. 01 technology consulting professionals ii. 01 management consulting professionals iii. 01 Domain experts iv. 01 technical personnel to provide necessary support on its pay roll working in consultancy projects specifically in Government Client Organization as on date of submission of the bid. The 	<p>respective CVs as per Annexure III and HR Certificate</p> <p>(upload and save file as “Document AA”)</p>



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

	Technical Qualifications of Domain Experts and Technical Resources to be as per Annexure V provided herein.	
PQ4	<p><u>Bidder's Experience</u></p> <p>The bidder should have completed 2 TPA jobs of value more than 5 lakhs or must have achieved project milestone value more than 5 lakhs in 2 IT Consultancy/e-Gov. project each in the last 2 years.</p>	<p>Information on the jobs may be furnished as per Annexure-VIII.</p> <p>(upload and save file as "Document AB")</p>
PQ5	<p><u>Mandatory Undertaking</u></p> <p>The Bidder should not be banned from participating in any of the Tenders by Government of Goa/ Any State Government/ Government of India as on date of submission of the Bid. Also, the bidder shall not be under a Declaration of ineligibility for corrupt or Fraudulent practices with any of the Government or Public sector units</p>	<p>A self-certified letter signed by the Authorized Signatory of the Bidder.</p> <p>(upload and save file as "Document AC")</p>
PQ6	<p><u>Presentation</u></p> <p>The Bidder should demonstrate at least 1 (one) engagement experience (best project executed) in the CV of personnel.</p>	<p>Copy of Presentation</p> <p>(upload and save file as "Document AD")</p> <p>Time slot to be allotted only to bidders those who qualify in the ELIGIBILITY process from Sr. No: PQ1 to PQ5.</p>



TECHNICAL EVALUATION CRITERIA

3.6. Tier IA: Consultancy services for e-Governance (under Digital India) Projects with ICT, Government Business Advisory and Management Consultancy Services:

Sr. No.	Evaluation Criteria	Points
TQ 1.0	Number of years of Consulting firm's operations in India	15
TQ1.1	5+ years	10
	6+ years	12
	7+ years	15
TQ.2.0	Turnover	25
TQ2.1	The bidder's turnover from consultancy services (e-Governance Projects with ICT, Government Business Advisory and Management Consultancy Services) in India should be minimum Rs. 50 Cr in each of the last 3 financial years (FY 19-20, FY 20-21, FY 21-22) from Government Client Organization	
	Above Rs. 60 Cr	25
	>=Rs. 55 Cr – Rs. 60 Cr	22
	>=Rs. 50 Cr – Rs. 55 Cr	20
TQ3.0	Relevant Experience	20
TQ3.1	Number of IT consultancy jobs of value more than Rs. 50 lakhs in last three years. 2 extra marks are awarded for every additional project. However 4 marks would be provided for each project with value more than Rs. 1 Cr. Above 10 projects, Max. marks 20 would be provided.	20
	5 projects	10
	6 projects	15
	7 projects	20
	8 projects	16
	9 projects	18
	10 projects	20



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

TQ 4.0	Technical Presentation	40
TQ 4.1	Understanding the Scope of Work of Consulting Services	To be awarded by the Technical Evaluation Committee
TQ 4.2	Approach and Methodology	
TQ 4.3	Proposed Roadmap and project roll-out plan	
TQ 4.4	Team Structure	

3.7.Tier IB: Consultancy services for E-Governance (Digital India) Projects with Information and Communication Technology and Government Business Advisory and Management Consultancy Services

Sr. No.	Evaluation Criteria	Points
TQ 1.0	Number of years of Consulting firm's operations in India	15
TQ1.1	2+ years	10
	3+ years	12
	4+ years	15
TQ.2.0	Turnover	25
TQ2.1	The bidder's turnover from consultancy services (e-Governance Projects with ICT, Government Business Advisory and Management Consultancy Services) in India should be minimum Rs. 25 Lakhs in each of the last 2 financial years (FY 20-21, FY 21-22) from Government Client Organization	
	Above Rs. 45 lakhs	25
	>=Rs. 35 Lakhs – Rs. 45 Lakhs	22
	>=Rs. 25 Lakhs – Rs. 35 Lakhs	20
TQ3.0	Relevant Experience	20



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

TQ3.1	Number of IT consultancy jobs of value more than Rs. 5 lakhs in last three years. 5 extra marks are awarded for every additional project. However 5 marks would be provided for each project with value more than Rs. 10 lakhs. Above 2 projects, Max. marks 20 would be provided.	20
	2 projects	10
	3 projects	12
	4 projects	14
	5 projects	16
	6 projects	18
	7 projects	20
TQ 4.0	Technical Presentation	40
TQ 4.1	Understanding the Scope of Work of Consulting Services	To be awarded by the Technical Evaluation Committee
TQ 4.2	Approach and Methodology	
TQ 4.3	Proposed Roadmap and project roll-out plan	
TQ 4.4	Team Structure	

3.8.Tier II: Transaction Advisory services for infrastructure projects

Sr. No.	Evaluation Criteria	Points
TQ 1.0	Number of years of Consulting firm's operations in India	15
TQ1.1	5+ years	10
	6+ years	12
	7+ years	15
TQ.2.0	Turnover	25
	The bidder's turnover from consultancy services (Transaction Advisory Services for Infrastructure Projects) in India should be minimum Rs. 50 Cr in each of the last 3 financial years (FY 19-20, FY 20-21, FY 21-22) from	



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

TQ2.1	Government Client Organization	
	Above Rs. 60 Cr	25
	>=Rs. 55 Cr – Rs. 60 Cr	22
	>=Rs. 50 Cr – Rs. 55 Cr	20
TQ3.0	Relevant Experience	20
TQ3.1	Number of IT consultancy jobs of value more than Rs. 50 lakhs in last three years. 2 extra marks are awarded for every additional project. However 4 marks would be provided for each project with value more than Rs. 1 cr . Above 10 projects, Max. marks 20 would be provided.	20
	5 projects	10
	6 projects	12
	7 projects	14
	8 projects	16
	9 projects	18
	10 projects	20
	TQ 4.0	Technical Presentation
TQ 4.1	Understanding the Scope of Work of Consulting Services	To be awarded by the Technical Evaluation Committee
TQ 4.2	Approach and Methodology	
TQ 4.3	Proposed Roadmap and project roll-out plan	
TQ 4.4	Team Structure	



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

3.9.Tier III A: Third Party Audit (TPA) Agency services

Sr. No.	Evaluation Criteria	Points
TQ 1.0	Number of years of Consulting firm's operations in India	15
TQ1.1	5+ years	10
	6+ years	12
	7+ years	15
TQ.2.0	Turnover	25
TQ2.1	The bidder's turnover from consultancy services (TPA) in India should be minimum Rs. 50 Cr in each of the last 3 financial years (FY 19-20, FY 20-21, FY 21-22) from Government Client Organization	
	Above Rs. 60 Cr	25
	>=Rs. 55 Cr – Rs. 60 Cr	22
	>=Rs. 50 Cr – Rs. 55 Cr	20
TQ3.0	Relevant Experience	20
TQ3.1	Number of IT consultancy jobs of value more than Rs. 50 lakhs in last three years. 2 extra marks are awarded for every additional project. However 4 marks would be provided for each project with value more than Rs. 1 cr . Above 10 projects, Max. marks 20 would be provided.	20
	5 projects	10
	6 projects	12
	7 projects	14
	8 projects	16
	9 projects	18
	10 projects	20
TQ 4.0	Technical Presentation	40
TQ 4.1	Understanding the Scope of Work of Consulting Services	To be awarded by



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

TQ 4.2	Approach and Methodology	the Technical Evaluation Committee
TQ 4.3	Proposed Roadmap and project roll-out plan	
TQ 4.4	Team Structure	

3.10. Tier III B: Third Party Audit (TPA) Agency services

Sr. No.	Evaluation Criteria	Points
TQ 1.0	Number of years of Consulting firm's operations in India	15
TQ1.1	2+ years	10
	3+ years	12
	4+ years	15
TQ.2.0	Turnover	25
TQ2.1	The bidder's turnover from consultancy services (TPA) in India should be minimum Rs. 25 Lakhs in each of the last 2 financial years (FY 20-21, FY 21-22) from Government Client Organization	
	Above Rs. 45 lakhs	25
	>=Rs. 35 Lakhs – Rs. 45 Lakhs	22
	>=Rs. 25 Lakhs – Rs. 35 Lakhs	20
TQ3.0	Relevant Experience	20
TQ3.1	Number of IT consultancy jobs of value more than Rs. 5 lakhs in last three years. 5 extra marks are awarded for every additional project. However 5 marks would be provided for each project with value more than Rs. 10 lakhs. Above 2 projects, Max. marks 20 would be provided.	20
	2 projects	10
	3 projects	12



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

	4 projects	14
	5 projects	16
	6 projects	18
	7 projects	20
TQ 4.0	Technical Presentation	40
TQ 4.1	Understanding the Scope of Work of Consulting Services	To be awarded by the Technical Evaluation Committee
TQ 4.2	Approach and Methodology	
TQ 4.3	Proposed Roadmap and project roll-out plan	
TQ 4.4	Team Structure	

Note: The bidder should obtain minimum 70% marks in each of the category/tier separately for qualifying in the eligibility/technical criteria.



CHAPTER 4 BIDDING PROCESS

Following specifies the procedures that would regulate the overall bidding process.

4.1. Selection of empanelled agency is a two stage bidding process where in eligible bidders shall submit their Eligibility cum Technical bid and Commercial bid:

- A. Eligibility cum Technical bid will be evaluated for all the bidders.
- B. Commercial bids of only those bidders will be opened who are qualified in the Eligibility cum Technical bid.
- C. Only those bidders who are willing to match the lowest (L1) price will be listed on ITG's List of Empanelled Consultants for e-Governance (under Digital India Mission) Projects with Information and Communication Technology and Government Business Advisory and Management Consultancy Services /Transaction Advisory/ TPA Services for Government Organizations.

4.2. Preparation of Bidding Document:

- A. The download of bidding document shall commence as specified in NIT and shall be stopped as specified in NIT. The complete bidding document is also placed on the websites as specified in the NIT. The prospective bidders are permitted to download the bid document from the e-Tendering portal but must pay the cost of tender/ bidding document and e-Tender processing fee while submitting the bids to ITG.

Bidders are advised to study all instructions, forms, terms, requirements and other information in the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

All the tenders are to be submitted in electronic mode only. The e-Tendering portal will not accept any tender submitted after the deadline for submission of Tenders prescribed by the Purchaser.

B. Earnest Money Deposit (EMD):

- a. Every bidder, participating in the bid must furnish the earnest money deposit as specified in the Notice Inviting Tender (NIT).
- b. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.
- c. The EMD shall be submitted by the bidder who is applying for the tender. EMD in the name of any other firm/person other than the bidder who is applying for the tender shall not be accepted.
- d. **Form of EMD:** Bidders shall submit, an Earnest Money Deposit (E.M.D.) of **Rs. 25,000/- (Rupees Twenty Five Thousand only)** should be provided by the bidder. The EMD has to be paid online before the last date and time for online



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

submission of bids as given in the NIT. EMD in any other form will not be accepted.

- e. **Refund of EMD:** The earnest money deposit of unsuccessful bidders shall be refunded soon after the final list of empanelled vendors has been prepared. The EMD of the successful bidders shall be returned only after an end of period of empanelment.
- f. **Forfeiture of EMD:** The EMD taken from the bidder shall be forfeited in the following cases:-
 - i. If the bidder withdraws or modifies his bid proposal after opening of bids or during the period of bid validity or its extended period, if any; or
 - ii. In the case of a successful bidder if the bidder fails to sign the contract for any reason not attributable to the InfoTech Corporation of Goa Ltd. (ITG), Goa.
 - iii. During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - iv. During the bid process, if any information found wrong / manipulated / hidden in the bid.
 - v. EMD submitted in a different name other than the bidder who is applying in the tender.
- g. Tender processing fees is not exempted for all categories.

Tenders without valid E.M.D. at the time of opening of the technical bid will be rejected.

4.3. Amendment of Bidding Document:

- A. At any time prior to the deadline for submission of the Bids, the tendering authority may amend the Bidding document by issuing Corrigendum/ Addendum.
- B. Any Corrigendum/ Addendum issued shall be a part of the Bidding document.
- C. To give prospective Bidders reasonable time in which to take a Corrigendum/ Addendum into account in preparing their Bids, the tendering authority may, at its discretion, extend the deadline for the submission of the Bids.
- D. Any change in date of submission and opening of bids would be communicated in appropriate manner including the websites mentioned in the NIT.

4.4. Submission and Opening of Bids:

- A. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations,



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

preparation of proposal, in providing any additional information required by ITG to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. InfoTech Corporation of Ltd. will be in no case responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

B. Language of Bids: The Bid prepared & submitted by the Bidder and all subsequent correspondence and documents related to the bid and as submitted by the bidder, shall be written only in English language. Also, any printed literature furnished by the Bidder written in other language (other than English/ Hindi) must be accompanied by an English/ Hindi translation in which case, for purposes of interpretation of the bid, the appropriate translation by the Purchaser shall govern.

C. Documents comprising the Bid:

- a. The bidder should ensure that all the required documents, as mentioned in the bidding document, are uploaded. Non submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the bid/ proposal submitted by the bidder.
- b. Wherever applicable, the bidding form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
- c. The contents of bid are listed below.
- d. Eligibility cum Technical Bid:
 - i. The Eligibility Proposal should contain documents as listed in various Chapters & Annexure of this bid document.
 - ii. Prices must not be indicated in the Eligibility cum Technical bid.

D. Alternative Bids: Alternative bids shall not be considered at all.

E. Bid prices and Discounts:

- a. All the prices should be quoted only in Indian Rupees (INR) currency. The prices quoted in the tender should not be higher than the MRP rate.
- b. The prices and discounts quoted by the Tenderer/ Bidder in the Price Schedule/ Commercial Bid shall confirm to the requirements specified therein.
- c. Prices quoted by the Tenderer/Bidder shall be fixed during the Tenderer's/ Bidder's performance of the Contract and not subject to variation on any account, unless otherwise specified in the bid document. A Bid submitted with an adjustable price quotation shall be treated as nonresponsive and shall be rejected

F. Validity of Empanelment Tender & Commercials:

- a. The selected Consultancy Firms will be on ITG empanelled list, which shall be valid for a period of **three (03) years** from the date of finalizing / approval of



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

list of Empanelled Consultancy Firms. On exceptional circumstances depending on the project requirement, ITG may extend the period of empanelment for additional one year (max up to 03 years) through mutual consent for Tier I Tier II and Tier III.

- b. The commercial quotes shall be valid for a period of **03 years** from the date of opening of the technical bids as per NIT (Tier I and Tier III).

G. Deadline for submission of Bids:

- a. Bids must be submitted on the website <https://eprocure.goa.gov.in> no later than the date and time indicated in the NIT.
- b. Normally, the date of submission and opening of bids would not be extended. However, in exceptional circumstances or when the bidding document is required and the time with the prospective bidders for preparation of bids appears insufficient, the date may be extended by the tendering authority and due publicity to such change in date of opening of bids would be given. In such cases, it would be ensured that after issue of corrigendum, reasonable time is available to the bidders to prepare and submit their bids. Any change in date of submission and opening of bids would also be placed on the respective websites immediately. However, if the modifications in bidding document, specifications of goods and service are substantial, fresh publication of original bid inquiry may also be issued.
- c. The tendering authority may, at its discretion, extend the deadline for the submission of bids by amending the bidding document, in which case all rights and obligations of the tendering authority and bidders previously subject to the deadline shall thereafter would be subject to the deadline as extended.

H. Delayed / Late Bids:

- a. Bids must be submitted in electronic mode only. The e-Tendering portal will not accept any bid submitted after the deadline as indicated in the NIT.
- b. Towards the end of the deadline time, the e-Tendering portal server is likely to get jammed due to the heavy flow of traffic on the server. Hence, all the Bidders participating in the tender are requested to submit the bids well in advance before the deadline time period as indicated in the NIT.

I. Withdrawal, Substitution, and Modification of Bids: A Bidder may withdraw, substitute, or modify its bid after it has been submitted before the deadline prescribed for submission of bids as per the e-tendering process.

J. Bid Opening:

- a. The designated Technical Committee will perform the bid opening, which is a critical event in the bidding process.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

- b. The tendering authority shall conduct the bid opening at the date and time specified in the NIT.
- c. All the bids received up to the specified time and date shall be opened by the members of the designated Committee after entering their corresponding credentials (login id and digital signatures) in the website <https://eprocare.goa.gov.in>.
- d. The tendering authority shall download all the documents submitted by the tenderer / bidder and place the same in the presence of bidder or his/her authorized representative who choose to attend at the date and time specified in the NIT. The representatives of the bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal. The bidder's representatives who are present shall sign the attendance register present.
- e. The eligibility cum Technical bid shall be opened and all the bidders who are in the race (participated) of tender shall be notified to the bidders present. All the bids shall be downloaded one at a time, and the following may be read out and recorded: the name of the bidder, the submission or non-submission of the Tender Fee, EMD.

4.5. Bid Evaluation:

A. Guiding Principle for Evaluation of Bids:

- a. The tendering authority shall determine to its satisfaction whether the bidder that is selected as having submitted the best and responsive bid is qualified to perform the Contract satisfactorily.
- b. The determination shall be based upon the examination of the documentary evidence of the bidder's qualifications submitted by the bidder.
- c. An affirmative determination shall be a prerequisite for selection of the bidder to be empanelled and a negative determination shall result in disqualification of the bid.
- d. The tendering authority/ tender evaluation committee, in observance of best practices, shall: -
 - i. Maintain the bid evaluation process strictly confidential.
 - ii. Reject any attempts or pressures to distort the outcome of the evaluation, including fraud and corruption.
 - iii. Strictly apply only and all of the evaluation and qualification criteria specified in the bidding document.

B. Confidentiality:

- a. Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation, shall not be disclosed to bidders or



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

any other persons not officially concerned with such process until publication of the Empanelled list.

- b. All materials submitted by the bidder becomes the property of InfoTech Corporation of Ltd. and may be returned at its sole discretion, provided, any materials which are identified as “Proprietary and Confidential Material of Bidder” shall remain the property of such bidder and the ITG will maintain confidentiality of such materials.
- c. Any attempt by a bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the bids may result in the rejection of his bid.
- d. From the time of bid opening to the time of publication of the Empanelled list, if any bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so only in writing.

C. Clarification of Bids

- a. To assist in the examination, evaluation, comparison and post qualification of the bids, the tendering authority committee may, at its discretion, ask any bidder for a clarification of his bid. The tendering authority's request for clarification and the response shall be in writing.
- b. Any clarification submitted by a bidder with regard to his bid that is not in response to a request by the tendering authority shall not be considered.

D. Determination of Responsiveness:

- a. The tendering authority's determination of the responsiveness of a bid would be based on the contents of the bid itself.
- b. A responsive bid would be the one that meets the requirements of the bidding document without material deviation, reservation, or omission where: -
 - i. "Deviation" is a departure from the requirements specified in the bidding document;
 - ii. "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - iii. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- c. The tendering authority shall examine the technical aspects of the bid in particular, to confirm that all requirements of bidding document have been met without any material deviation or reservation.

E. Non-conformities:

- a. Provided that a bid is responsive, the tendering authority may request that the bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities. Requesting information



or documentation on such nonconformities shall not be related to any aspect of the price of the bid. Failure of the bidder to comply with the request may result in the rejection of its bid.

F. Evaluation of Bids:

- a. The tendering authority shall evaluate each bid that has been determined, up to the stage of the evaluation, to be responsive.
- b. To evaluate a bid, the tendering authority shall use all the criteria and methodologies defined in the bidding document. Further bidder will be evaluated against the technical presentation as per evaluation criteria mentioned at clause 3.2 for Tier IA, 3.3 for Tier IB, 3.4 for Tier II, 3.5 for Tier IIIA, 3.6 for Tier IIIB. Bidder should obtain minimum 70% marks in each of the category/tier separately for qualifying in the eligibility/technical criteria.
- c. The eligibility evaluation shall be completed by the designated Committee as early as possible after opening of eligibility cum Technical bid.
- d. The bidders which could not qualify in eligibility evaluation will be informed about this fact.

G. Tendering authority's Right to Accept/ Reject any or all of the Bids:

- a. The tendering authority reserves the right to accept or reject any bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to publication of the empanelled list, without thereby incurring any liability to the bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the tendering authority action.
- b. The Biding Authority reserves the right to accept or reject any Bid without assigning any reason.



CHAPTER 5 DISQUALIFICATION OF BIDS

- 5.1. Tendering Authority may in its sole discretion and at any time during the processing of Bid, disqualify any bidder from the Biding process if the bidder:-
- A. Submits the required Bid documents after the prescribed date and time of submission of Bid.
 - B. Submits Bid document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or is non-responsive.
 - C. Has not submitted the bid in accordance with the bid document.
 - D. Does not meet the minimum eligibility criteria as mentioned in the bid document.
 - E. Mislead or made false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
 - F. Is found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion or financial failures, etc.
 - G. Failed to provide clarifications related thereto, when sought.
 - H. Has submits more than one bid. This will cause disqualification of all bids submitted by such bidder except the last Bid received.
 - I. Has imposed conditions in his bid, during validity of the bid or its extended period.
- 5.2. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- 5.3. A Bid not valid for at least 03 years shall be considered as non-responsive and would be disqualified.



CHAPTER 6 GENERAL TERMS AND CONDITIONS OF BID

Note: Bidders must read these conditions carefully and comply strictly while sending/submitting their Bids.

- 6.1.**The Bidder shall provide a Service Escalation Matrix with contact details (escalation hierarchy, contact person, number, address and e-mail) to which the ITG shall contact for coordination.
- 6.2.**The empanelled consultant may visit the sites and obtain additional information at their own cost and responsibility
- 6.3.**The empanelled consultant shall not sub-contract the work to any Organization, person, firm or its franchisee. If, at any time, it comes to the notice of ITG that such sub-letting has been done, then ITG, at its discretion, may terminate the contract without referring the matter further to the empanelled consultant, and such empanelled consultant shall be liable for necessary action.

6.4. Dispute Resolution Mechanism:

The empanelled consultant and the ITG shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner

- A.** The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. Matter will be referred for negotiation between Officers nominated by ITG and the Authorized Official of the Contractor. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.
- B.** If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the Parties to the Chairman, Info Tech Corporation of Goa Ltd, Goa who will be the Sole Arbitrator and whose decision shall be final.
- C.** In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Goa and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The contractor shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

- D.** All legal proceedings, if necessary arises to institute may by any of the parties (ITG or empanelled consultant) shall have to be lodged in courts situated in Goa and not elsewhere.
- E.** If the terms and conditions mentioned in the tender are contradicting the terms and conditions appearing elsewhere, then it shall be at the discretion of the Managing Director, InfoTech Corporation of Goa Ltd to choose the over-riding terms and conditions. In any case, the decision of the Managing Director, InfoTech Corporation of Goa Ltd shall be final and binding on all parties concerned.

6.5. Force Majeure:

- A.** Notwithstanding the provisions of contract, the bidder shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- B.** For Purposes of this clause, "Force Majeure" means an event beyond the control of the tenderer/bidder and not involving the tenderer's/bidder's fault or negligence and not foreseeable. Such events may include but are not restricted to acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- C.** If a Force Majeure situation arises, the tenderer/bidder shall promptly notify the purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the purchaser in writing the tenderer/bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all prevented by the force majeure event.
- D.** The purchaser may terminate this contract, by giving a written notice of minimum 30 days to the tenderer/bidder being unable to perform a material portion of the services for a period of more than 60 days and further may lead to blacklisting with ITG/GoG.



6.6.Penalty:

- A. Delay in Start of the work:** Selected Consultant by ITG shall start work from the date of acceptance to the work order, failing which; the Selected Consultant shall be liable of **Penalty of Rs. 1000/- per day** from the actual date of acceptance of work order **till the actual initiation of the work.**
- B. Delay in Completion of the work:** If project is not completed in time as per work order, if the delay is less than 30 days, the Selected Consultant shall be liable to pay additional **Penalty of Rs. 1000/- per day** from the stipulated completion date mentioned in work order **till the actual completion of the work.** If the delay is more than 30 days, the purchaser may terminate the contract and no further payment will be made to the agency.
- C.** The Empanelled Consultancy Firm cannot refuse to pay the penalty to ITG. Refusal shall be violation of the Terms & Conditions of this tender, and may lead to blacklisting of the bidder. However, decision of Managing Director (ITG) will be final in this regard.
- D.** If the Empanelled Consultancy Firm requires an extension of time in completion of work on account of occurrence of any hindrance, he/she shall apply in writing/ email prior to 01 month before the completion of the contract period but not after the stipulated date of completion of work order.
- E.** Date of services/contract/work may be extended with or without liquidated damages if the delay is on account of hindrances beyond the control of the bidder. The decision of the Managing Director, InfoTech Corporation of Goa Ltd, will be final in this regard.
- F.** The payment or deduction of such damages shall not relieve the Empanelled Consultancy Firm from his obligation to complete the Works or from any other of his duties obligations or responsibilities under the contract.
- G.** Unsatisfactory performance during service period will lead to levy of penalty up to maximum of 10 (ten) % of the total value of work order in respective Tiers will be levied from the contact value.
- H.** The Empanelled Consultancy Firm's should have sufficient replacement manpower to avoid delay in service.
- I.** Any specific SLA may be specified based on project type and as per requirement from Client Organization

6.7.Non-Disclosure /Access Sensitive Information:

- A.** The Empanelled Consultancy Firm's shall not disclose any information to any third parties without prior written authorization from the head of department or his/her designee. Furthermore, Empanelled Consultancy Firm's shall agree to take all



reasonable measures to safeguard any and all information relating to department Physical Security systems, practices, and/or operations that may be observed and/or discussed.

- B. Any failure of this duty to maintain and protect the confidentiality of the information described, including the unauthorized release of information to third parties could result in disciplinary action and loss of privileges. Empanelled Consultancy Firm's further recognize that it is the duty to report any such failure to the head of department or his/her designee immediately upon recognition of that failure.
- C. The Empanelled Consultancy Firm has to sign the Non- Disclosure Agreement with Client Organization if required.

6.8. Letter of Acceptance

Prior to the expiration of the period of bid validity, ITG will notify the Empanelled Consultancy Firm in writing or by fax or email, to be confirmed in writing by letter, that its bid for empanelment has been accepted. Upon the Successful Bidding process, ITG will promptly notify each successful bidder as Empanelled Consultancy Firm.

6.9. Signing of Contract

ITG shall notify the Successful Bidder as Empanelled Consultancy Firm. The Empanelled Consultancy Firm shall enter into contract agreement with ITG within the time frame mentioned in the Letter of Acceptance issued to the Empanelled Consultancy Firm by ITG

6.10. Failure to agree with the Terms & Conditions of the RFE / Contract

Failure of the Successful Bidder to agree with the Terms & Conditions of the RFE / Contract shall constitute sufficient grounds for the annulment of the award, in which event ITG may invite the next best Empanelled Consultancy Firm for negotiations or may call for fresh RFE.



CHAPTER 7 SELECTION OF EMPANELLED CONSULTANCY FIRM

7.1.Procedure for selection of Consultant as “ITG’s Empanelled Consultancy Firm for e-Governance (under Digital India Mission) Projects with ICT, Government Business Advisory and Management Consultancy Services (Tier-I) /TPA Services(Tier-III) for various Government Organizations” :

- A.** The scrutiny of the Eligibility cum Technical bid will be done by a committee duly constituted by ITG.
- B.** After the scrutiny of the Eligibility cum Technical bid by the Committee, the Commercial bids of the Bidder which have qualified in the Eligibility cum Technical bid shall be opened as notified in the NIT to determine the lowest (L1) quotes.
- C.** The offers shall be evaluated with L1 being the lowest offer. Thereafter ITG shall place before the consultants a list of the lowest (L1) rates obtained in respective Tier.
- D.** All the qualified Bidders shall be given an opportunity to match the lowest (L1) rates obtained for respective Tiers. If none of the bidders agree to match L1 rates then L1 alone will be empanelled. Thereafter, all the Bidders who match the lowest (L1) rates obtained by ITG will thereafter be listed as ITG’s empanelled Consultant in respective Tiers for e-Governance (under Digital India Mission) Projects with ICT, Government Business Advisory and Management Consultancy Services / TPA Services for various Government Organizations.

7.2.Procedure for selection of Consultant as “ITG’s Empanelled Consultancy Firm for Transaction Advisory (Tier-II) Services for infrastructure projects for various Government Organizations” :

- A.** The scrutiny of the Eligibility cum Technical bid will be done by a committee duly constituted by ITG.
- B.** Enlistment of the Consultants for providing Financial Consultancy and Transaction Advisory in respective Tiers. The decision of ITG in this regards will be final and binding.

7.3.Procedure for placement of work order for e-Governance (under Digital India Mission) Projects with ICT, Government Business Advisory and Management Consultancy Services (Tier-I) and TPA Services (Tier-III) for various Government Organizations on Empanelled Consultancy Firm:

- A.** ITG will display the list of the empanelled consultancy firms along with the rates on its website along with an Annexure form (for requisition from the Client Organization).



- B.** The Client Organization while submitting their request to ITG for e-Governance (under Digital India Mission) Projects with Information and Communication Technology and Government Business Advisory and Management Consultancy Services/Transaction Advisory/ TPA Services has to provide the details like the type of work, duration, type of resource, etc. preferred empanelled agency, if any etc as mentioned in the annexure form.
- C.** Based on the Client Organization's request, ITG may place the Consultancy work on respective Empanelled Consultancy. However, if there is no preferred empanelled agency mentioned then ITG will place the order of Consultancy on one of the empanelled Consultant as per its decision. The decision of ITG in this regards will be final and binding.

7.4.Procedure for placement of work order for Transaction Advisory (Tier-II) for infrastructure projects for various Government Organizations on Empanelled Consultancy Firm:

- A.** ITG is responsible only for empanelment of Consultant under various Tiers and to get the work done from selected Empanelled Consultancy Firm lies with the Client Organization. The Client Organization will approach ITG for any type of Consultancy related works with details available on ITG website.
- B.** ITG will gather and prepare requirement document on its own and then will invite closed quotations (by circulating scope document) among empanelled listed Consultants (Tier-II) based on the value of work, nature of work/ complexity involved. No General bid evaluation is required. ITG will clearly mention about the selection criteria where it will mention that agency will be selected based on L1.
- C.** Technical evaluation will be made on case to case bases depending on complexity of the Projects. The general guidelines for evaluation criteria are for understanding the scope, presentation on detailed approach and methodology, past experience of agency, qualification and competence of key professional staff/Project team, experience in similar projects, etc.
- D.** Interested agencies will response to closed quotations to ITG. The agency may also submit technical compliance response, if ask for specifically.
- E.** The quotation of the agency shall be opened by the Evaluation Committee constituted along with Client Organization for finalization of the cost and the agency. If Technical compliance bid is asked, the quotation shall be opened only after Technical response bid evaluation.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

- F.** Before commence of work, the agency shall submit performance Bank Guarantee of the total value of the project (excluding taxes). ITG will define SLA & payment milestones for each project requirement & ensure compliance.
- G.** ITG will be the *Monitoring Agency* for the entire project period and will charge additional to Client Organization to the final project cost as consultancy fee/ administrative charges.
- H.** During this tenure, ITG will monitor the development from time to time and accordingly release the payment in parts to the selected enlisted agency based on the sign off received from the Client Organization and payment schedule.
- I.** The decision of ITG in this regards will be final and binding.



CHAPTER 8 ESCALATION MATRIX

Escalation Matrix

All the Empanelled Consultancy Firms shall provide the escalation matrix details to be followed

Sr. No	Support Level	Name	Address	Phone No	Email
1	Level 1	Consultant Coordinator I	XXX	XXX	xxxx@
2	Level 2	Consultant Coordinator II	XXX	XXX	xxxxx@



CHAPTER 9 TERMS OF PAYMENT

- 9.1. Payment shall be made in Indian Rupees through NEFT/RTGS only.
- 9.2. Payments will be released subject to receipt of funds from the Client Organisations and completion certification issued by the Officials of the Client Organisations.
- 9.3. No advance payment will be made or no letter of credit will be issued to the agency.
- 9.4. All payments will be released within 60 days to the empanelled consultancy firm after receipt of payment invoice(s) with all necessary supporting documents.
- 9.5. The Selected empanelled consultancy firm will have full and exclusive liability for payment of all Duties, Taxes and other statutory payments payable under any or all of the Statutes/ Laws/ Acts etc. now or hereafter imposed. Purchaser shall not be liable to pay any such levies/other charges under or in relation to the empanelment. ITG shall be entitled to deduct TDS, GST, etc. (wherever applicable) from the payment made to the agency, from time to time.
- 9.6. No invoice for extra work/change order on account of change order will be submitted by the Empanelled Consultancy Firm unless said extra work/change order has been authorized/approved by the Purchaser in writing.



CHAPTER 10 PRE BID QUERIES FORMAT

- 10.1.** Interested tenderer/bidder may submit their pre-bid queries in specified following format through email at vishwas.kavthankar@nic.in, sweta.dalvi@nic.in and gaurav.naik@gov.in as per the time schedule prescribed in the NIT.

Tender : Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

Tender No: ITG-IT/0927/ Emp-IT-Consultancy/2022/1212 Date: 16/08/2022

Pre-Bid Queries

S. No	Bidder	Tender Document Page No.	Clause No.	Current Clause /Requirement Description	Query/ Suggestion for Change

- 10.2.** As a result of pre-bid queries, if modifications in the bidding document, specifications of services are considered necessary, they may be done by issuing a addendum/ corrigendum and the corrigendum/ addendum will be placed on all the websites as specified in the NIT.
- 10.3.** The tendering authority reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate or do not find any merit in it.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

CHAPTER 11 COMMERCIAL BID (Tentative)

Info Tech Corporation of Goa Limited (A Government of Goa Undertaking) [An ISO 9001:2015 and ISO 27001:2013 Certified Company] IT HUB, 3rd Floor, Altinho, Panaji – Goa – 403001										
Ref. E-Tender Notification No:ITG-IT/0927/ Emp-IT-Consultancy/2022/1212 Dated 16.08.2022										
Comercial Bid (tentative)										
Name of works:- Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa										
Name of the Bidder										
Sr. No.	Item Code	Item Name	Scope of the works	units	Qty.	Rate per unit (Excl. of taxes)	GST in %	GST In Rs.	Rate per unit Inc. of GST in Figures	Rate per unit Inc. of GST in words
A	B	C	D	E	F	H	I	J	K	L
Commercial Bid for Tier 1A (Consultancy services for E-Governance (Digital India) Projects with ICT, Government Business Advisory and Management Consultancy services)										



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

1	CS1-Tier IA	Principal Consultant	Refer Scope	Per Person/ resource per month	1					
2	CS2-Tier I A	Senior Consultant	Refer Scope	Per Person/ resource per month	1					
3	CS3-Tier IA	Consultant	Refer Scope	Per Person /resource per month	1					
4	CS4-Tier IA	Associate Consultant	Refer Scope	Per Person /resource per month	1					



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

Commercial Bid for Tier IB (Consultancy services for E-Governance (Digital India) Projects with ICT, Government Business Advisory and Management Consultancy Services)

5	CS5-Tier IB	Principal Consultant	Refer Scope	Per Person /resource per month	1					
6	CS6-TierIB	Senior Consultant	Refer Scope	Per Person /resource per month	1					
7	CS7-Tier IB	Consultant	Refer Scope	Per Person /resource per month	1					
8	CS8-Tier IB	Associate Consultant	Refer Scope	Per Person /resource per month	1					



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

Financial Bid for Tier III A(Third Party Audit (TPA) Agency services)										
9	TPA1-Tier III A	Principal Consultant	Refer Scope	Per Person /resource per month	1					
10	TPA2-Tier III A	Senior Consultant	Refer Scope	Per Person /resource per month	1					
11	TPA3-Tier III A	Consultant	Refer Scope	Per Person /resource per month	1					
12	TPA4-Tier III A	Associate Consultant	Refer Scope	Per Person /resource per month	1					
Commercial Bid for Tier III B(Third Party Audit (TPA) Agency services)										
13	TPA1-Tier III B	Principal Consultant	Refer Scope	Per Person /resource per month	1					



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

14	TPA2-Tier III B	Senior Consultant	Refer Scope	Per Person /resource per month	1					
15	TPA3-Tier III B	Consultant	Refer Scope	Per Person /resource per month	1					
16	TPA4-Tier III B	Associate Consultant	Refer Scope	Per Person /resource per month	1					

Note 1: Rates should be valid for three (03) years.

Note 2: Bidder may quote for all the tiers/categories or individual category/tier separately.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

ANNEXURE-I BID FORM (TO BE UPLOADED)

NIT Reference: Tender No.: ITG-IT/0927/ Emp-IT-Consultancy/2022/1212

Date: 16/08/2022

I. Related details:

1.	Name of Bidder with Office Address				
2.	Name & Designation of Authorized Signatory				
3.	Year of Establishment				
4.	Type of Firm	Public Ltd.	Private Ltd.	Partnership	Proprietary
	Put Tick (<input type="checkbox"/>) mark				
5.	Telephone Number(s)/ Mobile				
6.	Website URL if any				
7.	Fax No.				
8.	Email Address				
9.	Registered Office Address in Goa	Address			
		Phone		Fax:	
		Contact Person			

II. We agree to abide by all the conditions mentioned in this Bid Document issued by the Bidding Authority and also the further conditions of the said Bid Notice given in the attached sheets (all the pages of which have been digitally signed by us in token of acceptance of the terms mentioned therein).

III. This Bid form and Terms & Conditions in token of acceptance along with duly filled letter of undertaking / declaration.

Signature : _____
Name : _____
Designation : _____
Place : _____
Date & Seal : _____



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

**ANNEXURE-II BIDDERS UNDERTAKING
(Indicative Format)**

(The form should be signed with seal and then scanned and uploaded on the e-Tender portal)

(Certificate to be issued by bidder on the company letterhead)

UNDERTAKING

To,
The Managing Director,
InfoTech Corporation of Goa Ltd,
Altinho-Panaji, Goa.

**Sub: Undertaking for participating in the tender reference: Tender No.: ITG-IT/0927/
Emp-IT-Consultancy/2022/1212 Date: 16/08/2022**

We, _____<Name of the firm>_____, having a registered office at _____<Office address>_____, bearing registration no. _____<Registration no.>_____, state the following against the tender for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa.

- I. We hereby agree to strictly abide by the Terms & Conditions of the tender, and also to undertake full responsibility for providing services with support.
- II. We hereby confirm that we are presently neither blacklisted/barred by Government / Semi – Government / Quasi- Government organization or Govt. Corporation on the date of notice inviting tender.
- III. We hereby confirm that we are not be convicted of an criminal offence by any competent court of law or Bidder should not have any pending cases filed against any client nor suspended or terminated on account of non performance and/or defective/dissatisfactory performance of contract in similar work at the time of issue of tender document of last three years/two years as applicable.
- IV. We hereby confirm that we are not be insolvent, in receivership, bankrupt or being wound-up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the fore going reasons at the time of issue of tender document for last three years/two years as applicable.
- V. We hereby also declare that all the particulars furnished by us in this Tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

disqualification from this tender and also are liable for any penal action that may arise due to the above.

- VI.** We declare that the Eligibility cum technical bid has been submitted without any conditions and strictly as per the conditions of the tender document and we are aware that the bid is liable to be rejected if it contains any other conditions.

(Signature with seal / stamp of the company)

Name & Designation:

Date & Place:



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

ANNEXURE-III CV FORMAT

(To be used for providing resumes for profile review as per PQ and TQ specified and for all projects in the future)

Proposed Position & Skill Set (Principal Consultant, Senior Consultant, Associate Consultant, Consultant)	Name of Firm	Name of Staff [Insert full name]	Date of Birth	Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]	Membership of Professional Associations / Societies	Summary of key Training and Certifications	Countries of Work Experience: [List countries where staff has worked in the last ten years]	Language Proficiency (Read/Write/Speak) - (Excellent/Good/Fair)	Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment as per format provided] From [Year]: To [Year]: Employer: Positions held:	Highlights of assignments handled and significant accomplishments. Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:	Intellectual Property Published: Patents, Copyrights, White papers relevant to the scope of work. Provide documentation from appropriate body.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

ANNEXURE-IV

KEY PERSONNEL WORK DESCRIPTION

T1		Managerial Profile	Indicative Work Description
1	Business Process Re-Engineering	Study of business processes, Organization structure of government departments, preparation of As-Is Process maps, identification and analysis of gaps and proposing To-Be processes for improved and efficient delivery of G2G, G2B and G2C services with the use of ICT.	
2	Strategy and Management –Application Rollout	Consultancy for strategic planning and management during any/ all phases of project on assessment/ planning/ implementation/ continuous improvement of strategy for implementation and rollout of large/medium/small ICT/e-Governance service delivery project including feasibility study/policy assessment/impact assessment/IT roadmap etc.	
3	Project Management	To provide consultancy support in any/all phases of the project viz: initiation, planning, executing, controlling, monitoring, transitioning while managing scope, time, risk etc. before, during and after implementation of any ICT/e-Governance service delivery project	
4	DPR, RFE Preparation and Bid Process Management	Consultancy during any/all phases of Bid Process Management including preparation of Detailed Project Report (DPR), Business model, risk analysis, stakeholder analysis, RFE Preparation (requirement gathering/functional requirement specifications/implementation timelines/defining service levels/payment terms/contract finalization/costing model etc.), pre- bid meetings, evaluation of bids (Pre- Qualification/Technical/Financial) etc.	
T2		Functional Profile	Indicative Work Description



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

6	Finance and Accounts	Provide consultancy during any/all phases of enablement/strategic planning/operations for Government department/organization/institution on matters related to finance and accounts which may include accounting processes, advisory, analysis, chart of Accounts and audits etc.
7	Procurement policies	Provide consultancy on procurement matters in Government department/organization/institution including providing assistance on procurement of goods and services. Advise/manage on matters related to e-Procurement/ tender process/ policies/ standard operating procedures/ templates etc.
8	HR management, Capacity Building	Consultancy on preparation of HR Policy, manpower and organization re-structure, training, capacity building, organization development, HR manuals etc.
9	Legal matters	Consultancy support during any/all phases of project on matters related to contract drafting & validation, legal advice, arbitration, conflicts etc. It may also include functional advisory on ICT enablement projects with Government department/organization/institutions
T3	Technical Profile	Indicative Work Profile
10	Solution Architect	Consultancy during any/all phases of the project on design and architecture for Hardware/Software requirements in simple/ complex heterogeneous systems environments for large/medium/small projects leading to enablement of IT enabled Service delivery (G2G/G2B/G2C) for government departments/organizations/institutions.
11	Computing, storage, virtualization	Consultancy during any/all phases of the project on sizing/solutions design for large/medium/small projects which may have requirements for IT infrastructure setup (Computing/Storage/ Virtualization) in simple/ complex heterogeneous systems environments leading to enablement of IT enabled service delivery (G2G/G2B/G2C) for government departments/organizations/institutions.
12	Data Centre – Power Infrastructure	Consultancy during any/all phases of the project on conceptualization/design/architecture/analysis/monitoring/performance improvement for Electrical Power requirements for Large/Medium/Small Server Room/Data Centre requirements.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

13	Data Centre – Cooling infrastructure	Consultancy during any/all phases of the project on conceptualization/design/architecture/analysis/monitoring/performance improvement for Large/Medium/Small Server Room/Data Centre Cooling requirements.
14	IT Network Specialist	Consultancy during any/all phases of the project on conceptualization/design/architecture/analysis/SLA monitoring/Third Party Audit/ performance improvement for Large/Medium/Small Networking/LAN/WAN/e-Governance project with government departments/organizations/ institutions.
15	IT Security Specialist	Consultancy on IT Security during any/all phases of the project on conceptualization/design/architecture/analysis/ SLA monitoring/Third Party Audit/compliance/certification forISO27001/Security Audit/performance improvement forLarge/Medium/Small IT Enablement/Service delivery/e-Governance project with government departments/organizations/ institutions.



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

ANNEXURE-V EDUCATIONAL QUALIFICATION

Educational Qualifications and Experience of Various Positions Table:

Tier IA and Tier IB

Table : T1 [Qualification: Management Profile]

S. No	Position	Educational Qualification	Min Experience in No. of Years
1	Principal Consultant	Post Graduate/ Graduate with MBA from Reputed Institutions	12-15
2	Senior Consultant	Post Graduate/ Graduate with MBA from Reputed Institutions	10-12
3	Consultant	Post Graduate/ Graduate with MBA from Reputed Institutions	6-10
4	Associate Consultant	Post Graduate/ Graduate with MBA from Reputed Institutions	0-6

Table: T2 [Qualification: Functional Profile]

S. No	Position	Educational Qualification	Experience in No. of Years
1	Principal Consultant	Commerce/Economics Graduate/ Post Graduate with CA/CS/MBA Finance/ LLB	12-15
2	Senior Consultant	Commerce/Economics Graduate/ Post Graduate with CA/CS/MBA Finance/ LLB	10-12
3	Consultant	Commerce/Economics Graduate/ Post Graduate with CA/CS/MBA Finance/ LLB	6-10
4	Associate Consultant	Commerce/Economics Graduate/ Post Graduate with CA/CS/MBA Finance/ LLB	0-6



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

Table: T3 [Qualification: **Technology Profile**]

S. No	Position	Educational Qualification	Experience in No. of Years
1	Principal Consultant	Engineering Graduate/ Post Graduate with certification or specialization in domain areas	12-15
2	Senior Consultant	Engineering Graduate/ Post Graduate with certification or specialization in domain areas	10-12
3	Consultant	Engineering Graduate/ Post Graduate with certification or specialization in domain areas	6-10
4	Associate Consultant	Engineering Graduate/ Post Graduate with certification or specialization in domain areas	0-6

Table: T4 [Qualification: **Government Business Advisory and Management Consultancy Services**]

S. No	Position	Educational Qualification	Experience in No. of Years
1	Principal Consultant	Post Graduate/ Graduate in relevant subject with MBA from Reputed Institutions	12-15
2	Senior Consultant	Post Graduate/ Graduate in relevant subject with MBA from Reputed Institutions	10-12
3	Consultant	Post Graduate/ Graduate in relevant subject with MBA from Reputed Institutions	6-10
4	Associate Consultant	Post Graduate/ Graduate in relevant subject with MBA from Reputed Institutions	0-6



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

Tier II

S. No	Position	Educational Qualification	Experience in No. of Years
1	Principal Consultant	Engineering Graduate/ Post Graduate with certification or specialization in domain areas with MBA from Reputed Institutions	12-15
2	Senior Consultant	Engineering Graduate/ Post Graduate with certification or specialization in domain areas with MBA from Reputed Institutions	10-12
3	Consultant	Engineering Graduate/ Post Graduate with certification or specialization in domain areas with MBA from Reputed Institutions	6-10
4	Associate Consultant	Engineering Graduate/ Post Graduate with certification or specialization in domain areas with MBA from Reputed Institutions	0-6

Tier III A and Tier III B

S. No	Position	Educational Qualification	Experience in No. of Years
1	Principal Consultant	Post Graduate/ Graduate with MBA from Reputed Institutions	12-15
2	Senior Consultant	Post Graduate/ Graduate with MBA from Reputed Institutions	10-12
3	Consultant	Post Graduate/ Graduate with MBA from Reputed Institutions	6-10
4	Associate Consultant	Post Graduate/ Graduate with MBA from Reputed Institutions	0-6



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

Note:

- *CVs needs to be provided in the format provided as Annexure III in the RFE*
- *Principal Consultant with anyone from above list of Key Personnel should attend all the weekly/monthly meetings with Client Organization/ITG and should also represent all the important meetings whenever required.*



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

ANNEXURE-VI
ILLUSTRATIVE FORMAT FOR ESTIMATED RESOURCE DEPLOYMENT FOR PROJECT

S. No.	Resource	Number Required	For number of Month(s)	Rate/month as finalized	Cost to the Project (₹)
(1)	(2)	(3)	(4)	(5)	(6)=(3x4x5)
1.	Principal Consultant				
2.	Senior Consultant				
3.	Consultant				
4.	Associate Consultant				
5.	Resource Cost `				RC=
6.	Travel Cost, if any (shouldn't exceed 15% of RC) `				TC=
7.	Total Cost				C=

RC=Total of Sl. No. 1 to 5 of column 6. C = RC+TC

- 1 For each job/location the bidder will assess resource requirements as above and submit a complete proposal for appropriate approvals.
- 2 Travel cost will be reimbursed as per actuals or 15% of RC whichever is less.
- 3 During the periodic review of the job progress, if the Client Organization finds that the job is not progressing towards its scheduled completion; the bidder will deploy additional resources without any extra charge.
- 4 For long duration projects, the bidder will also prepare a phased delivery and payment schedule to enable Client Organization to recommend phased payments.

Signature : _____
Name : _____
Designation : _____
Place : _____
Date & Seal : _____



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

**ANNEXURE-VII
ILLUSTRATIVE FORMAT FOR INFORMATION OF JOBS**

Please specify five IT consultancy (Tier IA)/ Transaction Advisory (Tier II)/TPA (Tier IIIA) jobs each of value more than Rs. 50 lakhs undertaken and successfully completed in the last three years. Information may be submitted in the following format. Please attach separate sheet for each project and submit work orders & satisfactory completion certificates from the clients

- 1 Name of the Client with address
- 2 Year of undertaking the project 2019-2020/2020-2021/2021-2022
- 3 Project Name and summary (5 to 10 lines)
- 4 Project Start Date
- 5 Project Completion Date
- 6 Project Cost
- 7 Name of the Client's Contact person with phone number



Tender Document for Request for Empanelment of Consulting Firms for e-Governance (under Digital India Mission) Projects with ICT /Transaction Advisory/ TPA Services for various Government Organizations in the State of Goa

**ANNEXURE-VIII
ILLUSTRATIVE FORMAT FOR INFORMATION OF JOBS**

Please specify two IT consultancy (Tier IB)/ TPA (Tier IIIB) jobs each of value more than Rs. 05 lakhs undertaken and successfully completed in the last three years. Information may be submitted in the following format. Please attach separate sheet for each project and submit work orders & satisfactory completion certificates from the clients

- 1 Name of the Client with address
- 2 Year of undertaking the project 2019-2020/2020-2021/2021-2022
- 3 Project Name and summary (5 to 10 lines)
- 4 Project Start Date
- 5 Project Completion Date
- 6 Project Cost
- 7 Name of the Client's Contact person with phone number