



**Department of Industries & Commerce
Government of Haryana**

**REQUEST FOR PROPOSAL
FOR
IMPLEMENTATION OF DATA ANALYTICS
AT
HARYANA ENTERPRISES PROMOTION
CENTRE**

Tender No. HEPC/Data Analytics/2019/1

On Behalf of:

**Haryana Enterprises Promotion Centre,
Department of Industries & Commerce,
Government of Haryana**

Bay No. 63-66, Level II, Sector 2, Panchkula, Haryana

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DISCLAIMER

The information contained in this Request for Proposal document (the “RFP”) or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Haryana Enterprises Promotion Centre (HEPC), or any of their employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by HEPC to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in preparing their technical proposals and financial offers pursuant to this RFP (the Proposal”).

This RFP includes statements, which reflect various assumptions and assessments arrived at by the HEPC in relation to the Assignment. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for HEPC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP 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 RFP and obtain independent advice from appropriate sources. Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. HEPC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. HEPC, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder 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 RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Bid Stage. HEPC 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 RFP. HEPC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. The issue of this RFP does not imply that HEPC is bound to select a Bidder or to appoint the Selected Bidder or Implementation Partner, as the case maybe, for the Assignment and HEPC reserves the right to reject all or any of the Bidders or Proposals without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by HEPC or any other costs incurred in connection with or relating to its Proposal .All such costs and expenses will remain with the Bidder.

HEPC 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 for submission of the Proposal, regardless of the conduct or outcome of the Bidding Process.

1. Invitation to Bid

Haryana Enterprises Promotion Centre invites sealed proposals from eligible bidders for providing data analytics services to the department. The RFP Document containing the details of qualification criteria, submission requirement, objective & scope of work and evaluation criteria etc. can be downloaded from <https://haryanaeprocurement.gov.in> & www.investharyana.in

Further details, if any, may be obtained from the Assistant General Manager, Haryana Enterprises Promotion Centre, Bay No. 63 – 66, Level II, Sector 2, Panchkula.

Last date for submission of proposals against this RFP is 30.05.2019 up to 3:00 pm.

1.1 General Information

Item	Details
RFP Date	May 08, 2019
RFP Reference No.	HEPC/Data Analytics/2019/1
Issuing Department	Haryana Enterprises Promotion Centre
Contact Person Details	Assistant General Manager, Haryana Enterprises Promotion Centre, Bay No. 63 – 66, Level II, Sector 2, Panchkula. <u>Email: hepc.industries@gmail.com</u>
Address of the website	www.investharyana.in
Brief description of RFP	Engaging of vendor for implementation of data analytics to extract meaningful insights from the data captured at HEPC. Post implementation, setting up a PMU for maintaining and upgrading the deployed solution as and when required.
Availability of RFP documents	a) https://haryanaeprocurement.gov.in b) www.investharyana.in
Earnest Money Deposit (EMD)	INR 2,00,000/- (Rupees Two Lakh Only)
Tender document fee and e-services fee	INR 5,000/- (Rupees Five Thousand Only)
Selection Criteria	Quality & Cost Based Selection (QCBS) (70:30)

1.2 Important Dates

Item	Date & Time	Location
Downloading of the RFP Document	May 08, 2019, 10:00 AM onwards	a) https://haryanaeprocurement.gov.in b) www.investharyana.in
Deadline for submission of pre-bid queries	May 16,2019	hepc.industries@gmail.com
Pre-bid Meeting	May 17,2019 at 11.30 AM	Haryana Enterprises Promotion Centre, Bay No. 63 – 66, Level II, Sector 2, Panchkula.
Deadline for submission of proposals	May 30, 2019 at 03:00 PM	Haryana Enterprises Promotion Centre, Bay No. 63 – 66, Level II, Sector 2, Panchkula.
Opening of technical proposals	May 30, 2019 at 04:00 PM	Haryana Enterprises Promotion Centre, Bay No. 63 – 66, Level II, Sector 2, Panchkula.
Technical Presentation	To be decided later	
Opening of financial proposals	To be decided later	

Note:

- In case a Central/ State Holiday are declared on any dates as specified above, the event will be held on the next working day at the same time and venue.
- Bidders must note that bids received after Project Due Date and time shall be out rightly rejected.

1.3 Tender Document Fee& e-Service Fee

- The payment for Tender Document Fee and e-Service Fee shall be made by eligible bidders online directly through Debit Cards & Internet Banking Accounts and the payment for EMD can be made online directly through RTGS/NEFT Please refer to 'Online Payment Guideline' available at the Single e-Procurement portal of GoH (Govt. of Haryana) and also mentioned under the Tender Document.
- Interested bidders will be mandatorily required to online sign-up (create user account) on the website <https://haryanaeprocurement.gov.in> to be eligible to participate in the e-Tender. He / She will be required to make online payment of Rs. 2,00,000/- towards EMD fee in due course of time. The intended bidder fails to pay EMD fee under the stipulated time frame shall not be allow to submit his / her bids for the respective event / Tenders.

3. The interested bidders must remit the funds at least T+2 working day (Transaction day + Two working Days) in advance.
4. The interested bidders shall have to pay mandatorily e-Service fee (under document fee – Non-refundable) of Rs.5000/- (Rupee Five Thousand Only) online by using the service of secure electronic gateway. The secure electronic payments gateway is an online interface between bidders & online payment authorization networks. The Payment for document fee/ e-Service fee can be made by eligible bidders online directly through Debit Cards & Internet Banking.

Important Note:

1. The Applicants/bidders have to complete Application / Bid Preparation & Submission stage on scheduled time as mentioned above. If any Applicant /bidder failed to complete his / her aforesaid stage in the stipulated online time schedule for this stage, his / her Application/bid status will be considered as Applications / bids not submitted.
2. Applicant/Bidder must confirm & check his/her Application/bid status after completion of his/her all activities for e-bidding.
3. Applicant/Bidder can rework on his/her bids even after completion of Application/Bid Preparation & submission stage (Application/Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Applicant/Bidder Stage.
4. In the first instance, the online payment details of tender document fee + e-Service and EMD & Technical Envelope shall be opened. Henceforth financial bid quoted against each of the item by the shortlisted bidder/ Agency wherever required shall be opened online in the presence of such bidders/Agency who either themselves or through their representatives choose to be present. The bidder can submit online their bids as per the dates mentioned in the schedule/Key Dates above.

1.4 Earnest Money Deposit

An EMD of Rs.2,00,000/- needs to be deposited as per Instructions to Bidders on e-Tender. No interest shall be payable by the Employer for the sum deposited as earnest money deposit. No bank guarantee will be accepted in lieu of the earnest money deposit. The EMD of the unsuccessful bidders would be returned back within one month of signing of the contract.

The EMD shall be forfeited by the Employer in the following events:

- a) If bid is withdrawn during the validity period or any extension agreed by the Bidder thereof.
- b) If the Proposal is varied or modified in a manner not acceptable to the Employer after opening of Proposal during the validity period or any extension thereof.
- c) If the Bidder tries to influence the evaluation process.

- d) If the selected bidder withdraws his bid during negotiations (failure to arrive at consensus by both the parties shall not be construed as withdrawal of proposal by the Bidder).

2. Terms of reference

2.1 Background

We at HEPC are inspired by a goal to make Haryana the most investor friendly destination in India. With the rapidly growing investment opportunities and technological advancements, the Government of Haryana conceptualized the idea of implementing an online platform of Single Roof Clearance System which ensures a time bound, hassle free and transparent system of clearances to give our investors a one stop solution for any service to enhance the ease of doing business in the State.

Inaugurated by the Hon'ble Chief Minister of Haryana, Shri Manohar Lal in February 2017, HEPC is committed to provide approvals, clearances & NOCs of all industrial services within 30 days along with facilities to track the stage of application and support on understanding incentives and policies pertaining to the investors' nature of business.

The whole process of getting clearances from online application, online fee payment and downloading clearances is provided through the official "Invest Haryana" portal. It facilitates investors in applying and tracking services of different departments under one roof and also provides knowledge about the incentives and policies related to their projects and sectors.

As on date, more than 80 industrial clearances related to 20+ departments are being offered through HEPC. Assisting with this are more than 20 nodal officers from the concerned departments and a group of relationship managers to help the investors out in case of any queries

2.2 Objective

The primary objective of this RFP is to help HEPC in selecting an Implementation Partner responsible for implementing an analytics solution and provide capabilities for report generation and real time dashboards.

HEPC shall be the final Authority responsible for the selection of the Implementation Partner through this RFP. HEPC reserves the right to reject any or all of the bids without assigning any reason. HEPC further reserves the right to discuss with the selected bidder to enhance the scope and outcome of the project and ensure smooth execution of the same adhering to Government rules/ policies/ regulations.

2.3 Scope of Work

The details of the databases currently available with HEPC is presented below. The vendor shall be required to work with all of these databases during the course of this assignment.

- a) **Composite Application Forms:** An investor looking to apply for a service on the HEPC portal is required to fill in a common application form. A sample screenshot is attached at 'Annexure – 1'. More than 32,000 such CAFs are currently present in the system. Against these CAFs, more than 1,00,000 services have been applied and more than 80,000 services have been cleared. In addition to the basic information of investors, data regarding the services applied by the investor and the status of his/her application with respect to these services is also stored in the system.
- b) **Feedback:** Once an investor is granted a clearance/NOC through the HEPC portal, he is required to fill a feedback form before downloading the certificate granted by the department. The data provided in this feedback is stored in the database for further processing. A snapshot of the same is attached in 'Annexure – 1'. More than 2500 feedbacks have already been captured in the system as on date.
- c) **Helpdesk Ticketing System:** HEPC operates a helpdesk wherein tickets are generated for every call received at the toll free number 1800-180-2132. A snapshot of the information captured in a ticket is attached in 'Annexure – 1'. Approximately 5000 tickets have been generated in the ticketing system as on date.

The scope of work for the selected bidder shall include the following:

Phase 1: Design & Implementation of Analytics Framework

The proposed analytics framework shall be a multi-level role based access system. Implementation partner shall integrate login of the analytics framework with HEPC web portal authentication framework. After login, the users should be able to generate reports and access dashboard with required information. User dashboard should be customizable to add or remove the analytics information the user would like to access such as:

- All information available on the dashboard relevant login
- Relevant summary reports
- Analytics against various attributes
- All this information must be available in reportable and shareable format

The analytics framework shall consist of the following:

- a) **Data Cleansing:** Data cleansing shall be a critical component of the framework. It shall be performed on the historical data of HEPC and shall also be an ongoing activity throughout the assignment in order to maintain the data sanity of the data sources. Two major activities are envisaged under the data cleansing component:
- i. **Data Deduplication:** Deduplication of data especially in the Composite Application Forms database shall be required to be performed. Also, HEPC plans to integrate its portal with at least three other government departments in the near future. The selected bidder

shall also be required to perform the deduplication of data on the information received from these departments.

- ii. **Data Sanitization:** The selected bidder shall perform tool based identification of outliers and records with missing data in the database. The same shall be flagged to HEPC for further action.

b) Data Visualization: Data visualization would consist of the data representation activities that would need to be performed by the selected bidder. Following activities are envisaged under this component:

- i. Dynamic charts and graphs related to the data including but not limited to average service clearance time, no. of services received & cleared, average time taken at each step of the service, visual leader board of top performing departments, visual leader board of top performing projects, visual leader board of portfolio of financials, visual leader board of total application cleared, visual leader board of cleared application by department, visual leader board of pending application by department, average service clearance time etc. based shall be developed by the selected bidder. These charts shall be prepared based on the inputs provided by the user.
- ii. Standard reporting templates which shall be provided by HEPC. This shall be static reports that would need to be generated periodically through the system. The frequency in which these reports shall be generated is presented below:

Report Details	Frequency
Executive Summary of the System Health	Daily
Helpdesk Status Report	Weekly
Feedback Status Report	Weekly
Web Analytics Report	Weekly
Service Delivery Status Report including average clearance time, no. of clearances granted, no. of rejections etc. for each service	Weekly
Department wise no. of grievances received through various channels, grievances in process, delayed and closed.	Weekly
Sector wise and district wise Investment/Employment Scenario within the state	Weekly
Department wise visual Leaderboards of pending applications, cleared applications, rejected applications and top performing departments	Weekly
Social Media Engagement Report	Fortnightly

c) Predictive Analytics: A framework for predictive analytics shall need to be put in place by the selected bidder. Some of the sample use cases envisaged for predictive analytics are listed below:

- i. Predict the services that may be required by an investor based on the services already applied by him.
- ii. Predict the time it may take for a service clearance based on the service type, location and any other identified factors.
- iii. Identification of bottleneck steps in the entire process of service delivery.

The bidder shall suggest other suitable cases for predictive analytics post reviewing and analyzing the data collated by HEPC.

d) Semantic Analytics: The selected bidder shall be required to conduct analysis of plain text information in order to extract meaningful insights. The two data sources for this information are as follows:

- i. Feedback provided by the investors while downloading their certificate/NOC from the HEPC web portal.
- ii. Ticket description mentioned in the tickets generated at the helpdesk ticketing tool.

This analysis shall be used for evaluating CSAT for the feedback provided by users and for assessing the frequently occurring issues under various categories of tickets generated at the helpdesk.

e) Web Analytics: The selected bidder shall be required to perform web analytics on the HEPC web portal (www.investharyana.in). The specific pages of the portal on which the web analytics is to be performed and the reports desired out of the same shall be mutually agreed upon by HEPC and the selected bidder during the start of the assignment.

f) Automation: The selected bidder shall be required to implement Automation for Dormant Application Purge/engagement system by building an automated rule builder system for email notification based communication to the service applicant. The applicants that have not utilized their CAFs for applying any services and have gone dormant can be contacted through email thrice at duration of 7 days, 15 days, and 20 days before deactivating them.

g) Architecting Services for Website Profiling and Performance Enhancements: The selected bidder shall also be required to implement systems and provide recommendation report for re-architecting website for performance enhancement of the current web portal by providing technology component changes or addition based on the new technologies available per global standards

Phase 2: Setting up a Project Management Unit

Post implementation of the analytics framework, the vendor shall be responsible for setting up of a Project Management Unit (PMU) facility at HEPC to maintain and manage the deployed framework. The PMU shall have the following responsibility:

- a) Integration/ Data sharing as and when required,
- b) Development/ Customization& Deployment of application modules/ apps as detailed in the “Scope of work”.
- c) Update/ modification/ development of any new features in software applications whenever required.
- d) Migration of data from already developed applications, if and when required.
- e) To get annual security audit from Information Security Management Office (ISMO), Haryana
- f) To host and maintain the analytics application on the Server.
- g) To conduct Training and capacity building workshops as per actual requirements to be worked out.
- h) To provide source code of the application after successful completion of the project.
- i) To provide Exit Plan for future Implementation at the Departmental level.
- j) To provide the services of the required manpower resources to set up and operate the **Project Management Unit** facility at the HEPC.

2.4 Resource Requirements

I. Design & Implementation of Analytics Framework

The Implementation Partner shall be required to provide the following for the design and implementation of analytics framework at HEPC.

#	Position	Key Qualifications	No. of Personnel Required	Deployment type
1	Project Manager/Solution Architect	<ul style="list-style-type: none">• Full time MBA/MTech/MCA with minimum 60% marks• At least 10 years of total experience.• At least 5 years' experience as project manager in analytics projects of similar scale	1	Full Time at Bidder's office location. Shall be required to attend review meetings at

#	Position	Key Qualifications	No. of Personnel Required	Deployment type
				HEPC office
2	Analytics Solution Lead	<ul style="list-style-type: none"> Full time MBA/MTech/MCA with 60% marks At least 7 years of total experience. At least 3 years' experience as a data scientist/solution expert in analytics projects 	1	Full Time at HEPC office location
3	Data Scientist	<ul style="list-style-type: none"> Full time MBA/MTech/MCA with 60% marks At least 5 years of total experience. At least 2 years' experience as a data scientist in analytics projects 	1	Full Time at HEPC office location
4	Data Analyst	<ul style="list-style-type: none"> Full time MBA/MTech/MCA with 60% marks At least 3 years of total experience. At least 1 year experience as a data analyst in analytics projects 	2	Full Time at HEPC office location
5	Front End Developer cum Visualization expert	<ul style="list-style-type: none"> Full time BTech/BE with 60% marks At least 2 years of total experience. At least 1 year experience in design & development of reports and dashboards 	1	Full time at Bidder's office location

II. Project Management Unit

Post implementation of the analytics framework, the implementation partner shall set up a project management unit (PMU) which shall be stationed full time at the HEPC office. The PMU shall consist of the resources mentioned in the table below. However, the actual composition of the PMU shall be ascertained based on the actual work requirements at the commencement of the PMU. The work requirements shall be reviewed each subsequent quarter to accordingly increase/decrease the strength of the PMU.

#	Position	Key Qualifications
1	Analytics Solution Lead	<ul style="list-style-type: none"> Full time MBA/MTech/MCA with 60% marks At least 7 years of total experience. At least 3 years' experience as a data scientist/solution expert in analytics projects
2	Data Scientist	<ul style="list-style-type: none"> Full time MBA/MTech/MCA with 60% marks At least 5 years of total experience.

#	Position	Key Qualifications
		<ul style="list-style-type: none"> At least 2 years' experience as a data scientist in analytics projects
3	Data Analyst	<ul style="list-style-type: none"> Full time MBA/MTech/MCA with 60% marks At least 3 years of total experience. At least 1 year experience as a data analyst in analytics projects
4	Front End Developer cum Visualization expert	<ul style="list-style-type: none"> Full time BTech/BE with 60% marks At least 2 years of total experience. At least 1 year experience in design & development of reports and dashboards

2.5 Duration of the assignment

The duration for the Phase 1 of the assignment shall be **Twelve Months**. The duration for the Project Management Unit shall be twelve months from the date of completion of Phase 1 of the assignment with a provision for extension of another twelve months based on mutually agreed terms and conditions.

2.6 Timelines and Deliverables

The timelines for design and implementation of analytics framework shall be as follows:

S.No	Work Products/ Milestones	Timeline
1.	Project Start Date	T
Quarter 1		
2.	Data Cleansing	T + 3 months
3.	Data Visualization (on-going based on inputs for reports)	T + 3 months
4.	Web Analytics	T + 3 months
Quarter 2		
5.	Automation	T + 6 months
6.	Architecting Services for Website Profiling and Performance Enhancements	T + 6 months
Quarter 3		
7.	Predictive Analytics	T + 9 months
8.	Semantic Analytics	T + 9 months
Quarter 4		
9.	Machine Learning	T + 12 months
10.	Deployment of the Analytics Framework & Training of stakeholders	T + 12 months

3. Eligibility Criteria

Any bidder submitting their bid against this RFP shall be mandatorily required to fulfill the following eligibility criteria:

Sno	Parameter	Evidence
1	The Bidder should be a company or LLP registered in India under the Companies Act, 1956. The company should be operational in India for at least last five financial years as of 31st March 2018 as evidenced by the Certificate of Incorporation. Consortiums are not allowed	Copy of Certificate of Incorporation
2	The Bidder should not have been blacklisted by any State Government, Central Government or any other Public sector undertaking or a Corporation or any other Autonomous organization of Central or State Government as on Bid submission date.	Declaration regarding no blacklisting of the bidder from the Authorized Signatory as per Section 9.3.3 of this document
3	The bidder must have a PAN No. and GST No.	<ul style="list-style-type: none"> • Copy of PAN Card • Copy of GST certificate
4	Bidder must have annual turnover of at least INR 10 Crores during the last three years from IT Activities	Audited financial statements for the last three financial years from Statutory Auditor/ Chartered Accountant
5	The Bidder should be a profit making firm in at least one of the last three audited financial years (2015-16, 2016-17, 2017-18)	Certificate from the Statutory Auditor/Chartered Accountant indicating the net profit for the last three financial years as per Section 9.3.4 of this document
6	The bidder should have minimum 30 regular IT professional employees on its payroll as on 31.03.2018 and should have an office in Tri-city (Chandigarh/Mohali/Panchkula) or Delhi/NCR	Certificate from the HR head of the bidder's organization
7	The Bidder must have experience in implementation and/or maintenance of at least one IT/Software project with Central/State Government of at least INR3 Crores value in India during the last five years (from the date of publishing of the	Work Orders/ Completion Certificates issued from the client as per Section 9.3.5 of this document

Sno	Parameter	Evidence
	RFP)	
8	The Bidder must have experience in development and implementation of at least one Analytics/Machine Learning project in the past five years (from the date of publishing of the RFP).	Work Orders/ Completion Certificates issued from the client as per Section 9.3.5 of this document

4. Payment Terms

The payment terms for the Phase I of the assignment shall be as follows:

Sr. No	Description	Percentage of fee Quoted
Phase I: Design & Implementation of Analytics Framework		
1	Mobilization Advance	10%
2	Quarterly Payments (Four quarterly payments of 20% each will be paid during the assignment period of 12 months)	80%
3	Completion of the assignment	10%
Total		100%
Phase II: Project Management Unit		
4	Quarterly payments as per the man-month rates of the PMU resources deployed for the quarter	90% of the payment of resources deployed
5	Completion of assignment	10% of the total payment

5. Penalty Terms

5.1 Delay in Deliverables

If the progress of assignment is found to be non- satisfactory or delayed at any point of time, HEPC reserves the right to impose penalty @5% of quarterly payment for each default. The sum total amount of all unpaid and paid penalties shall not exceed 10% of total assignment fee. HEPC reserves the right to recover any dues payable by the selected Bidder / penalties from any amount outstanding to the credit of the selected bidder, including the pending bills and/or revoking the bank guarantee under this contract.

5.2 Substitution of Key Personnel

HEPC will not allow any request of the Selected Bidder for substitution of Key Personnel for one year i.e. Project Manager/Solution Architect, Analytics Solution Lead and Data Scientist. However, substitution may be permitted in case of unavailability of Key Personnel for reasons of resignation or medical condition, subject to equally or better qualified and experienced personnel being

provided to the satisfaction of HEPC. Replacement which is not approved by HEPC will attract penalty of 5% of the quarter's fee in which personnel is not available.

6. Instruction to Bidders

6.1 Availability of Tender Document

The tender document be downloaded from the HEPC web portal (www.investharyana.in), and the Haryana e-Procurement Portal (<https://haryanaeprocurement.gov.in>)

The Bidder shall bear all costs associated with the preparation and submission of the Bid. HEPC shall, in no case, be responsible or liable for these costs, regardless of the conduct or the outcome of the Bidding process.

6.2 Language of Bid/Contract

The language of the Bid shall be in English and all correspondence in this regard shall be in English language only.

6.3 Pre-bid meeting & clarifications

HEPC shall hold a pre-bid conference/meeting with the prospective bidders as per the date and time mentioned in the Section 1.2 ("**Important Dates**") of this document.

6.4 Validity of Bids

The bids shall be valid for a period of 90 days from the date of submission of the bids.

6.5 Number of Bids

A Bidder is eligible to submit only one bid against this RFP.

6.6 Completeness of Bids

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

The bidders must include all documentation and comply with all requirements as specified in the RFP. Failure to comply with the requirements of this RFP may lead to rejection of the bid.

6.7 Preparation of Bids

Proposal shall be typed and signed by the authorized signatory of the bidder who shall initial each page. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialed by the person(s) signing the Proposal. The Proposals must be properly signed by a duly authorized person of the bidder.

A copy of the Power of Attorney certified under the hands of a director of the bidder or a notary public on the specified form shall accompany the Proposal.

Technical Proposal

- i. Bidders shall upload the technical proposal in the formats placed at **Annexure 3 (“Forms required for Technical Proposal”)**. Further, the bidders shall ensure all supporting documents as mentioned in **Section 3 (“Eligibility Criteria”)** are also provided in the technical bid.
- ii. While submitting the Technical Proposal, the Bidder shall, in particular, ensure that CVs of team members duly signed by the authorized signatory have been submitted.
- iii. Failure to comply with the requirements shall make the Proposal liable.
- iv. The Technical Proposal shall not include any financial information relating to the Financial Proposal.
- v. HEPC reserves the right to verify all statements, information and documents, submitted by the Bidder in response to the RFP. Failure of HEPC to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the HEPC there under.
- vi. In case it is found during the evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the Bidder or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Consultant either by issue of the LOA or entering into of the Agreement, and if the Bidder has already been issued the LOA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by HEPC without HEPC being liable in any manner whatsoever to the Applicant or Consultant, as the case may be. In such an event, HEPC shall forfeit and appropriate the performance Security and also pre-estimated compensation and damages payable to the HEPC as mutually agreed for, inter alia, time, cost and effort of HEPC without any other right or remedy that may be available to HEPC.

Financial Proposal

Bidders shall upload the financial proposal in the format at **Annexure 4 (“Forms Required for Financial Proposal”)** clearly indicating the total lump-sum cost of services in both figures and words, in Indian Rupees, and signed by the bidder’s authorized signatory. In the event of any difference between figures and words, the amount indicated in words shall be taken into account.

While submitting the Financial Proposal, the Bidder shall ensure the following:

- i. All the costs associated with the assignment shall be included in the Financial Proposal. These shall cover remuneration for all the Personnel (Expatriate and Resident, in the field,

office etc.), equipment, surveys, overhead charges viz. travelling, boarding and lodging and out of pocket expenses in India. The total amount indicated in the Financial Proposal shall be without any condition and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.

- ii. The Financial Proposal shall take into account all expenses and tax liabilities including Tax. For the avoidance of doubt, it is clarified that all taxes shall be deemed to be included in the costs shown under different items of the Financial Proposal. Further, all payments shall be subject to deduction of taxes at source as per applicable laws.
- iii. All costs shall be expressed in INR.

6.8 Submission of Bids

All the bidders intending to participate in the tender's process online are required to get registered on the centralized e - Procurement Portal i.e. <https://haryanaeprocurement.gov.in>. The bids shall be submitted online in two separate envelopes:

Envelope 1 – Technical Bid: The bidders shall upload the required eligibility & technical documents online in the Technical Bid.

Envelope 2 – Commercial Bid: The bidders shall quote the prices in price bid format under Commercial Bid.

i. **Obtaining a Digital Certificate:**

- a) The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.
- b) A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details please visit the website - <https://haryanaeprocurement.gov.in>.
- c) The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from.
- d) The bidder must ensure that he/she comply by the online available important guidelines at the portal <https://haryanaeprocurement.gov.in> for Digital Signature Certificate (DSC) including the e-Token carrying DSCs.

- e) Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and also keep the copies at safe place under proper security (for its use in case of emergencies).
- f) In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate /power of attorney / lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.
- g) In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.
- h) The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

ii. Pre-requisites for online bidding:

In order to operate on the electronic tender management system, a user's machine is required to be set up. A help file on system setup/Pre-requisite can be obtained from Nextenders (India) Pvt. Ltd. or downloaded from the home page of the website - <https://haryanaeprocurement.gov.in>. The link for downloading required java applet & DC setup are also available on the Home page of the e-tendering Portal.

iii. Online Viewing of Detailed Notice Inviting Tenders:

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at <https://haryanaeprocurement.gov.in>.

iv. Download of Tender Documents:

The tender documents can be downloaded from the e-Procurement portal <https://haryanaeprocurement.gov.in>

v. Key Dates:

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

vi. Online Payment of Tender Fee

The online payment for Tender fee, & EMD can be done using the secure electronic payment gateway. The Payment for Tender Document Fee and eService Fee shall be made by bidders/ Vendors online directly through Debit Cards & Internet Banking Accounts and the Payment for EMD shall be made online directly through RTGS / NEFT. The secure electronic payments gateway is an online interface between contractors and Debit card / online payment authorization networks.

vii. Preparation & submission of online applications/bids:

Detailed Tender documents may be downloaded from e-procurement website (<https://haryanaeprocurement.gov.in>) and tender mandatorily be submitted online.

Scan copy of Documents to be submitted/uploaded for Prequalification or Technical bid under online PQQ / Technical Envelope: The required documents (refer to DNIT) shall be prepared and scanned in different file formats (in PDF /JPEG/MS WORD format such that file size is not exceed more than 10 MB) and uploaded during the on-line submission of PQQ or Technical Envelope. FINANCIAL or Price Bid PROPOSAL shall be submitted mandatorily online under Commercial Envelope and original not to be submitted manually)

6.9 Assistance to Bidders

In case of any query regarding process of e-tenders and for undertaking training purpose, the intended bidder can also avail the following and can contact service provider as per follows:

Office Timings of Help-desk support for Single e Procurement Portal of Government of Haryana- Technical Support Assistance will be available over telephone Monday to Friday (09:00 am. to 5:30 pm) & Training workshop will be conducted on every 1st, 2nd Wednesday (from 3:30 pm upto 5:00 pm) of each month.

All queries would require to be registered at the email-chandigarh@nextenders.com for on- time support (Only those queries which are sent through email along with appropriate screenshots or error description will be considered as registered with the Help-desk).

Important Note:

- a) Any intending bidder can contact the helpdesk on or before prior to 4 hours of the scheduled closing date & time of respective e-Auction/ Tender event.
- b) For queries pertaining to e-Payment of EMD, please contact the helpdesk at least 2 business days prior to the closing date & time of e-Auction/Tender event.
- c) Help-desk support will remain closed during lunch break i.e. from 1:30 PM up to 2:15 PM on each working day.

Schedule for Training:

Training workshop will be held on 1st, 2nd Wednesday (from 3:30 pm upto 5:00 pm) of each month at following addresses:		
Nextenders (India) Pvt. Ltd Municipal Corporation Faridabad, Near B.K.Chowk, Opp.B.K.Hospital, NIT, Faridabad Contact no.9310335475	Nextenders (India) Pvt. Ltd. Public Health Division No. 2 Hisar, Model Town Opp. N.D Gupta Hospital, Hisar Contact: 9034357793	Nextenders (India) Pvt. Ltd., Nirman Sadan (PWD B&R), Plot No.-01, Basement, Dakshin Marg, Sec- 33 A, Chandigarh -160020 For Support- 1800-180- 2097, 0172-2582008-009

For Support Call – 1800-180-2097, 0172-2582008-009

Haryana e-Procurement Help Desk Office will remain closed on Saturday, Sunday and National Holidays

NOTE: Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://haryanaeprocurement.gov.in>.

For help manual please refer to the 'Home Page' of the e-Procurement website at <https://haryanaeprocurement.gov.in>, and click on the available link 'How to...?' to download the file.

Guideline for Online Payments in e-tendering

Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing). Bidder shall proceed to select the tender he is interested in. On the respective Department's page in the e- tendering portal, the Bidder would have following options to make payment for tender document & EMD:

- A. Debit Card
- B. Net Banking
- C. RTGS/NEFT

Operative Procedures for Bidder Payments:

A. Debit Card

The procedure for paying through Debit Card will be as follows:

- i. Bidder selects Debit Card option in e-Procurement portal.
- ii. The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.
- iii. Bidder clicks on "Continue" button.
- iv. The e-Procurement portal takes the bidder to Debit Card payment gateway screen.
- v. Bidder enters card credentials and confirms payment.
- vi. The gateway verifies the credentials and confirms with "successful" or "failure" message, which is confirmed back to e-Procurement portal.
- vii. The page is automatically routed back to e-Procurement portal.
- viii. The status of the payment is displayed as "successful" in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same.

The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

B.Net Banking

The procedure for paying through Net Banking will be as follows.

- i. Bidder selects Net Banking option in e-Procurement portal.
- ii. The e-Procurement portal displays the amount to be paid by bidder.
- iii. Bidder clicks on “Continue” button.
- iv. The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks.
- v. Bidder chooses his / her Bank.
- vi. The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank.
- vii. Bidder enters his account credentials and confirms payment.
- viii. The Bank verifies the credentials and confirms with “successful” or “failure” message to the Net Banking gateway which is confirmed back to e- Procurement portal.
- ix. The page is automatically routed back to e-Procurement portal.
- x. The status of the payment is displayed as “successful” in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same.
- xi. The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

C. RTGS/ NEFT

The bidder shall have the option to make the EMD payment via RTGS/ NEFT. Using this module, bidder would be able to pay from their existing Bank account through RTGS/NEFT. This would offer a wide reach for more than 90,000 bank branches and would enable the bidder to make the payment from almost any bank branch across India.

- i. Bidder shall log into the client e-procurement portal using user id and password as per existing process and selects the RTGS/NEFT payment option.
- ii. Upon doing so, the e-procurement portal shall generate a pre-filled challan. The challan will have all the details that is required by the bidder to make RTGS-NEFT payment.
- iii. Each challan shall therefore include the following details that will be pre- populated:
 - Beneficiary account no: (unique alphanumeric code for e-tendering)
 - Beneficiary IFSC Code:
 - Amount:

- Beneficiary bank branch:
 - Beneficiary name:
- iv. The Bidder shall be required to take a print of this challan and make the RTGS/NEFT on the basis of the details printed on the challan.
 - v. The bidder would remit the funds at least T + 1 day (Transaction + One day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in the challan.
 - vi. Post making the payment, the bidder would login to the e-Tendering portal and go to the payment page. On clicking the RTGS / NEFT mode of payment, there would be a link for real time validation. On clicking the same, system would do auto validation of the payment made.

#	Scenario	Do's / Don'ts
1	In the event of making Payment through NEFT/RTGS	<p>Do's</p> <ul style="list-style-type: none"> • It is the bidder's responsibility to ensure that RTGS/NEFT payments are made to the exact details as mentioned in the challan which are: <ol style="list-style-type: none"> 1. Beneficiary account no: <client code> + <random number> 2. Beneficiary IFSC Code: As prescribed by ICICI Bank (this shall remain same across all tenders) 3. Amount: As mentioned on the challan. It is specific for every tender/transaction 4. Beneficiary bank branch: ICICI Bank Ltd, CMS 5. Beneficiary name: As per the challan • For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders. • It is advised that all the bidders make payment via RTGS/NEFT at least one day in advance to the last day of tender submission as certain amount of time is required for settlement and various parties are involved. The payment may not be available for the bidder validation. In such cases bidder may not be able to submit the tender • Bidder has to make only single payment against a challan as per the amount mentioned on the challan. • Bidder must do the payment before tender validity gets expired

		<p>Don'ts</p> <ul style="list-style-type: none"> • Bidder should not enter erroneous details while filling the NEFT/RTGS form at their bank. The following possibilities may arise: <ol style="list-style-type: none"> 1. Incorrect IFSC code mentioned:- Transaction would be rejected and the amount would be refunded back in to the bidders account 2. Incorrect Beneficiary account number mentioned (<client code> + <random number>):- a) In case, the beneficiary account number mentioned is incorrect the transaction would be rejected and the bid would not be accepted. 3. Incorrect Amount mentioned: The amount would be rejected if the amount mentioned in while making the payment is incorrect. Such cases will be captured as unreconciled transactions and will be auto-refunded directly to bidder's account. In the event of any discrepancy, payment would not be considered and bidder would not be allowed to bid/ participate • Bidder is not supposed to use challan generated in one tender for payment against another tender since details in the challan are unique to the tender and bidder combination. • Bidder must not make multiple or split payments against a particular challan. Any split payment received against the same challan will be refunded back to the bidder. • Bidder would not be entitled to claim that he is deprived of participating in the tender because his funds are blocked with the division on account of incorrect payment made by the bidder
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2	In the event of making Payment through OTC	<p>Do's</p> <ul style="list-style-type: none"> • It is the bidder's responsibility to ensure that OTC payments are made to the exact details as mentioned in the challan which are: Beneficiary account no: <client code> + <random number> Amount: As mentioned on the challan It is specific for every tender/transaction Beneficiary name: As per the challan Bidder has to make only single payment against a challan as per the amount mentioned on the challan • Bidder must do the payment before tender validity gets expired • Bidder needs to mandatorily upload the scan copy of the payment receipt issued by ICICI Bank, in Nextender Portal before submitting the Tender <p>Don'ts</p> <ul style="list-style-type: none"> • If the bidding amount is greater than Rs. 49,999, then Bidder should not make payment in cash. In this case, Bidder should pay via Demand Draft/ICICI Bank Cheque • It is bidder's responsibility to ensure that Demand draft should be valid and should not have discrepancies such as signature not found, stale DD, mutilated, material alteration, favouring third party etc., In the event of Demand Draft returned by bidder's Bank on account of such discrepancies, ICICI Bank shall ensure that such communication is sent to the Client within 3 days from the date of rejection by the Bidder's Bank • For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders' EMD
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6.10 Award of Contract

After selection, a Letter of Award (the “LOA”) shall be issued by HEPC to the selected bidder and the selected bidder shall, within 3 (three) days of the receipt of the LOA accept the same. In the event of non- receipt of acceptance of the LOA by the Selected Bidder by the stipulated date, HEPC may, unless it consents to extension of time for submission thereof, forfeit the EMD of such Applicant, and the next eligible bidder may be considered.

6.11 Performance Security

Upon receipt of Letter of Award (LOA) from HEPC, the successful Bidder shall furnish the Performance Security of an amount equal to 10% of the fee by way of Bank Guarantee for the due performance of the Contract in the format of **Performance Security Form**. The Performance Security shall be valid for six months beyond the agreement period and the selected bidder shall have to provide the extended Bank Guarantee, before the expiry, if required. The performance security shall remain valid at least till the expiry of the contract period. If the selector bidder fails to submit the performance security with in stipulated time the EMD shall be forfeited.

6.12 Execution of Contract

After acknowledgement of the LOA as aforesaid by the selected bidder and submission of performance security, it shall execute the contract within a 15 (fifteen) days from the date of issuance of LOA. The selected bidder shall not be entitled to seek any deviation in the Agreement. If the Selected Bidder fails to sign the contract with in the stipulated time, his performance security shall be forfeited and appropriated by HEPC. In such an event, HEPC may invite the Next Ranked Bidder for negotiations.

7. Evaluation Process

HEPC shall constitute a Bid Evaluation Committee to evaluate the responses of the Bidders. The Evaluation Committee constituted by HEPC shall evaluate the responses to the RFP and all supporting documents /documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

The decision of the Evaluation Committee in the evaluation of bids shall be final. No correspondence will be entertained outside the process of evaluation with the Committee. The Evaluation Committee may ask for meetings with the Bidders to seek clarifications or conformations on their proposal if need arise.

The Evaluation Committee reserves the right to reject any or all proposals at any stage of the evaluation process. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

The steps for evaluation are as follows:

Step 1: Technical Evaluation

- a) The EMD envelope shall be opened.
- b) For the bids in which the contents of the EMD envelope are found as per requirements, the Technical Bid shall be opened.
- c) The technical bids shall be reviewed to determine whether the bids are substantially responsive. A bid shall be considered responsive only if it satisfies all the requirements laid down in this RFP and provides relevant information in the respective formats specified in the RFP. Bids which are not substantially responsive are liable to be disqualified at HEPC's discretion.
- d) The technical proposal of the responsive bids shall be evaluated and marked against the Technical Evaluation Criteria mentioned in Section 6.1 of this document.
- e) The bidders shall be required to deliver a presentation on their detailed approach and methodology for the proposed engagement. Marks shall be allotted on the basis of criteria specified in in Section 6.1 of this document.
- f) Marks awarded to each bid in the previous two steps shall be added to form the technical score (ST) of the respective bid. The bids with overall technical score of **at least 60 marks** shall qualify for the commercial evaluation stage.

Step 2: Commercial Evaluation

- a) All technically qualified bids shall be notified to participate in the commercial bid opening process.
- b) The commercial bids of all technically qualified bidders shall be opened on the notified date and shall be reviewed to determine whether the bids are substantially responsive and unconditional.
- c) The lowest financial proposal (FM) will be given a financial score (SF) of 100 points. The financial scores of other proposals will be computed as follows:

$$SF = 100 \times FM/F \text{ (F = amount of Financial Proposal of the applicant)}$$

7.1 Technical Evaluation Criteria

The detailed breakup of marks for evaluation of technical bids submitted by the bidders is defined in the table presented below. A bidder must score a **minimum of 60 marks** to qualify for Commercial Evaluation.

Sno	Parameter	Criteria	Max Marks	Evidence
1	Bidder must have average annual turnover of at least INR 10Crores during the last three years from IT Activities	<ul style="list-style-type: none">Avg Turnover >= INR 10 Crores – 5 MarksAvg Turnover >= INR 15 Crores – 7 Marks	10	Audited financial statements for the last three financial years from Statutory Auditor/ Chartered Accountant

Sno	Parameter	Criteria	Max Marks	Evidence
		<ul style="list-style-type: none"> Avg Turnover >= INR 20 Crores – 10 Marks 		
2	The Bidder must have experience in implementation and/or maintenance of at least one IT/Software project with Central/State Government of at least INR3 Crores value in India during the last five years (from the date of publishing of the RFP)	<ul style="list-style-type: none"> Project Value >= INR 3Crores–7 Marks Project Value >= INR 4Crores –10 Marks Project Value >= INR 6 Crores– 15 Marks 	15	Work Orders/ Completion Certificates issued from the client as per Section 9.3.5 of this document
3	The Bidder must have experience in development /implementation & maintenance of at least one Analytics project/Machine Learning in the past five years (from the date of publishing of the RFP).	<ul style="list-style-type: none"> Project Value >= INR 50 Lakhs – 7 Marks Project Value >= INR 70 Lakhs –10 Marks Project Value >= INR 80 Lakhs – 15 Marks 	15	Work Orders/ Completion Certificates issued from the client as per Section 9.3.5 of this document
4	Firms should have its own indigenous Artificial Intelligence and Business Intelligence Platform. A written agreement/MoU of the bidder with a specialized agency in this regard shall also be allowed.	<ul style="list-style-type: none"> Up to 3 Machine Learning models – 5 Marks >=5Machine Learning Models – 7 Marks >=7Machine Learning Models – 10 Marks 	10	Document/Agreement/MoU portraying that the firm is authorized to use the AI/Business Intelligence Platform along with a self-declaration specifying the number of machine learning models within the platform
5	CVs of key personnel	<u>Project Manager/Solution Architect (10 Marks):</u>	40	Curriculum Vitae of the key personnel as per Section 9.3.6

Sno	Parameter	Criteria	Max Marks	Evidence
		<ul style="list-style-type: none"> • ≥ 5 years' experience as project manager in analytics projects – 7 Marks • ≥ 7 years' experience as project manager in analytics projects - 10 Marks 		clearly highlighting the respective criteria satisfied by the CV
		<u>Analytics Solution Lead (10 Marks)</u> <ul style="list-style-type: none"> • ≥ 3 years' experience as a data scientist/solution expert in analytics projects – 7 Marks • ≥ 5 years' experience as a data scientist/solution expert in analytics projects – 10 Marks 		
		<u>Data Scientist (10 Marks)</u> <ul style="list-style-type: none"> • ≥ 2 years' experience as a data scientist in analytics projects – 7 Marks • ≥ 4 years' experience as a data scientist in analytics projects – 10 Marks 		
		<u>Data Analyst 1 (5 Marks)</u> <ul style="list-style-type: none"> • ≥ 1 year experience as a data analyst in analytics projects – 2 Marks • ≥ 2 year experience as a data analyst in analytics projects – 5 Marks 		
		<u>Data Analyst 2 (5 Marks)</u> <ul style="list-style-type: none"> • ≥ 1 year experience as a data analyst in analytics projects – 2 Marks 		

Sno	Parameter	Criteria	Max Marks	Evidence
		<ul style="list-style-type: none"> • >= 2 year experience as a data analyst in analytics projects – 5 Marks 		
6	Technical Presentation	<ul style="list-style-type: none"> • Understanding of Scope & value addition provided – 3 Marks • Approach and Methodology – 5 Marks • Work Plan – 2 Marks 	10	Technical Presentation along with a hard copy of the same.

7.2 Final Evaluation

Bids will finally be ranked according to their combined technical (ST) and financial (SF) scores as follows:

$$S = ST \times 0.70 + SF \times 0.30$$

Where S is the combined score.

The Selected Bidder shall be the First Ranked Bidder (having the highest combined score). The Next Ranked Bidder shall be kept in reserve and maybe invited for negotiations in case the selected Bidder withdraws, or fails to comply with the requirements specified in this document.

8. General Terms & Conditions

8.1 Indemnity

The Selected bidder shall indemnify HEPC for any direct loss or damage that is caused due to the bidder's fraud, willful misconduct, gross negligence, breach of confidentiality or breach of third party intellectual property right or in the performance of the services.

8.2 Confidentiality

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising HEPC in relation to or matters arising out of, or concerning the Selection Process. HEPC will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. HEPC may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or HEPC.

8.3 Corrupt & Fraudulent Activities

HEPC shall reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the Contract in question. HEPC shall deem a bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time it determines that the bidder has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

8.4 Force Majeure

a) Definition

For the purposes of this assignment, “Force Majeure” means an event which is beyond the reasonable control of a Party, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies.

Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents employees thereof, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of the Agreement and (B) avoid or overcome in the carrying out of its obligations hereunder.

Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

b) Measures to be Taken

- i. A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party’s inability to fulfill its obligations hereunder with a minimum of delay.
- ii. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
- iii. The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- iv. During the period of its inability to perform the Services as a result of an event of Force Majeure, the Implementation Partner shall be entitled to be reimbursed for additional costs reasonably and necessarily incurred by it during such period for the purposes of the Services and in reactivating the Services after the end of such period. Such expenses will be approved by HEPC. The Consultant will have to provide proper justification and

certificate from their auditors for such expenses on the format as may be decided by HEPC. The decision of HEPC regarding such payments will be final.

8.5 Breach of Contract

- a) Material breach of Contract shall mean not submitting any deliverable as mentioned in 'Timelines & Deliverables' section of this document and not rectifying the default within 30 days of being notified about the default.
- b) The failure of a Party to fulfill any of its obligations shall not be considered to be a breach of, or default under, the Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of the Agreement.

8.6 Conflict of Interest

The selected bidder shall not receive any remuneration in connection with the assignment except as provided in the Contract. The team deployed by the Implementation Partner shall not engage in activities that conflict with the interest of HEPC under this Contract and shall be excluded from downstream supply of goods or construction of works or purchase of any asset or provision of any other service related to the assignment other than a continuation of the Services under the ongoing contract. The team engaged for this assignment should not be deployed in similar nature of assignment of any other state. It should be the requirement of the assigned works that the Implementation Partner should provide professional, objective and impartial advice and at all times hold the HEPC's interests paramount, and that in providing advice they avoid conflicts with other assignments and their own corporate interests.

8.7 Limitation of Liability

In no event shall either party be liable for consequential, incidental, indirect, or punitive loss, damage or expenses (including lost profits). The selected bidder shall not be liable to the other hereunder or in relation hereto (whether in contract, tort, strict liability or otherwise) for more than the value of the fees to be paid (including any amounts invoiced but not yet paid) under this Agreement.

8.8 Dispute Resolution

a) Amicable Settlement

The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of this agreement, the aggrieved party shall issue a written notice setting out the Dispute/differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation. If the dispute is not resolved as aforesaid within 15 days from the date of receipt

of written notice, the matter will be referred to HEPC, which shall take decision within 30 days after such reference. If the dispute is still not resolved the matter will be referred for Arbitration.

b) Arbitration

In case the dispute is not resolved, any party may issue a notice of reference, invoking resolution of disputes through arbitration in accordance with the provisions of the Arbitration Conciliation Act, 1996. The arbitral proceedings shall be conducted by a sole arbitrator that may be appointed with the consent of Parties to such dispute. If there is no agreement among the parties to the identity or appointment of such sole arbitrator within 30 days of issue of notice of reference, then the arbitral proceedings will be conducted by a panel of three arbitrators, one arbitrator to be appointed by HEPC and other appointed by the vendor and the third arbitrator to be mutually appointed by the other two arbitrators in accordance with provisions of Arbitration and Conciliation Act, 1996. Arbitration proceedings shall be/ conducted in and the award shall be made in English language. Arbitration proceedings shall be conducted at Chandigarh.

8.9 Termination of Contract

a) Termination of Contract by HEPC

It shall be lawful for HEPC to terminate the Agreement signed with the selected bidder for this RFP, at any time without assigning any reason and without being liable for loss or damage which the vendor may suffer by reason of such termination, by giving the Contractor thirty [30] days' notice in writing by HEPC for such termination. Any such termination shall be without prejudice to any other right of HEPC under the Contract.

b) Termination of Contract by the vendor

If the vendor decides to terminate the Contract before the end of contract period, the vendor shall give an advance notice of at least ninety [90] days. If the vendor terminates the contract/Agreement without prior notice of ninety [90] days, then the entire Performance Security shall be forfeited to HEPC.

8.10 Miscellaneous

The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Chandigarh shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.

HEPC, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

- a) suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
- b) consult with any Bidder in order to receive clarification or further information;
- c) retain any information and/or evidence submitted to HEPC by, on behalf of and/or in relation to any Bidder; and/or
- d) independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.

It shall be deemed that by submitting the Proposal, the Bidder agrees and releases HEPC, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future. It is clarified that compensation shall be binding to both the parties under the Arbitration & Reconciliation Act, 1996

9. Annexures

9.1 Annexure 1: Database screenshots

9.1.1 Composite Application Form

Mandatory Fields

Applicant Name*	<input type="text" value="First Name"/>	<input type="text" value="Middle Name"/>	<input type="text" value="Last Name"/>
	Invalid Input		
Email *	<input type="text" value="testtest@gmail.com"/>	<input type="text" value="Secondary Email"/>	
Contact Number*	<input type="text" value="Mobile Number"/>	<input type="text" value="Phone Number"/>	
Business Entity (M/s)*	<input type="text" value="Enter Business Entity"/>		
Site Address *	<input type="text" value="Enter Site Address"/>		
District*	<input type="text" value="Select District"/>	*To know your block enter your village name or visit this link	
		Village	<input type="text" value="Enter Village Name"/>
Category of Block*	<input type="text" value="Select Block"/>	Land Zone Use Type*	<input type="text" value="Select Land Zone"/>
Investment Type*	<input type="text" value="Select Investment Type"/>		
Product of Manufacture /Service Provided *	<input type="text" value="Enter Product"/>	CLU Required <input type="checkbox"/>	*Check if CLU is required.
Sector*	<input type="text" value="Select"/>		
Expected Start Date of Commercial Production / Operations*	<input type="text" value="dd—yyyy"/>		
Foreign Direct Investment*	<input type="radio"/> Yes <input checked="" type="radio"/> No		

1. Investor

Investor

Country	<input type="text" value="Select"/>
NRI Investment, If any	<input type="text" value="Crores"/> crores <input type="text" value="lacs"/> lacs <input type="text" value="thousands"/> thousands
Address	<input type="text" value="Address 1"/>
Applicant Photo	<input type="button" value="Choose File"/> No file chosen

2. Company Detail

Company Detail

Business Entity Type	<input type="text" value="Select"/>
Promoter / MD / Director	<input type="text" value="Enter Name"/> <input type="text" value="Enter Designation"/>
No. of Directors/ Promoters /MDs /CEO	<input type="text"/>
PAN Number	<input type="text" value="Enter PAN Number"/>
Aadhar Number	<input type="text" value="Enter Aadhar Number"/>
GST Number	<input type="text" value="Enter GST Number"/>
UAM Number	<input type="text" value="Enter UAM Number"/>
Size of Industry	<input type="text" value="Select"/>

3. Terms & Conditions

TERMS AND CONDITIONS

1. I/We , hereby undertake that all the information furnished above is true and correct to the best of my/our knowledge and belief. No part of the information is false and nothing has been concealed therein.
2. All the required attachments have been completely and legibly attached to this form.

☐ I Accept Terms and Conditions

Applicant Signature

No file chosen

Place

9.1.2 Feedback Database

Interface for the user

The screenshot shows a web interface with a 'Service Log' table in the background and a 'Rate Us' modal form in the foreground.

Service Log Table:

Action Taken	Date
Cleared	18-05-2017

Rate Us Modal Form:

- Rate:** A row of five stars. The first three are blue, and the last two are grey.
- Remarks:** A large text input area.
- Buttons:** 'Submit' and 'Close' buttons at the bottom right of the modal.

Additional UI elements include a green download icon in the top right of the modal and a 'Download' button on the right side of the background interface.

Feedback Data Captured in Database

Following are the fields of the table in which the feedback data is captured:

- a) **CAF Pin:** This is the Unique Identifier for each CAF filled in the system.
- b) **Name:** Name of the person/business entity who applied for the service
- c) **Business Entity:** The type of CAF filled in for availing this service.
- d) **Email:** Email ID of the person/entity who applied for the service.
- e) **Contact No.:** Contact number of the person/entity who applied for the service.
- f) **District:** District where the business entity is proposed to be setup
- g) **Project Level:** Project Level (EEC/DLCC) of the CAF filled in for availing the service.
- h) **Department Name:** The department which has delivered the service for which the feedback is captured.
- i) **Service Name:** The service for which the feedback is captured.
- j) **Applied Date:** Date on which the application for service is submitted by the user.
- k) **Cleared Date:** Date on which the application for service is cleared or approved.
- l) **Rating:** The rating given by the user according to his experience of service delivery.
- m) **Comments:** Comments (if any) provided by user along with the rating.
- n) **Feedback Date:** Date on which the feedback is provided by the user.

9.1.3 Helpdesk Ticketing System Database

Interface for generating the tickets

The screenshot shows a web application titled "Generate Tickets". It features a form with the following elements:

- User By ***: A dropdown menu with "--Select--" as the placeholder.
- Value ***: A text input field with the placeholder "Enter Value".
- Search**: A yellow button.
- Reset**: A red button.
- Add New**: A blue button.
- Subject ***: A text input field with the placeholder "Enter Subject".
- Priority ***: A dropdown menu with "--Select Priority--" as the placeholder.
- Incident Category ***: A dropdown menu with "--Select Incident Category--" as the placeholder.
- Department**: A dropdown menu with "--Select Department--" as the placeholder.
- Service**: A dropdown menu with "--Select Services--" as the placeholder.
- Description ***: A rich text editor with a toolbar containing various formatting options (bold, italic, underline, etc.) and a text area for the description. Below the toolbar, it shows "Words: 0" and "Characters: 0".

Ticketing data captured in database

- a) **Ticket Number:** The unique identifier for every ticket generated in the system
- b) **Subject:** Brief about the issue for which ticket is logged
- c) **Description:** Detailed description of the issue for which the ticket is logged
- d) **Category:** The category of the incident logged. Currently, there are 5 categories pre-defined in the system.
- e) **Department:** The department to which the incident pertains.
- f) **Service:** The service to which the incident pertains.
- g) **Assigned Member:** The team member to which the ticket is currently assigned
- h) **Priority:** The priority of the ticket generated. Currently there are 3 priorities pre-defined in the system.
- i) **Name of complainant:** The name of the person for whom the ticket is created
- j) **Email:** The email ID of the complainant
- k) **Phone Number:** The phone number of the complainant.
- l) **Created by:** The name of the member who created the ticket
- m) **Creation Date:** The date on which the ticket is created
- n) **Closing Date:** The date on which the ticket is closed
- o) **Status:** The current status of the ticket (Open or Closed)

9.2 Annexure 2: Sample reports

PERIODIC STATUS OF FEEDBACK -

NOV 19, 2018 TO DEC 23, 2018

Department/Service Name	Good	Average	Poor	Grand Total
DAKSHIN HARYANA BIJLI VITRAN NIGAM	1	2	2	5
Extension/Reduction of Load (DHBVN)			1	1
Faridabad			1	1
Regular Electricity Connection (DHBVN)	1			1
Jind	1			1
Regular Electricity Connection-Demand Notice Issue		2	1	3
Faridabad			1	1
Hissar		1		1
Rewari		1		1
DEPARTMENT OF INDUSTRIES & COMMERCE	3			3
Renewal under Boiler Act	3			3
Faridabad	1			1
Karnal	1			1
Palwal	1			1
HARYANA STATE INDUSTRIAL & INFRASTRUCTURE DEVELOPMENT CORPORATION LTD	1			1
Sewerage Connection	1			1
Faridabad	1			1
HARYANA STATE POLLUTION CONTROL BOARD	12	4		16
Authorization under Bio Medical Waste	8			8
Hissar	6			6
Kurukshetra	1			1
Yamunanagar	1			1
Authorization under e-Waste		1		1
Jhajjar		1		1
Authorization Under Hazardous Waste Rules	2			2
Gurugram	1			1
Sonapat	1			1
CTE	1	3		4
Faridabad		1		1

PERIODIC STATUS OF HELPDESK

DEC 24, 2018 TO JAN 04, 2019

1. Total tickets generated during the reporting period

Department Name	Open	Closed	Grand Total
General Enquiry	6	172	178
HEPC	6	172	178
Process Related	12	49	61
<u>Labour Department - Labour Wing</u>	9	20	29
Haryana State Pollution Control Board	0	15	15
<u>Labour Department - Factory Wing</u>	0	9	9
Uttar Haryana <u>Bijli Vitran Nigam</u>	2	3	5
<u>Dakshin Haryana Bijli Vitran Nigam</u>	0	2	2
Town & Country Planning	1	0	1
Technical		18	18
HEPC	0	18	18
Grievances	2		2
<u>Labour Department - Factory Wing</u>	1	0	1
Haryana State Pollution Control Board	1	0	1
Grand Total	20	239	259

2. Total unresolved tickets with stipulated resolution time exceeded

Department Name	Normal	High	Urgent	Grand Total
<u>Labour Department - Labour Wing</u>	4	2		6
Process Related	4	2		6
<u>Uttar Haryana Bijli Vitran Nigam</u>	3			3
Process Related	3			3
HEPC	1		1	2
General Enquiry	1		1	2
Town & Country Planning	1			1
Process Related	1			1
<u>Dakshin Haryana Bijli Vitran Nigam</u>	1			1
Process Related	1			1
Haryana State Industrial & Infrastructure Development Corporation Ltd	1			1
Process Related	1			1
Grand Total	11	2	1	14

9.3 Annexure 3: Forms required for Technical Proposal

9.3.1 Cover Letter

Cover Letter for Technical Proposal

(On Bidder's Letterhead)

The Chief Executive Officer,
Haryana Enterprises Promotion Centre,
Bay No. 63-66, Level II
Sector – 2, Panchkula

Dated:

Sub: Selection of Implementation Partner for implementation of Data Analytics at Haryana Enterprises Promotion Centre

Dear Sir,

1. With reference to your RFP document dated....., we, have examined the Bid Documents and understood their contents and hereby submit our Proposal for the aforesaid Assignment. This proposal is unconditional.
2. All information provided in the Proposal and in the Annexures is true and correct.
3. This statement is made for the express purpose of qualifying as a Bidder for undertaking the Assignment.
4. We shall make available to HEPC any additional information it may find necessary or require to supplement or authenticate the Bid.
5. We acknowledge the right of HEPC to reject our Proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
6. We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
7. We declare that:
 - a. We have examined and have no reservations to the Bidding Documents, including any Addendum issued by HEPC.
 - b. We do not have any conflict of interest in accordance the RFP document;
 - c. We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any

agreement entered into with HEPC or any other public sector enterprise or any government, Central or State; and

- d. We hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
8. We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Proposal that you may receive nor to invite the Bidders to Bid for the Assignment, without incurring any liability to the Bidders, in accordance with the RFP document.
9. We declare that we are not a Member of any other firm submitting a Proposal for the Assignment.
10. We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Assignment or which relates to a grave offence that outrages the moral sense of the community.
11. We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
12. We certify that we have not been barred by any State/ Central Government of India or any entity controlled by them from participating in any project, and if the bar subsists on the date of proposal we will not be eligible to submit the proposal
13. We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/ Managers/ employees.
14. We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate HEPC of the same immediately.
15. We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by HEPC in connection with the selection of the Bidder, or in connection with the Bidding Process itself, in respect of the above mentioned Assignment and the terms and implementation thereof.
16. In the event of our being declared as the successful Bidder, we agree to enter into an Agreement in accordance with the draft that has been provided to us prior to the Proposal Due Date. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
17. We have studied all the Bidding Document carefully. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by HEPC or in respect of any matter arising out of or concerning or relating to the Bidding Process including the award of Concession
18. The Fee has been quoted by us after taking into consideration all the terms and conditions stated in the RFP, draft Agreement.

19. We offer an EMD of Rs. 2,00,000/-(Two Lakhs only) to HEPC in accordance with the RFP Document.
20. The EMD in the form of a Demand Draft is attached.
21. We agree and understand that the Proposal is subject to the provisions of the Bidding Document.
In no case, we shall have any claim or right of whatsoever nature if the assignment is not awarded to us or our Proposal is not opened.
22. We agree to keep this offer valid for 90 (Ninety) days from the Proposal Due Date specified in the RFP.
23. We agree and undertake to abide by all the terms and conditions of the RFP document.

In witness thereof, we submit this Proposal under and in accordance with the terms of the RFP document

Yours faithfully,

(Signature of the Authorized signatory)

(Name and designation of the Authorized signatory)

Name and seal of Bidder

9.3.2 Checklist for Technical Evaluation

Sno	Checklist Item	Reference Page No. in proposal
1	Earnest Money Deposit (EMD)	
2	Copy of Certificate of Incorporation	
3	Self-declaration regarding bidder not being blacklisted	
4	Copy of PAN Card	
5	Copy of GST Certificate	
6	Declaration of financial strength along with the audited financial statements of last 3 years	
7	Certificate from HR regarding the number of IT professionals and office location	
8	Detailed Project Citations	
9	Curriculum Vitae of the proposed resources	

9.3.3 Letter for No Blacklisting

Declaration regarding bidder has not been blacklisted

(On Bidder's Letterhead)

The Chief Executive Officer,
Haryana Enterprises Promotion Centre,
Bay No. 63-66, Level II
Sector – 2, Panchkula

Subject: Self Declaration of not been blacklisted in response to Selection of Implementation Partner for implementation of Data Analytics at Haryana Enterprises Promotion Centre

Dear Sir,

We confirm that our company, _____ is not blacklisted in any manner whatsoever by any of the state and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Yours faithfully,

(Signature of the Authorized signatory)

(Name and designation of the Authorized signatory)

Name and seal of Bidder

9.3.4 Financial Capacity of the Bidder

Financial Capacity of the Bidder

Bidder's Name: _____

Particulars	Rupees in Crores		
	FY 2015 – 16	FY 2016 – 17	FY 2017 – 18
Annual Turnover			
Net Profit			

This is to certify that the above information has been examined by us on the basis of relevant documents & other relevant information and the information submitted above is as per record and as per details annexed.

Signature, Address, Seal & Membership No. of Chartered Accountant

9.3.5 Project Experience Format

For all projects to be showcased for the eligibility criteria in Section 3 of this document and for the purposes of technical evaluation, the bidder shall provide a brief narrative as mentioned below:

Project Name:		
Client Name:		Project Location:
Project Start Date (MM/YYYY)	Project End Date (MM/YYYY)	Approx. Value of Services
Detailed Description of the Project		

Note- All supporting documents including Work Orders/ Completion Certificates issued in support of the projects shall need to be attached along with the above format.

9.3.6 Curriculum Vitae of Proposed Team

The Curriculum vitae of the proposed team shall be provided in the following format:

1	Proposed Position			
2	Name of the Resource			
3	Number of Years with current organization			
4	Total Years of Experience			
5	Education Details			
	Degree Obtained	Name of Institute	Year of award	Aggregate Percentage
6	Employment Details			
	Name of Organisation	From (MM/YYYY)	To (MM/YYYY)	Designation
7	Professional Experience relevant to current project			
	From (MM/YYYY)	To (MM/YYYY)	Company/project experience details	

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

Full name & signature of the proposed resource

9.3.7 Details of Infrastructure required

Bidder is required to detail the infrastructure requirements for the deployment of analytics solution in the below format. The infrastructure will be provided to the Implementation Partner by HEPC. In case the hardware requirements are grossly wrong/ inadequate for the smooth functioning of analytics solution, the Implementation Partner shall provide such infrastructure at no cost to HEPC.

Sno	Device Details	Quantity	Make/ Version	No. of cores required (If applicable)	RAM/HDD/LAN Ports (as relevant)	Remarks

9.4 Annexure 4: Forms required for Financial Proposal

9.4.1 Cover Letter

Cover Letter for Financial Proposal

(On Bidder's Letterhead)

The Chief Executive Officer,
Haryana Enterprises Promotion Centre,
Bay No. 63-66, Level II
Sector – 2, Panchkula

Subject: Selection of Implementation Partner for implementation of Data Analytics at Haryana Enterprises Promotion Centre

Dear Sir,

We, the undersigned, offer to provide the services as Implementation Partner for implementation of Data Analytics at Haryana Enterprises Promotion Centre in accordance with your RFP. Our Financial Proposal for Assignment is for the sum of Rs.....
(Amount in words and figures) this amount is inclusive of all taxes including service tax.

Sr. No.	Manpower	No. of resources	Man months (A)	Man Month rates (B)	Total C (A*B)
1.	Project Manager/Solution Architect				
2.	Analytics Solution Lead				
3.	Data Scientist				
4.	Data Analyst				
5.	Front End Developer cum Visualization expert				
Grand total (inclusive of all taxes)					

1. Our Financial Proposal shall be binding upon us up to the expiration of the validity period of the Proposal, as per RFP.....
2. The Financial Proposal is without any condition.

3. This financial proposal covers remuneration for all the Personnel (Expatriate and Resident, in the field, office etc.), equipment, surveys, overhead charges viz. travelling, boarding and lodging and out of pocket expenses. The Financial Proposal is without any condition.
4. The offer price quoted by us is inclusive of all not specifically mentioned in the RFP document, but essential for successful completion of assignment.
5. We undertake that in competing for and, if the award is made to us, in executing the above consultancy services, we will strongly observe the laws against fraud and corruption to force in India namely "Prevention of Corruption Act 1988" We understand that you are not bound to accept any Proposal you receive.
6. We undertake that in competing for and, if the award is made to us, in executing the above consultancy services, we will strongly observe the laws against fraud and corruption in force in India.
7. These rates would be valid for the period of assignment and any additional manpower required would be provided on the above mentioned rates. These rates will also be used in case of subsequent reduction in manpower.

Yours sincerely,

Authorized Signature: Name and Title of
Signatory: Name of Bidder: Address: