



भारतीय दूरसंचार विनियामक प्राधिकरण

Telecom Regulatory Authority of India

(IS/ISO 9001-2008 Certified Organisation)



**INVITATION OF
EXPRESSION OF INTEREST (EOI)
FOR
EMPANELMENT OF APPLICATION SERVICE
PROVIDERS FOR PROVIDING VARIOUS ICT BASED
SOLUTIONS TO TRAI**

TELECOM REGULATORY AUTHORITY OF INDIA

Mahanagar Doorsanchar Bhawan (next to Zakir Hussain College)

Jawaharlal Nehru Marg (Old Minto Road)

New Delhi: 110 002

Invitation of Expression of Interest (EOI)
for
“Empanelment of Application Service Providers for providing various ICT based solutions to TRAI”

1. Introduction

1.1. Brief about TRAI:

The Telecom Regulatory Authority of India (TRAI) was established with effect from 20th February 1997 by an Act of Parliament, called the Telecom Regulatory Authority of India Act, 1997, to regulate telecom services, including fixation of tariffs for telecom services which were earlier vested in the Central Government.

TRAI's mission is to create and nurture conditions for growth of telecommunications in the country in a manner and at a pace which will enable India to play a leading role in emerging global information society. One of the main objectives of TRAI is to provide a fair and transparent policy environment which promotes a level playing field and facilitates fair competition. TRAI also monitors and ensures compliance of standards to ensure good service to consumers. TRAI presently monitors the performance of service providers through following ways: -

- (i) Performance Monitoring Reports (PMRs) submitted by respective TSPs
- (ii) Auditing & Assignment of QoS through independent audit agencies
- (iii) Drive Test & Field Test at various locations
- (iv) QoS Analytics Portal provides an aggregated view of call drop rate figures submitted by TSPs.
- (v) The TRAI - “MySpeed” APP allows the telecom users to measure their data speed & share the results with TRAI. MySpeed Portal helps to explore mobile data experience of consumers across India.

For functional convenience, TRAI has divided its activities in six broad verticals namely NSL, BB&PA, B&CS, F&EA, QoS, Consumer Affairs and IT. Due to M- Governance, E-Governance, Digital India, Smart Cities policies of Govt, the demand for a wide range of services based on ICT platform involving M2M and internet of things (IOT) etc. has increased manifold in recent times. The coming years are likely to see a big boom in the areas of E/M-Governance, Digitalisation and Smart City Solutions, besides other applications of M2M and

IOT. In the wake of Government thrust on initiatives focussing primarily on technology based services for improving governance and citizen services, TRAI envisages massive expansion in the field of ICT and E/M-Governance services.

Accordingly, TRAI invites proposal from Application Service Providers (ASP)/IT Solution Providers/ IT infrastructure maintenance/Cloud Management having the capability of providing customised ICT based solutions in telecom/broadcasting domain and are willing to work with TRAI in the new envisioned areas. The Application Service Providers (ASP)/IT Solution Providers should have sound domain knowledge to conceptualise, develop, test, implement and support cutting edge solutions, utilising the mobile, data centre services and open source technologies. ASP(s) should have experience of integration of the software application, database management, Cloud/data centre administration, Mobile Applications etc. The responsibility of exploring the opportunity, bringing/designing solution, hardware, software and managing the same will be that of TRAI partners i.e. Application Service Providers (ASP)/IT Solution Providers.

1.2. Vision

TRAI has outlined a vision to have an integrated platform to effectively measure & represent the network performance of Telecom and Broadcasting stakeholders towards customer perceived quality of service.

2. EOI Scope

TRAI requires resources as part of their IT team to implement various IT solutions. TRAI, as a part of its E-governance initiative wants to roll-out IT solutions with the involvement of private sectors. This EOI is in response to the expressed need of TRAI to Short-list various vendors as explained in this EOI. The aim is to empanel vendors as Application Service Provider/IT Solution Provider (herein after referred to as ASP).

EOI is intended to evaluate and short-list various vendors based on the technical and domain knowledge for empanelment on following terms-

- i. All rights on software/solutions developed by vendors would be vested with TRAI. ASP would be fully responsible for the quality of implementation and services for his implementation.
- ii. Development of solution will be on open source platforms and source code of all such development(s) will be provided to TRAI and stored at the designated location indicated by TRAI.
- iii. The ASP(s) are allowed to configure, change the solution as per the TRAI's requirement. These ASP(s) have to report the new changes/features of the solution to TRAI. Vendor will be responsible for bug-fixing, updates and next release of the software.
- iv. The detailed Roles & Responsibilities and Term & Conditions would be part of final agreement.
- v. The ASP should be capable of requirement gathering, preparing technical documents, solution designing, developing, testing, implementing, maintenance and exploring new techniques/processes/methodologies. Handling of staging environment, production environment, cloud administration
- vi. The ASP's solutions in general should be able to enhance and scale the software application to meet the changing needs of TRAI, the changing technologies and changing regulatory environment as well.
- vii. The E-Governance, M-Governance and M2M solutions generally involve devices also that need to be managed (provision, de-provision, suspend, control, trouble shoot, test, map to a Connection ID etc). Thus the ASP will be responsible for providing the hardware as well as software apart from all such devices wherever required. The ASP shall have to do all operation and management of the hardware devices.
- viii. To explore the possibility for optimum utilisation of TRAI's available infrastructure in providing digital solution to the organisation.

- ix. The ASP may be required to depute developer/support/monitoring team at TRAI along with their own IT resources or need to provide support from vendor's own office.
- x. The ASP may be required to establish project management unit as a project
- xi. These features are indicative and not exhaustive. Any other details of the software/services to be offered may also be provided to concern ASP/vendor after approval by TRAI.
- xii. For awarding work detailed RFP will be floated to empanelled agencies. Technical Evaluation Committee will evaluate technical proposal and shortlist the qualified empanelled vendors. Further Financial Evaluation Committee will evaluate financial bids of technically qualified empanelled vendors. Subsequently qualified shortlisted vendor will be awarded the work.
- xiii. The total cost of individual work/project not exceeding Rs. 1 crore in financial year or complete empanelment period will be awarded to the empanelled vendors. The total cost of the work/project will be judged by the Technical/Financial Evaluation Committee.
- xiv. Upto 7-8 vendors will be empanelled under this EoI, however TRAI reserves the right to decide the total numbers of vendors to be empanelled.
- xv. TRAI reserves the right to decide the works/projects to be done through empanelled vendors or from an agency outside the panel, in case Technical/Financial Evaluation committee didn't find any suitable vendor or project cost exceeds Rs. 1 crore.

3. Information on present setup

TRAI will give orientation training about the functionality of various TRAI IT projects. Available documents like User Manual, Design Document, Training Material, and Source Code would be made available to the selected vendor.

I. QoS Analytics Portal

(<http://www.analytics.trai.gov.in>)

The TRAI - “QoS” Portal allows telecom users & TSPs to explore and compare results of call drop rate submitted by various telecom operators. Users can view performance metrics from service area to district to the city and finally to the BTS level. The portal also provides a search facility so that the user can search a location anywhere in the country and get information about the BTS’s location.

II. MySpeed APP & Portal

(<http://www.myspeed.trai.gov.in/>)

The TRAI - “MySpeed” APP allows the telecom users to measure their data speed & share the results with TRAI. The application also sends network delay, packet loss along with device and location to TRAI servers to further aggregate these results on the portal.

The TRAI - “MySpeed” Portal allows the telecom users & TSPs to explore the mobile data experience of consumers across India. Users can select a location over a map & view/compare the upload & download speed, signal strength provided by operators on 3G/4G network.

III. Independent Drive Test Portal

(<http://www.analytics.trai.gov.in:8001/trai/qos/index.php>)

IDT Portal allows TSPs and other stakeholders to view & explore the results of independent test done by audit agency. Reports are published on the portal that capture details/KPIs like Call setup success rate, Rx Quality, Call drop rate, Hand Over success rate over an area/location identified for tests.

IV. MyCall APP & Portal

(<https://play.google.com/store/apps/details?id=com.trai.mycall&hl=en-gb>)

TRAI intends to have a Voice Call feedback application with features on all major mobile phone platforms to capture customer experience on voice quality

V. TCCCP Portal

(<http://www.nccptrai.gov.in/nccpreistry/>)

The primary objective of the National Do Not Call Registry (NDNC Registry) is to curb Unsolicited Commercial Communication (UCC). The NDNC Registry will be a database

having the list of all telephone numbers of the subscribers who do not want to receive UCC. The Telemarketer will have to verify their calling telephone numbers list with the NDNC registry before making a call.

VI. SPP Portal

(<http://115.113.49.152:8080/SPRP/>)

Facilitates TRAI to collect information relating to service providers providing Broadcasting services and Cable services.

VII. MIS Portal

(<https://traiportal.gov.in/wps/portal/>)

It is a web portal used to upload telecom (2G, 3G, CDMA, GPRS, etc.) data by TSPs for MIS reports. Data is being uploaded by TSPs on this portal and after the verification of uploaded data by concerned division of TRAI, data is pushed to the database to generate MIS reports.

VIII. TCCMS Portal

(<http://www.tccms.gov.in/>)

This portal has been developed to help the customer in processing their complaints. It facilitates customers by providing details of the complaint centre for lodging a complaint with their telecom service provider, details of the appellate authority to escalate the issue in case their complaint has not been addressed satisfactorily by the telecom service provider, view the status of a complaint already lodged, and check the status of the appeal lodged with the appellate authority.

IX. DND APP

(<https://play.google.com/store/apps/details?id=trai.gov.in.dnd&hl=en-gb>)

DND (Do Not Disturb) Services App enables smart phone users to register their mobile number under DND to avoid Unsolicited Commercial Communication (UCC)/ Telemarketing Calls / SMS. This is based on TRAI's, "Telecom Commercial Communication Customer Preference Regulations, 2010"

X. BCCMS Portal

(Under development)

This portal is being developed to help TRAI's CA (Consumer Affairs) division to process the broadcasting complaints. The complaints received at TRAI either offline or online through email are being forwarded to the respective service provider for their action. Action taken upon the complaints by service providers are updated on the portal.

4. Expression of Interest

TRAI invites Expression of Interest bids in the format given in Annexure- I (Part A & Part B).

4.1. Eligibility Conditions

The bidder is required to meet the following criteria and submit documentary proof as under seriatim along with their offer: -

- (i) The bidder should be a corporate entity duly incorporated in India under the relevant laws and engaged in the business of providing E-GOV, M-GOV, M2M and IOT solutions. (Copies of MOU, Article of Association, Certificate of incorporation to be submitted).
- (ii) The bidder should have a minimum experience of 3 years and have provided, during consecutive last three years, ICT based solutions to at least 1 corporate customer or Govt Dept./Organisation, PSU & Autonomous/Statutory bodies and have successfully executed work of minimum cost of Rs. 5 lakh per year (The Project completion certificates, along with a copy of work order/contract/agreement from the client/owner to be submitted).
- (iii) Bidders should also have undertaken design/development/implementation etc. for Apps/Portals/Website/Analytics in telecom/broadcasting domain and need to submit necessary supporting documents.
- (iv) The bidder's profile along with its turnover in the last three years shall be submitted. The bidder must have a minimum average annual turnover of Rs. 2.0 crore (Rs. Two Crore) during the last three financial year. (Attach Audited Accounts statements).
- (v) The bidder should have a positive net worth in consecutive last three years. (Copy of the same certified by CA to be submitted)
- (vi) The bidder should have a valid GST registration certificate. (Copies of relevant tax/registration certificates to be submitted).
- (vii) The bidder should not have been blacklisted for bad performance/delayed delivery or for any other reason by any Central/State Govt departments, Autonomous bodies, Private organisation from participating in projects either individually or as a member of a consortium as on the date of submission of EOI.

- (viii) The bidder must submit self-undertaking on the compliance of regulatory and legal guidelines issued by GOI/DOT/TRAI regarding M-Gov, E-Gov, IOT/M2M Solutions.
- (ix) The bidder should submit a self-declaration that they are ready to undertake a pilot project at his own cost if so desired by TRAI.
- (x) The bidder will be required to provide detailed manpower costing (designation-wise) which should not be greater than the manpower costs of NICSII III-tier empanelled vendor (refer: www.nicsii.com). The NICSII III-tier manpower costs will be treated as upper limit for short listing of vendors.

4.2. Caution Deposit

The bidder needs to submit refundable caution deposit of Rs. 50,000/- in the form of Demand Draft (DD) in the name of 'Telecom Regulatory Authority of India (TRAI), New Delhi' along with EOI.

The caution deposit will be refunded to those bidders who do not qualify and shortlist under this EOI. The caution deposit will be refunded, without interest, after one month of declaration of shortlisted bidders and will be retained for qualified and shortlisted bidders only.

The caution deposit of the shortlisted bidders will be adjusted against Bank Guarantee which is required to be submitted after RFP and award of work/project to qualified shortlisted bidder.

4.3. Validity of the EOI

The EOI bid submitted by the bidder will be valid for 180 days from the last date of submission of the bid.

4.4. EOI Submission

All the necessary information as sought in this EOI are required to be provided by supplier/solution provider before the last date and time of submission.

The last date for submission of EOI is **16th February, 2018 (not later than 12.00 PM)**. Any EOI received after the specified date shall be rejected and returned unopened. TRAI reserves the right to accept or reject an EOI without assigning any reason. The important dates with reference to this EOI are given below:-

- i. Date of floating of EOI: 09th January, 2018**

ii. Last date for submission of EOI: 16th February, 2018 (upto 12.00 PM)

4.5. Pre-bid Meeting/ Clarifications

The EOI bid submitted by the bidder will be valid for 180 days from the last date of submission of the bid.

4.5.1 A Pre-bid meeting of all the Bidders will be convened as follows-

i. Date of pre-bid Meeting: 23rd January, 2018

ii. Time of pre-bid Meeting: 02:30 PM

iii. Venue: 3rd Floor Conference Hall, TRAI.

4.5.2 After deliberations in the pre-bid meeting, if found necessary, the queries along with the answers/clarifications will be sent to all prospective bidders.

4.6. Documents to be enclosed with EOI

4.6.1. List of documents:

- a. EOI document duly signed and stamped on each page
- b. Bid form containing complete details such as company name, address etc as per Annexure-I Part-A.
- c. Bidder's disclosures to support the various clauses in the eligibility criteria as per Annexure-I Part-B.
- d. Authority letter to designate a person to interact with TRAI.

4.7. Bid Submission

The Bid is to be submitted in one sealed cover containing two separate envelopes as explained below:

4.7.1. Envelope A: It should contain all the documents listed under para 3.6.1. The outer cover should mention "Envelope A-Documents only".

4.7.2. Envelope B: It should contain processing fees. The outer cover should mention "Envelope B- Processing Fees". This envelope must contain a Demand Draft in favour of TRAI for Rs. 2000/- which will be considered as processing Fees. Bids received without processing will be rejected straightway. No bank guarantee will be acceptable in lieu of Demand Draft.

Put both the envelopes A and B in another envelope mentioning on outer cover "EOI for Empanelment of Application Service Providers at TRAI" and address it to "TRAI" must be

submitted to TRAI on or before last date of submission as mentioned above. Bids received later than the said schedule will not be opened and will be returned to the bidders, as unopened.

4.8. Opening of Bids

The bids will be opened as per the following schedule.

- i. Date: 16th February, 2018**
- ii. Time: 02:30 PM**
- iii. Venue: 3rd Floor Conference Hall, TRAI.**

In case there is any change in the schedule, information will be sent through email to the participating bidders at least three working days prior to convening of such a meeting.

4.9. Instructions to the Bidders

- 4.9.1.** TRAI may at its discretion- extend the deadline for the submission of EOI by amending the EOI documents, in which case all rights and obligations of TRAI and bidders previously, subject to the deadline, will thereafter be subjected to the deadline as extended.
- 4.9.2.** To assist in the examination, evaluation and comparison of EOI, TRAI at its discretion can ask the bidder for clarification of its EOI. The request for clarification and the response shall be in writing. However, no post submission of EOI, clarification at the initiative of the bidder shall be entertained. .
- 4.9.3.** Prior to submitting their Expression of Interest, the Bidders, if desire, may visit TRAI with prior appointment only.
- 4.9.4.** Only two members per bidder are allowed to attend Pre-bid meeting. All queries to be submitted before 48 hrs in advance to email id: advisorit@trai.gov.in (with copy to videepkumar@trai.gov.in) having subject 'TRAI-EOI Pre-Bid Query'.
- 4.9.5.** Bidders may be called for making a presentation before the TRAI committee.
- 4.9.6.** TRAI representatives may visit bidder's facilities for the assessment.
- 4.9.7.** At any time before the submission of EOI, TRAI may carry out amendment(s) to this EOI document and/or the schedule. The amendment will be made available on the website (www.trai.gov.in) and will be binding on them.
- 4.9.8.** TRAI authorities reserve the right to accept or reject any application without assigning any reason thereof.
- 4.9.9.** Bids that are incomplete in any respect or those that are not consistent with the requirements as specified in this document or those that do not adhere to the formats,

wherever specified may be considered non-responsive and may be liable for rejection and no further correspondences will be entertained with such bidders.

- 4.9.10.** Canvassing in any form would disqualify the applicant.
- 4.9.11.** The bidder must sign on each page of the bid document submitted, as a token that all terms and conditions reflected therein have been fully understood.
- 4.9.12.** Any wilful concealment of facts by the bidder, if detected at any stage of processing, will lead to the rejection of the bid.
- 4.9.13.** All the documents submitted in response to this EOI must be properly bonded. No loose document should form a part of the bid. Each page must have a footer containing the information on the pages as per the format “Current Page Number / Total number of pages” . .
- 4.9.14.** Preferably there should not be any over-writing. However, any corrections must be initiated by the authorized person.
- 4.9.15.** TRAI reserves the absolute right to cancel the EOI process and reject any or all of the bids at its sole discretion.
- 4.9.16.** This EOI does not constitute and will not be deemed to constitute any commitment or confirmation on part of TRAI for any purchase/work order to the bidders.
- 4.9.17.** Bidders shortlisted in the aforesaid EOI shall be required to sign an Agreement with TRAI on mutually accepted terms and conditions. The validity of such Agreement shall be for a period of 2 years and further extendable by 1 year at the sole discretion of TRAI.
- 4.9.18.** The bidder shall bear all cost associated with the preparation and submission of its response to this EOI including cost of demo/presentation for the purpose of clarification of the offer if so desired by TRAI. TRAI will in no case be responsible for these costs regardless of the conduct or outcome of the EOI process.
- 4.9.19.** EOI document duly completed and signed by the authorized signatory should be submitted in a sealed cover super scribing “EOI for empanelment of Application Service Providers for providing new business solutions to TRAI”
- 4.9.20.** Due diligence should be exercised while providing information against the EOI. Unnecessary or irrelevant information will not give any advantage to the bidder. Only relevant and precise information should be provided. If any information provided by the bidder is found to be incorrect at any stage it would render his or her bid liable for rejection and the empanelment fee shall be forfeited.
- 4.9.21.** At any time prior to the last date of receipt of the offers, TRAI may for any reason whether at its own initiative or in response to a clarification requested by prospective

bidder modify the EOI document and all formats including Annexures by issuing clarification and/or amendment. In order to provide prospective bidders reasonable time to take the amendment into account in preparing their offers, TRAI may, at its sole discretion, extend the last date for receipt of offers and or make other changes in the requirement set out in the invitation for EOI.

4.9.22. While this EOI has been prepared in good faith neither TRAI nor its employees make any representation or warranty, express or implied or accept any responsibility or liability whatsoever in respect of any statement or omission herein or the accuracy, completeness or reliability of information and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this EOI even if any loss or damage is caused by any act or omission on their part. Bidders who are willing to work with TRAI on non-exclusive basis and strictly on back to back terms and conditions may kindly send their EOI in line with the aforesaid requirements to:

Advisor (IT),

Telecom Regulatory Authority of India (TRAI)

Mahanagar Doorsanchar Bhawan,

Jawaharlal Nehru Marg, New Delhi, Delhi 110002

Email Id- advisorit@trai.gov.in, with copy to: videepkumar@trai.gov.in

5. Process for empanelling Application Service Providers

After scrutinizing the document submitted by ASPs, they will be called for a Technical presentation which will include future planning and road map for executing the services.

5.1. Selection Criteria

- 5.1.1.** The bids will be opened by the duly designated committee on the given date and time in the presence of the bidders.
- 5.1.2.** After opening the bids, Envelope B will be opened first and scrutinized to ascertain that the processing fees is in order.
- 5.1.3.** Envelope A will be opened only in those cases, where processing fees submitted in envelope B is found in order.
- 5.1.4.** A duly designated TRAI committee will evaluate the documents submitted in envelope “A” for its completeness by having a preliminary scrutiny of the documents, and as per the Eligibility Criteria as mentioned in Annexure-I Part-B. Further the committee will evaluate the nature of past work done and detailed manpower cost submitted by vendor, and may call for presentations, site visit to evaluate actual work done.
- 5.1.5.** To provide support for project(s) and for smooth functioning of work and coordination, the selected Vendor needs to have local office in Delhi/NCR.
- 5.1.6.** Preference will be given to the vendors who comply industry standards like CMMI/ISO etc.
- 5.1.7.** Vendors will be informed, after approval of the Committee’s Evaluation Report in due course by TRAI.
- 5.1.8.** A panel of shortlisted vendors will be formed and all such shortlisted vendors will be authorized to participate in the RFP.
- 5.1.9.** Bidders are not supposed to have any interaction with the Committee members. However, TRAI may seek clarifications from the bidders on the already submitted information, in writing.

5.2. Signing of Agreement

- (i) This Agreement is non-exclusive and nothing in this Agreement will be construed to prevent either Party from entering into a similar Agreement with any other Party or to restrict such Party from directly engaging in related activities.
- (ii) TRAI intends to sign a master service agreement with the ASP partner in which majority of terms & condition shall be available, however if required, an addendum agreement may be signed with the ASP depending upon the commercials of the project. The

addendum agreement and other requirements of the project shall be finalized in discussion with the ASP. The master service agreement with the ASP shall be signed after empanelment.

5.3. Performance Bank Guarantee (PBG):

The ASP shall submit a Bank guarantee of 5% of the total cost of the project (i.e. amount quoted against RFP) to TRAI after award of work. PBG shall be valid for the entire duration of project assignment and deliverables with ASP. TRAI shall reserve the right to encash the BG in case of unsatisfactory execution and delivery of the work. Under no circumstances ASP can withdraw or refuse to execute the work, partly or fully, as mentioned in the RFP or proposal submitted (against RFP) by ASP after award of work. In case of any refusal or withdrawal, ASP will be liable to pay liquidated damage to TRAI to the tune of Rs. 5000/- per day from the date of submission of proposal against RFP.

5.4. Measurable Outcome

Interested parties need to project a level of measurable outcome [Technical Solution, Data, SLA] to satisfactory level to the evaluation committee. It is required to submit the expected outcome along with desired solution, time lines & deviation expected.

5.5. Indemnity

In no event shall TRAI be liable to supplier/solution provider for special, direct, indirect or any other damages in connection with or arising out of the performance or use of services provided by the supplier/solution provider under this EOI. The supplier/solution provider shall indemnify TRAI in respect of any damages, claim, loss or action against TRAI for any act of commission or omission on the part of the bidder, its agents or servants.

5.6. Correspondence

The bidder shall appoint one of its employees as coordinator who shall represent the supplier/solution provider in dealings with TRAI. All correspondence relating to EOI shall be addressed to Advisor (IT), Telecom Regulatory Authority of India, Mahanagar Doorsanchar Bhavan, New Delhi-110 002.

5.7. Confidentiality

All information gathered during EOI process will be the sole property of TRAI. The supplier/solution provider will not transfer / pass on the information of one service provider to another service provider or to any third party under any circumstances. Further, by signing this EOI document, the bidder confirms that he shall not disclose any information contained in this document or part thereof to any third party without prior written consent of TRAI.

5.8. Jurisdiction

The courts located at New Delhi/Delhi shall alone have the jurisdiction to decide any dispute arising out of this EOI, the tender document to be issued to a bidder found technically qualified upon after evaluation of EOI and agreement which may be entered into by TRAI with the supplier/solution provider.

5.9. Arbitration

In the event of any dispute arising between TRAI and the supplier/solution provider, the matter shall be referred to the Secretary, TRAI who may himself act as sole arbitrator or may name as sole arbitrator an officer of TRAI notwithstanding the fact that such officer has been directly or indirectly associated with EOI process or the agreement signed between the parties. The bidder shall not be entitled to raise any objection to the appointment of such officer of TRAI as the sole arbitrator.

Company Profile

S. No.	Name of the Organization: Website:
1.	Name of the Contact Person: Name: Address: Telephone: Fax: Mobile: E-Mail:
2.	Year of Incorporation:
3.	Type of Organization: a. Public Sector/ Public Limited/Private Limited/ Partnership / Proprietorship /Society/Any other b. Whether' Foreign Equity Participation (Please give name of foreign equity participant and percentage thereof) c. Names of Directors of the Board /Proprietors d. Name and address of NRI(s), if any
4.	Category of the firm: Large/Medium/Small Scale Unit
5.	Address of the Registered Office:
6.	Number of Offices with addresses (Excluding Registered Office): India: ----- Abroad:-----
7.	Certificate of registration:
8.	Permanent Account Number:
9.	GST:
10.	Status CMMI/ISO Certification:

Annexure-I (Part B)

Eligibility Criteria

S. No	Eligibility Criteria	Qualification	Supporting Document	Document attached Yes/No
1.	The Vendor must be a registered company under the Companies Act, 1956 or a partnership firm registered under Partnership Act or a Proprietorship firm.	Minimum 3 years of incorporation / registration on date of publishing of this EOI.	Self attested copy of the Certificate of Incorporation/ partnership/Proprietorship.	
2.	The Vendor should be registered with the Service Tax department and carry a valid PAN and GST Number.	Essential	Self attested GST registration Certificate copy	
			Self attested PAN Card copy	
3.	The Vendor must have minimum experience of 3 years for providing ICT based solutions.	Minimum 3 year	Self attested certificate.	
4.	The Vendor must have provided ICT based solutions to atleast 1 corporate customer per year and have successfully executed work of minimum cost of Rs. 5 lakh including Govt. dept./ organization, PSU & Autonomous statutory bodies	Minimum 1 per year	Self attested Project completion certificates	
			Self attested copy of work order/contract/agreement from the client/owner to be submitted	
			Self attested project/work-wise details of technology/tools employed for developing/implementing/delivering the solution	
5.	Manpower strength	Minimum 10 technically qualified personnel	Self attested Certificate from Head (HR) or Company Secretary for number of technically qualified professionals employed by the company as on the date of submission of	

			EOI and appropriate supporting undertakings to be attached	
			Self attested resumes of technically team	
6.	The Minimum average financial Turnover.	Rupees 02 Crore for last 03 financial years.	Self attested copy of Audited Balance Sheet and Profit and Loss indicating turnover for applicable financial year(s)	
			Self attested copy of Audited Profit and Loss indicating turnover for applicable financial year(s)	
7.	The bidder will be required to provide detailed manpower costing (designation-wise) which should not be greater than the manpower costs of NICSI III-tier empanelled vendor (refer www.nicsi.com).	Manpower cost of NICSII III-tier	Detailed manpower costing (designation-wise)	
8.	Vendor should <ul style="list-style-type: none"> • Not be insolvent, in receivership, 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 foregoing reasons • Not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false 	Essential	A self declaration/affidavit executed before the Notary.	

	<p>statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings</p> <ul style="list-style-type: none"> • Comply with the self certification for code of integrity. • Comply with the code of conduct and should not have worked against the interest and sovereignty of the state. 			
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_____End of the Document_____