



Request for Proposal

SELECTION OF FIRM FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF SIKKIM GOVERNMENT ONLINE (GO) APPLICATION

Tender Reference: 223/DIT/2025

Dated: 14/05/2025

Department of Information Technology
Government of Sikkim

Secretariat Annexe 1, Kazi Road, Gangtok

DISCLAIMER

This Request for Proposal (RFP) contains brief information about the project, qualification requirements and the selection process for the successful applicant (bidder). The purpose of this RFP document is to provide applicants (bidders) with information to assist the formulation of their bid application (the "application").

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither the DIT nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information ('Information') contained in this RFP document or subsequently provided to interested parties (the "applicant(s)"), in writing by or on behalf of DIT is provided to applicant(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

Each applicant should perform their own due diligence to check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. Submission of bid application shall be deemed to have been done after careful study and examination of the RFP with full understanding of its implications.

The response to this RFP should be full and complete in all respects. Incomplete or partial bids shall be rejected. The applicant must quote for all the items asked for in this tender. Intimation of discrepancies in the RFP, if any, should be given to the office of the DIT immediately by the applicants. If DIT receives no written communication, it shall be deemed that the applicants are satisfied that the RFP document is complete in all respects.

This RFP document is not an agreement and is not an offer or invitation by DIT to any other party. The terms on which the project is to be developed and the right of the successful applicant shall be as set out in separate agreements. DIT reserves the right to accept or reject any or all applications without giving any reasons thereof. DIT will not entertain any claim for expenses in relation to the preparation of RFP submissions.

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1. Project Introduction

1.1. Background

The Department of Information Technology, Government of Sikkim has taken the initiative of implementing a Common Service Delivery Portal aimed at providing one stop facility and a common platform for all citizens to avail Government Services online.

Currently, there are numerous Government Services under various departments implemented under different schemes. These services under different departments in the State & Local Government are developed and implemented under diverse technological platforms and spread across diverse geographical locations. This makes information exchange and collaboration among them difficult and challenging. Additionally, the discrete nature of these systems hampers future scalability and enhancements. From the citizens standpoint, having heterogeneous system requires individuals to register themselves in various sites making it difficult for them to remember and manage their login credentials.

Keeping in view the aforementioned issues, the primary objective of the project is to provide a common platform for delivery of Government Services to Citizens by implementing the Single Sign-on (SSO) system for the State of Sikkim by integrating the existing services into a single platform. With this, a user logs in with a single ID and password to gain access to a connected system or systems without using different usernames or passwords.

The portal is integrated and accessed through the State portal www.sikkim.gov.in through web based.

Objectives and Highlights of Sikkim GO

1. Providing easy, anywhere and anytime access to Government Services (both Information & Transactional).
2. Reducing the number of visits of citizens to a Government office / department for availing the services.
3. Reducing administrative burden and service fulfilment time & costs for the Government, Citizens & Businesses.
4. Reducing direct interaction of citizens with the Government and encourage e-interaction and more efficient communication through portal.
5. Enhancing perception & image of the Government and its constituent Departments.
6. The Promotion of uniform web interfaces across all Departments and Local Governments
7. Creation of common platform for providing Government Services to Citizens.
8. Addition and delivery of e-services through the Sikkim GO portal.

1.2. Data Sheet

Sl. No.	Item	Details
1.	Project Name	SELECTION OF FIRM FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF SIKKIM GOVERNMENT ONLINE (GO) APPLICATION
2.	Bid Inviting Authority	Department of Information Technology, Sectt. Annexe I, Top Floor, Sonam Tshering Marg, Gangtok – 737101, Sikkim
3.	Contact person of the bid	Director, DIT Email: dit-sik@nic.in
4.	Tender Reference with Date	Ref No: 223/DIT/2025 Date: 14/05/2025
5.	Last date for submission of queries	22/05/2025 Address for submission of queries: Department of Information Technology, Sectt. Annexe I, Top Floor, Sonam Tshering Marg, Gangtok – 737101, Sikkim Email: dit-sik@nic.in
6.	Publication of Corrigendum (if any) on website on the basis of Pre-Bid queries	23/05/2025 All corrigendum issued by DIT in this respect will be given without disclosing the name of interested bidders.
7.	Cost of tender Document (non-refundable)	Rs.10,000/- (Rupees Ten Thousand only) in the form of a Demand Draft/Pay Order/ Account Payee Banker's Cheque drawn on any Nationalised/Scheduled bank in favour of "Secretary, Department of Information Technology", payable at Gangtok.
8.	Earnest Money Deposit (EMD) (refundable)	Rs. 50,000/- (Rupees Fifty Thousand only) in the form of a Demand Draft on any Nationalised/Scheduled bank in favour of "Secretary, Department of Information Technology", payable at Gangtok. The validity of the EMD is 90 days. Bid security shall be refunded to the successful bidder upon signing of contract/agreement with client. For unsuccessful bidders, the bid security shall be refunded after end of the overall bid process.
9.	Last date and time of submission of Bid	26/05/2025
10.	Date and time for opening of pre-qualification bid, technical bids & commercial bids	27/05/2025 at 11 AM
11.	Venue for opening of bid	Department of Information Technology, Sectt. Annexe I, Top Floor, Sonam Tshering Marg, Gangtok – 737101, Sikkim

Note:

* No financial information should be submitted under technical bid.

*The bidder shall bear all costs associated with the presentation and submission of the tender and DIT will, in no case, be responsible or liable for those costs, regardless of the conduct or the outcome of the bidding process.

2. Scope of Work

The Implementation Agency shall accept responsibility for the successful operation of the Sikkim GO system for a period of 1 year.

The scope of work encompasses a range of services from various line departments. Detailed usage analytics indicate high levels of public engagement and satisfaction with these services. Below is an overview of the services provided and their usage:

1) IT Vendor Online Registration: Vendors or firms providing services in any of the following areas (Software and IT Services, Hardware, Networking, and Other IT Products, Platforms, Commercial Off-The-Shelf (COTS), Mobile Apps, Training Institutes, and Cyber Cafes) are required to formally register or enlist with the Department of Information Technology, Government of Sikkim via the online Sikkim Go Portal. Once empanelled, these vendors or firms become eligible to participate in government projects and contracts relevant to their expertise.

2) Land Stability Reports: Citizens seeking a Soil Stability Report can apply through the Sikkim GO Portal. This service, provided by the Mines & Geology Department, assesses the stability of land and soil conditions for various purposes, such as construction or land development projects. The Soil Stability Report is crucial for ensuring safe and sustainable land use, helping to mitigate risks associated with landslides, erosion, and other geological hazards. By applying for this report through the Sikkim GO Portal, citizens can conveniently access expert assessments to inform their land-related decisions.

3) Grievance Redressal System – RDD: The Online Grievance Redressal System, provided by the Rural Development Department (RDD), Government of Sikkim, allows citizens to register their grievances and seek resolution through the Sikkim GO Portal. This system is designed to enhance citizen engagement by offering a transparent and efficient platform for addressing concerns directly with the RDD.

Key Features of the Grievance Redressal System:

- ☐ Citizens can register their grievances online 24/7 through the Sikkim GO Portal, ensuring continuous access to the system.
- ☐ Once registered, grievances cannot be deleted or tampered with by anyone, including the admin, ensuring integrity in the process.
- ☐ Each grievance is assigned a unique Grievance Number, allowing citizens to easily track the status of their complaints and follow up as needed.

This system underscores the Rural Development Department's commitment to providing timely and effective responses to public concerns, fostering trust and accountability in governance.

4) Online Sanitation Certificate System: The Online Sanitation Certificate System, managed by the Rural Development Department, enables users to apply for a Sanitation Certificate through the Sikkim GO Portal. After submitting the application, users can keep track of their application

status online. Notifications regarding the status of the application is sent via SMS or email. Once the process is complete, users can collect their Sanitation Certificate from the respective Block Development Officer (BDO)'s office. This system streamlines the application process, making it more convenient for citizens to obtain necessary sanitation documentation.

5) Recruitment Processing Application, SPSC: The Recruitment Processing Application, overseen by the Sikkim Public Service Commission (SPSC), provides a streamlined online application process via the Sikkim GO Portal. Candidates can register, complete their recruitment applications, and securely pay the application fee through the portal. The system also facilitates convenient online tracking of application status. Furthermore, updates on the application status are sent via SMS or email, ensuring a smooth and user-friendly experience.

6) Fisheries Beneficiary Registration: The Fisheries Department provides fish farmers and enthusiasts with the opportunity to register online through the Sikkim GO Portal. By registering, beneficiaries can access various benefits offered by the department, including those under the Pradhan Mantri Matsya Sampada Yojana (PMMSY). Launched by the Government of India, PMMSY aims to establish a comprehensive framework and reduce infrastructural gaps in the fisheries sector. This online registration process ensures that applicants can easily apply and manage their entitlements without the need for an in-person visit, making the entire procedure more convenient and efficient.

7) Education Department Scholarships: The Education Department Scholarships, managed by the Education Department, allow scholars and students to apply for various scholarships online through the Sikkim GO Portal. These scholarships are designed to support students in pursuing their educational goals by providing financial assistance based on merit or need. The Sikkim GO Portal simplifies the application process, enabling students to submit their applications and access scholarship opportunities without the need for an in-person visit, making the process more convenient and efficient.

8) Private Institute Registration System: The Private Institute Registration System, managed by the Education Department, allows private educational institutes to register their institutions online through the Sikkim GO Portal. This system streamlines the registration process, ensuring that private institutes can easily submit their details and comply with the necessary regulations set by the department. By using the Sikkim GO Portal, institutes can complete their registration without the need for an in-person visit, making the process more convenient and efficient.

9) State Quota Education Department: The State Quota service, managed by the Education Department, allows eligible students to apply for State Quota seats in Technical, Medical, and other courses through the Sikkim GO Portal. This service facilitates the allocation of reserved seats in various educational institutions, ensuring that students from Sikkim can access opportunities for higher education. By using the Sikkim GO Portal, students can conveniently submit their applications and access State Quota seats without the need for an in-person visit, making the process more efficient and streamlined.

10) Teachers Eligibility Test: The Teachers Eligibility Test (TET) service, managed by the Education Department, allows eligible candidates to apply for teaching positions such as Primary Teacher (PRT), Graduate Teacher (GT), and Post Graduate Teacher (PGT) through the Sikkim GO Portal. This service streamlines the application process, ensuring that candidates can easily submit their applications for TET and access opportunities to become qualified teachers in Sikkim. By using the Sikkim GO Portal, applicants can complete the process without the need for an in-person visit, making it more convenient and efficient.

Other applications

- 1) Single Sign-on System: The Single Sign-on is an authentication system that allows a user to log in once and gain access to multiple services provided by various departments under the Government of Sikkim.
- 2) e-Samman: The e-Samman service, managed by the Department of Information Technology is an independent web based application developed for the issue of No Objection Certificate (NoC) to the State Government employed retirees for availing of pensions and also for issue of NOC for other purposes like recruitment, etc.

The detailed scope of work and the functional Requirements are as outlined below:

3.1 Maintenance and support Scope of Work

- a) Procurement & integration of 3 Lakh transactional SMS pack for the period of 1 year.
- b) Carry out training and handholding activities to employees of line Department and or employees of DIT and other departments.
- c) Operation and Maintenance of total of 12 services/applications as detailed at **Clause No. 2** above, including bug fixes and problems indicated by the Client for 1 year from the date of signing of contract.
- d) DIT may at any time, by a written order make minor changes to the aforementioned 12 services.
- e) It is agreed that any major changes to the business logic will not be covered under the Annual Maintenance Contract (AMC). Such changes will require a separate agreement or contract for implementation.
- f) In the event that a request for change is made, the service provider shall assess whether the proposed changes constitute major changes. The service provider will notify the client within 7 (seven) business days of such determination.
- g) If a proposed change is deemed a major change, the service provider will provide a detailed proposal, including scope, timeline, and cost estimates, for the approval from DIT before proceeding.
- h) The same shall then be reviewed by a committee comprising of the following members:

1. Director II, DIT cum Project In charge Sikkim GO
2. Joint Director, DIT
3. Programmer, DIT.

i) The above committee shall then submit a report detailing whether the changes requested shall impact the business logic of the application by more than 70%, for approval of the Secretary, DIT.

3.2 Changes in Scope of Work

- (a) Any change in Scope of work / functionality of the service implemented would be handled separately with respect to the respective line department under the supervision of DIT.
- (b) DIT may at any time, by a written order make changes to the current scope of the work.
- (c) Any such changes resulting in increase or decrease in cost or timelines of any part of the work under the contract, an equitable adjustment shall be made in the contract value / time schedule or both and the contract shall be amended accordingly
- (d) Any claims by the IA for adjustment under this clause must be ascertained within thirty (30) days from the date of receipt of the change order from DIT.

3.3 Integration Support

The selected IA is required to integrate the services under Sikkim GO portal with the following applications of Government of India:

1. Integration with Digilocker platform:
DigiLocker, a flagship initiative of Ministry of Electronics & IT (MeitY) aims at 'Digital Empowerment' of citizen by providing access to authentic digital documents to citizen's digital document wallet. DigiLocker is a secure cloud-based platform for storage, sharing and verification of documents & certificates. All certificate and document based services on Sikkim GO are to be integrated and made available on Digilocker.
2. Integration with CSC Digital Seva Portal:
All Services developed under the Sikkim GO platform will be integrated and made available on the Digital Seva portal developed and maintained by CSC-SPV.
3. Integration with CSC wallet:
The CSC wallet will be integrated with all the services under the Sikkim GO portal.
4. Integration with UMANG Platform:
UMANG (Unified Mobile Application for New-age Governance) is developed by Ministry of Electronics and Information Technology (MeitY) and National e-Governance Division (NeGD) aims to drive Mobile Governance in India and provides a single platform for all Indian Citizens to access pan India e-Gov services ranging from Central to Local Government bodies.

All Services developed under the Sikkim GO platform will be integrated and made available on the UMANG platform.

5. API Integration for Aadhaar Authentication:

The Aadhaar authentication integration with all the services developed under Sikkim GO, for which the process involves using the Aadhaar authentication API provided by UIDAI.

3.4 Software Licenses

All System software licenses / renewal shall be procured by DIT. The system software licenses should be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to the IA for the entire period of contract.

In an event of penalties incurred due to issues such as infringement, copyright/piracy of licenses, DIT shall be accountable and associated costs incurred shall be borne by DIT.

3.5 System Hand-Over on completion of contract period

The Implementation Agency shall transfer all the assets including all its components of software, hardware etc. to DIT at the end of contract period at no additional cost to DIT.

Following is the list of services/applications that shall be taken up within the scope of the current assignment:

S. No.	Service Name	Department	Service Description
1.	IT Vendor Online Registration	Department of Information Technology	Vendor can apply for empanelment with IT Department for providing Software, Hardware and related services to Government Organization in Sikkim
2.	Land Stability Reports	Mines & Geology Department	Citizen will be able to apply for Soil Stability Report to Mines & Geology Department
3.	Online Sanitation Certificate System	Rural Development Department	The citizens can apply for Sanitation Certificate.
4.	Grievance Redressal System	Rural Development Department	With this citizen can post their grievance and track its status
5.	Teachers Eligibility Test	Education Department	Candidates can apply for teaching positions such as Primary Teacher (PRT), Graduate Teacher (GT), and Post Graduate Teacher (PGT).

6.	Private Institute Registration System	Education Department	Private educational institutes can register their institutions with the Education Department.
7.	State Quota Education Department	Education Department	Service for availing State Quota seats for Technical, Medical & other course.
8.	Education Department Scholarships	Education Department	Student will be able to check their eligibility & apply for scholarship to respective Department
9.	Fisheries Beneficiary Registration	Directorate of Fisheries	Fish farmers and enthusiasts can register online and can avail various benefits offered by the department
10.	Recruitment Processing Application, SPSC	Sikkim Public Service Commission	Citizens can apply for recruitment examinations of various posts under the Government of Sikkim.
11.	Single Sign On	Department of Information Technology	Single Sign on service for accessing Sikkim GO application
12.	e-Samman	Department of Information Technology	An independent web based application developed for issue of NOC to the State Government employed retirees for availing of pensions and also for issue of NOC for other purposes like recruitment etc.

3. Terms & Conditions

3.1. Accountabilities

- (i) It is DIT's responsibility to ensure that the selected Vendor has access to documentation owned by DIT from the immediate beginning of the work and for the duration of that work.
- (ii) It is DIT's responsibility to ensure that any member of their organisation/division can make themselves available for brief consultation on 1 weeks' notice. DIT shall provide the Selected Vendor with contact details of all such organisation/division employees.
- (iii) It is the vendor's responsibility to ensure that the Project Manager (PM)/ or any other authorized person in full knowledge of the project and the matter under discussion is available to meet with DIT provided that the meeting relates to the work proposed and/or the objectives proposed.
- (iv) It is the Vendor's responsibility to ensure that all objectives proposed and all deliverables proposed are achieved and disclosed prior to the agreed end-date of the project.
- (v) It is the Vendor's responsibility to ensure any information it possesses relating to DIT that is not available in the public domain be treated with the utmost confidentiality and discretion.
- (vi) Where the Vendor feels the need to disclose confidential information to a third party, it is their responsibility to ensure that it does so with the explicit permission of DIT.

3.2. Tender Fee

Tender document fee of **INR 10,000/- (Rupees Ten thousand only)** in the form of Demand Draft in favour of "Secretary, Department of Information Technology" payable at Gangtok should be submitted along with the technical bid.

3.3. Earnest Money Deposit

- (i) An earnest money deposit (EMD) of **INR 50,000/- (Rupees Fifty Thousand only)** in the form of Demand Draft in favour of "Secretary, Department of Information Technology" payable at Gangtok shall have to be submitted by the bidders' along with the bid. The EMD shall be furnished in Indian National Rupees (INR) and should be valid for a period of minimum 90 days.
- (ii) Any bid not secured in accordance with above mentioned clause, shall be rejected by the Purchaser as being non-responsive, without any further correspondence. Unsuccessful bidders' EMD will be discharged / returned after end of the overall bid process.
- (iii) Earnest Money Deposit furnished by selected Bidder shall be refunded after signing of contract and submission of Performance Security Deposit. The EMD can be forfeited if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form or during the bid process, if a Bidder indulges in any such deliberate act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization, or if any information is found wrong / manipulated / hidden in the bid.
- (iv) The decision of the Purchaser regarding forfeiture of the EMD shall be final & shall not be called upon question under any circumstances. No interest will be paid on the EMD.

3.4. Payment Terms

- 50% payment after completion of 6 months of AMC.
- 50% payment after completion of 12 months of AMC.
- Government of Sikkim will release the payment within 30 days of submission of invoice subject to invoice and all supporting documents being in order.

3.5 Procedure for submission of bids

- a) It is proposed to have a Three Cover for this tender:
 - Pre-Qualification Bid – (2 copies) in one cover
 - Technical Bid - (2 copies) in one cover
 - Commercial Bid - (2 copies) in one cover
- b) Pre-Qualification Bid, Technical Bid and Commercial Bid of the Tender shall be covered in separate sealed covers super-scribing "Pre- Qualification Bid", "Technical Bid", "Commercial Bid". Each Bid shall also be marked as "Original" and "Copy". Please Note that Prices shall be indicated only in the Commercial Bid. And if price will be indicated in the Pre-Qualification Bid or Technical Bid, that Bid is liable to be rejected.
- c) The three envelopes containing Pre-qualification Bid, Technical Bid and Commercial Bid shall be put in another single sealed envelope clearly marked "Selection of Firm For Annual Maintenance Contract (AMC) of Sikkim Government Online (GO) Application" These envelopes are to be superscripted with Tender Number and the wordings "DO NOT OPEN BEFORE 11.00 AM on 27/05/2025"
- d) The cover thus prepared shall also indicate clearly the name, address, telephone number, E-mail ID and fax number of the Bidder to enable the Bid to be returned unopened in case it is declared "Late".
- e) Each copy of the tender shall be a complete document and shall be bound as a volume. The document shall be page numbered and appropriately flagged and must contain the list of contents with page numbers. Different copies must be bound separately. Any deficiency in the documentation may result in the rejection of the Bid.
- f) If the outer envelope is not sealed and marked as indicated above, State will assume no responsibility for the Bid's misplacement or premature opening.
- g) The Tender should be signed on all the pages by the bidder's authorised signatory and should be affixed with the bidder's Seal.
- h) The representative participating in the bid process should carry a letter of authorisation on the company letter head.

3.6 Selection Procedure

Only the bidders fulfilling the Pre-Qualification Bid Criteria as per Clause 3.8 and scoring 35 or above in the Technical Evaluation criteria as per Clause 3.9 are allowed to participate in the Commercial Bid. The envelopes marked "Pre-Qualification Bid" shall be opened first. The envelopes marked "Financial Bid" shall be kept sealed and shall be opened only after evaluation of technical bid.

Evaluation of Bid:

For financial evaluation, the total cost indicated in the Financial Bid including all Taxes will be considered.

The Lowest financial bid will be allotted a financial mark of 100 marks. The financial marks of other Bidder(s) will be computed by measuring the respective financial bids against the lowest financial bid.

$$\text{Financial Marks (M}_F\text{)} = \frac{\text{Lowest Financial Bid Amount}}{\text{Bidder's Actual Financial Bid Amount}} \times 100$$

Combined and Final Evaluation:

The composite mark is a weighted average of the Technical and Financial Marks. The ratio of Technical (M_T) and financial mark is 70:30 respectively. The Composite Mark will be derived using the following formula:

$$\text{Composite Mark} = (\text{M}_T \times 0.7 + \text{M}_F \times 0.3)$$

Thus, the composite mark shall be out of a maximum of 100 marks. The responsive Bidder(s) will be ranked in descending order according to the composite marks, which is calculated based on the above formula. The highest-ranking Bidder as per the composite mark will be selected in this tender.

3.7 Pre-Qualification Bid Criteria

The bidders must enclose the following documents inside the pre-qualification bid envelope:

Sl. No.	Criteria	Documents required
1.	The Bids shall be submitted by only the Bidder; no consortium is allowed in this Bid	Declaration in this regard needs to be submitted
2.	The bidder should have been in existence as a software developing firm /company for the last 3 years (as on 26/05/2025).	Registration of firm, trade license, GST registration and professional tax clearance certificate.
3.	The Bidder should have the financial statement audited by the Chartered Accountant for the last three financial years i.e 2021-2022, 2022-2023 and 2023-2024	Copy of audited profit and loss account/balance sheet/annual report of the last three financial years viz.2021-2022, 2022-2023 and 2023-2024
4.	The bidder should have provided and successfully completed AMC for at least two (2) IT/software-based services to Government of Sikkim during the last three financial years.	Work Orders and completion certificate to be enclosed.
5.	The bidder should have a well-established office in Gangtok with at Least 4 qualified IT personnel in their continuous pay roll for the last 2 years. The Bidder should be a registered firm/agency with the Government of Sikkim.	The address proof of the office, website and salary certificates of the IT developer along with their Curriculum Vitae as per format 2 of Annexure I should be submitted. The registration of firm certificate from the Government of Sikkim.
6.	Bidder should NOT be under a declaration of ineligibility for corrupt and fraudulent practices issued by the tendering authority.	Self-declaration certification to be submitted.
7.	The Bidder shall furnish, as part of its Bid, an Earnest Money Deposit (EMD) of Rs.50,000/- (Rupees Fifty Thousand only) in the form of a DD in the favour of "Secretary, Department of Information Technology". No Bank Guarantee would be entertained for the same.	The EMD shall be denominated in Indian Rupees.
8.	The Bidder shall furnish, as part of its Bid, Tender fees of Rs. 10,000/- (Rupees Ten Thousand Only) in the form of a DD in the favour of "Secretary, Department of Information Technology".	The tender fees shall be denominated in Indian Rupees.

Note:

- (i) The tender fee and EMD to be submitted in original as mentioned in this RFP
- (ii) Bidders must provide supporting documents for the eligibility criteria as mentioned against each criterion and in the same order.

- (iii) Bidders shall provide its proposal covering letter as per format of Annexure-III, organizational details as per Format 1 of Annexure-I.

3.8 Technical Evaluation Criteria

The eligible bidders shall be evaluated based on the following criteria and technical mark shall be awarded to the bidders. The bidder needs to score at least 35 marks or above out of a total of 50 marks to be able to qualify for commercial/financial bid opening.

S. No.	Clause	Marks scored
1.	The bidder should have provided and successfully completed AMC for at least two (2) IT/software-based services to Government of Sikkim during the last three financial years	<2 = 0 marks 2-5 = 15 marks More than 5 = 30 marks
2.	Proposed Methodology & Approach	20 marks

3.9 Penalty

Penalty will be deducted in the case of bidder not meeting the Project timelines as per clause 1.2. The modalities of penalty are as mentioned below.

Delay vis-à-vis Project Timelines	Penalty
Delay of 1 week	5% of the contract value
Delay of 2 weeks	10% of the contract value
Delay of 3 weeks	20% of the contract value
Delay of more than 3 weeks	30% of the contract value
Delay of more than 5 weeks	50% of the contract value

3.10 General Terms and Conditions of the RFP

The following general terms and conditions shall apply:

- (i) This RFP may be cancelled without assigning any reasons, thereof, at any time.
- (ii) If any date mentioned in this RFP is declared as a public holiday, the schedule shall be shifted to the next working day.
- (iii) The undersigned reserves the right to cancel any or all of the bids without assigning any reasons thereof.
- (iv) The undersigned reserves the right not to award the bid to the bidder selected on the basis of the selection procedure without assigning any reason.
- (v) In case of any dispute, the jurisdiction of the Courts of Law at **Gangtok** would apply.
- (vi) A delay of more than 3 weeks in executing the task to be treated as material breach & the contract may be terminated with a notice of 7 days.
- (vii) Arithmetical errors in the Financial Bid will be rectified on the following basis:
 - a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and will be considered for future calculations.

- b. If there is a discrepancy between words and figures, the amount in words shall prevail
- c. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.

(Sd/-)
Secretary, DIT

ANNEXURE-I: Technical Bid Formats

Format 1: General Information about the Bidder

S. No.	Particulars	Details
1.	Name of the bidder	
2.	Address of the bidder	
3.	Constitution of the bidder	
4.	Name & designation of the contact person	
5.	Telephone No.	
6.	Email of the contact person	
7.	Fax No.	
8.	Website	
9.	Certificate of Incorporation	
10.	No. of years in software development business	
11.	No. of employees having experience in the field of Information Technology	
12.	Technical Certifications obtained	
13.	Income Tax Registration/ PAN Card No.	
14.	Goods & Service Tax (GST) Registration No.	

Format 2: Curriculum Vitae of the IT resources

S. No.	Particular	Details
1.	Name	
2.	Position	
3.	Date of Birth	
4.	Educational Qualification	
5.	Certifications / Trainings	
6.	No. of years of relevant experience	
7.	Key Projects / Responsibilities handled	

Format 3: Project Experience

S. No.	Name of the Project	Department Name & Address	Brief Scope of Work	Project Value (in INR)	Project Period (From – To / Ongoing)	Page Ref. of Supporting Documents in the Technical Bid
1.						
2.						

ANNEXURE-II: Financial Bid Format

Financial Bid Format:

S. No.	Item	Unit Price	Qty	Total Price (in lakhs)	Total Price in words
1	Annual Maintenance Contract (AMC) 10 e-services under the Sikkim Government Online Portal, Single Sign on service, e-Samman application service.		12		
2	Integration of 10 e-services with Digi Locker, CSC, Umang and Aadhar Authentication services.		10		
3	GST				
4	Grand Total				

Note:

- (i) The amount quoted shall be inclusive of all taxes and fees.
- (ii) Income tax will be deducted at source from the payments made as per the law applicable in India.

ANNEXURE-III: Proposal Covering Letter

COVERING LETTER for "Annual Maintenance Contract (AMC) of Sikkim Government Online (GO) Application"

Date:

Reference No.: RFP/.....

[Bidders are required to submit the covering letter as given here on their letterhead]

To
The Secretary,
Department of Information Technology,
Sectt. Annexe I, Top Floor,
Sonam Tshering Marg, Gangtok – 737101, Sikkim

Dear Sir,

We (Name of the bidder) hereby submit our proposal in response to notice inviting tender date and tender document no. and confirm that:

1. All information provided in this proposal and in the attachments is true and correct to the best of our knowledge and belief.
2. We shall make available any additional information if required to verify the correctness of the above statement.
3. Certified that the period of validity of bids is 180 days from the last date of submission of proposal, and
4. We are quoting for all the services mentioned in the tender.
5. We the Bidders are not under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies.
6. We are submitting our eligibility documents and technical bid documents along with the following:
 - a. Paper documents in hard copy format to be submitted by the bidders and needs to be handed over along with bids.
 - b. The hard copy format is also similarly indexed, flagged and highlighted at relevant places.
7. We, the undersigned, having carefully examined the referred RFP, offer to Propose for the selection as a Software developing firm, in full conformity with the said RFP.
8. We have read all the provisions of RFP and confirm that these are acceptable to us.
9. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
10. We agree to abide by this Proposal, consisting of this letter, our Technical and Commercial Proposals, and all attachments, for a period of 180 days from the date fixed for submission of Proposals as stipulated in the RFP and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiry of that period.
11. Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.
12. We declare that we do not have any interest in downstream business, which may ensue from the RFP prepared through this assignment.
13. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
14. We understand you are not bound to accept any proposal you receive, not to give reason for rejection of any proposal and that you will not defray any expenses incurred by us in bidding.

15. Demand Draft: Draft No. _____ dated _____ drawn on _____ for Rs.50,000/- is enclosed towards EMD.
16. Demand Draft: Draft No. _____ dated _____ drawn on _____ for Rs. 10,000/- is enclosed towards RFP document cost.

Signature.....

In the capacity of.....

Duly authorized to sign Proposal for and on behalf of.....

Date..... Place.....

[*: Strike off whichever is not applicable]