

निविदा दस्तावेज
TENDER DOCUMENT

भारतीय मानकों का ऑन-लाइन विक्रय
करने हेतु
परियोजना प्रबंधन परामर्शदाता की नियुक्ति
APPOINTMENT OF PROJECT MANAGEMENT
CONSULTANT
FOR
ONLINE SALE OF
INDIAN STANDARDS



सूचना प्रौद्योगिकी सेवाएँ विभाग
INFORMATION TECHNOLOGY SERVICES DEPARTMENT
भारतीय मानक ब्यूरो

BUREAU OF INDIAN STANDARDS

मानक भवन, ९ बहादुर शाह ज़फ़र मार्ग, नई दिल्ली ११० ००२

Manak Bhavan, 9 Bahadur Shah Zafar Marg, New Delhi 110 002

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वेब/Web: <http://www.bis.org.in>

(March 2008)



भारतीय मानक ब्यूरो
BUREAU OF INDIAN STANDARDS

मानक भवन Manak Bhavan

९ बहादूर शाह ज़फर मार्ग 9 Bahadur Shah Zafar Marg

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सूचना प्रौद्योगिकी सेवाएँ विभाग
INFORMATION TECHNOLOGY SERVICES DEPARTMENT

संदर्भ/Ref. No. ITS/24:1

दिनांक/Date: 14-03-2008

भारतीय मानकों का आन-लाईन विक्रय करने हेतु
परियोजना प्रबंधन परामर्शदाता की नियुक्ति हेतु निविदा दस्तावेज
**TENDER DOCUMENT FOR APPOINTMENT OF PROJECT MANAGEMENT
CONSULTANT FOR ONLINE SALE OF INDIAN STANDARDS**

Dear Sir/Madam,

1. Sealed tenders under the two bid system are invited for the above work, in their own forms, from eligible consultants by the Bureau of Indian Standards upto 1700 h on or before **03 April 2008**. The tenders are to be submitted in two separate envelopes each sealed and clearly identified as to envelop number and contents as indicated below. Both the envelopes shall be contained in a large envelope superscribed **“TENDER DOCUMENT FOR CONSULTANCY WORK FOR ONLINE SALE OF INDIAN STANDARDS”**.
2. The bidders can also download the Tender Documents from the BIS Website i.e. www.bis.org.in. The tenders must be clearly written or typed without any cancellations /corrections or overwriting.
3. **Envelope No. 1 (Technical Bid)**
 - 3.1 Envelope No. 1 shall contain all tender documents except Volume-2 (Financial Bid), each page duly signed by bidders as a token of their acceptance of the technical and contractual terms and conditions, including tender form duly filled in, complete details and description, including all data to be supplied by tenderer as specified in the tender document. The Envelope No. 1 shall also contain Earnest Money Deposit in the form of crossed demand draft of Rs. 5000/- (*Rupees five thousand only*) in favour of *Bureau of Indian Standards, New Delhi* and forwarding letter of consultant. In the event of the tender being accepted, the earnest money shall form a part of the retention money and shall be adjusted while settling the final bill. The forwarding

letter of the consultant should contain the following Annexures in support of their eligibility:

- Annex 1 - Documents indicating the set up of organization, partnership, proprietorship, private Ltd., public Ltd., etc.
- Annex 2 - Valid enlistment with NIC, NICSI, C-DAC, Public Sector Undertakings or other Government bodies
- Annex 3 - Details of works of similar nature carried out in Central or State Government bodies/departments, Public Sector Undertakings, Other National or International bodies in the last 3 years ending Dec 2007, each of minimum value as detailed below:
- a) Consultancy for two similar completed works costing not less Rs. 1.5 crore.
- Or
- b) Consultancy for one similar completed work costing not less than Rs. Rs. 2.0 crore.
- Completion certificates for the above should clearly indicate the scope and nature of work carried out and the value of various components of work as executed, in order to confirm conformity to defined similar works. The completion certificate should be attested by the issuing authority with stamp.
- Similar works means works related to ‘**Online sale of large number of *electronic publications***’
- Annex 4 - Details of Infrastructure and technical personnel available with the organization.
- Annex 5 - Copy of valid ITCC certificate.
- Annex 6 - Copy of registration with Sales Tax Department.
- Annex 7 - List of ongoing works with their financial value.
- Annex 8 - List of arbitration cases (if any).

This envelope shall be superscribed “**ENVELOPE-1**” “**TECHNICAL BID FOR CONSULTANCY WORK FOR ONLINE SALE OF INDIAN STANDARDS**”.

Financial bids of Tenderers who do not fulfill the above requirements shall not be opened. The required documents should be submitted strictly as prescribed. Original

documents may be required for verification at the time of opening the technical bids or at any stage thereafter.

4. **ENVELOPE No. 2 (Financial Bid)**

- Envelope No. 2 shall contain the Volume-2 of the Tender document having only Financial Bid i.e. rates duly filled in and signed by the tenderer. No commercial or technical condition(s) or qualification of any sort shall be indicated by the tenderer in this Envelope, otherwise the tender shall be summarily rejected. This envelope shall be superscribed “**ENVELOPE-2**” “**FINANCIAL BID FOR CONSULTANCY WORK FOR ONLINE SALE OF INDIAN STANDARDS**”.
5. Rate(s) quoted shall be firm and all-inclusive flat rate (not in terms of percentage of the total cost of work) and shall cover all office and documentation expenses, consumables etc, required for proper execution of the work. Rate(s) shall also cover the cost of handling, carriage, taxes, duties and royalties etc. No escalation in price would be permitted.
6. Sealed tenders as above will be received by the Head (IT Services), Bureau of Indian Standards, Manak Bhavan, 9 Bahadur Shah Zafar Marg, New Delhi upto 1700 hrs. on **03 April 2008**.
7. Envelope No. 1 will be opened on the **04 April 2008** (Friday) in the presence of such tenderers or their duly authorized representatives as may like to be present at 1500 h. at the address indicated at 6 above.
8. The date and time of opening of Envelope No. 2 (Financial Bid) in case of tenderers found eligible shall be intimated separately.
9. The tenders shall be valid for a period of 6 months from the date of opening of the tender.
10. The Bureau of Indian Standards reserves the right without assigning any reasons therefore to:
- a) Accept or reject any or all tenders in whole or in part;
 - b) Increase or decrease the scope/quantities of any item of the work and the successful tenderer shall perform the same at the rates quoted.
11. Time of completion of work will be seven (07) months from the date of award of consultancy work (see Annex A of the Tender Document).
12. The important details of the work are provided in the Appendix. All bidders are requested to read the same carefully. Any further clarifications may be obtained from the undersigned.

13. BIS shall recover TDS and any other taxes, as applicable from time to time, from the bills submitted by the consultant. Any change in the rate of TDS shall be to the consultant's account.
14. Successful bidder will be required to execute an agreement with BIS.
15. Tenderers have to return all the documents issued to them while submitting their tender, duly stamped and signed on all pages.
16. Fax/E-mail/Telegraphic/Telex tenders shall not be considered.
17. The bidder who submits the tender on behalf of their principals should produce documentary evidence in support of their authority to quote or submit proforma invoice of their principals.
18.
 - a) Tenders not accompanied with Demand Draft towards "Earnest Money Deposit" will summarily be rejected.
 - b) Tenders, which are submitted without following the Two-Bid Offer System, will summarily be rejected.
 - c) Unsigned Tenders will also be rejected & Conditional Offers will not be considered.
19. BIS will not be responsible :
 - a) For delayed/late quotations submitted/sent by Post/Courier etc.
 - b) For submission/delivery of quotations at wrong places other than the **Office of Head (ITSD), Bureau of Indian Standards, 9, Bahadur Shah Zafar Marg., New Delhi 110 002.**
- 20 All questions, disputes or differences arising under, out of or in connection with this Bid document shall be subject to the exclusive jurisdiction of Delhi Court.

-sd-
**Head(Information Technology Services Department),
BIS, New Delhi**

<p style="text-align: center;">निविदा-दाताओं के लिए शर्तें Terms and Conditions for tenderers</p>

I. कार्यक्षेत्र जिसके लिए परामर्श सेवाएं चाहिए

Scope of work for which Consultancy services are required, include the following :

1. Conversion of about 18,000 Indian standards from printed (or hardcopy) form to electronic form (Revisable as well as non-revisable)
2. Software development and its maintenance for online sale of Indian Standards
3. Hosting of the converted documents (in non-revisable format) on the web site including hiring of space on a web server
4. Electronic sale of the standards and other related publications through internet with payment made through gateway (such as credit card, debit card, smart card, advance payment, etc.)
5. Regular updation of the Indian Standards database by incorporating Revisions and Amendments

II. अनुमान एवं आवश्यकताएं

Estimation and requirements

1. **Quantity:** There are about 3.5 lac pages (A-4 size) to be converted to electronic form.
2. **Quality:** The consultant shall ensure 99.99 % accuracy in the conversion process with due verification.
3. **Format:** The standard non-revisable document formats such as portable document format (PDF) or post-script (PS) or any other suitable format giving smallest file size and readable with standard software shall be used. Revisable format shall be provided to BIS for reference and use.
4. **Total project cost:** The estimated cost of the project is about Rs. 2.0 crore.

III. परामर्शदाता द्वारा प्रदान की जाने वाले सेवाओं की सूची

Schedule of services to be rendered by the consultant

1. Assess the quantum of the work involved with its various elements and requirements for implementation of a cost-effective and State-of-the-Art solution by suggesting alternate models and techniques for sale of standards on internet by way of direct downloading of standards/publications, sale of IS on CDs/DVDs, Hard copies etc.
2. Prepare specification and provide concrete suggestions regarding the requirements of hardware, software, service providers, software maintenance etc., supported with schedule of work for the above work along with necessary documents and drawings (if any).
3. Prepare PERT chart and assess the time required for completion of work..

4. Prepare the Tender Document, Expression of Interest document including technical bid, financial bid and terms and conditions in accordance with GFR 2005, Rules and Regulation and established procedures of BIS for call of offers. It may be mentioned here that a single advertisement is to be issued for inviting bids (under two bid system) for both the activities :
 - a) Leasing of Indian Standards on CD-ROMs/DVDs
 - b) For sale of standards on internet by way of direct downloading of Standards /publications, sale of IS on CDs/DVDs, Hard copies etc.
5. Assist BIS in evaluation of eligible bids/offers to arrive at a final decision for award of work to suitable agency,
6. Verification of the system established and put in operation, as envisaged in the Tender Document.
7. Advising BIS on technical, commercial and legal matters relating to above project of sale of standards on internet in the form of downloading of soft copies, CDs/DVDs, Hard Copies etc.

IV. योग्यता

Qualifications: The Consultant shall have the following qualifications

1. Must have carried out similar consultancy work relating to total e-commerce solution in the area of electronic publishing in Central or State Government bodies/departments, Public Sector Undertakings, Other National or International bodies in the last 3 years ending Dec 2007, each of minimum value as detailed below:
 - a) Consultancy for two similar completed works costing not less Rs. 1.5 crore.
 - Or
 - b) Consultancy for one similar completed work costing not less than Rs. 2.0 crore.

‘Similar works means works related to ‘**Online sale of large number of electronic publications**’
2. Only firms having experience in the discipline as mentioned above need apply. Individuals need not apply.

V. कार्य वरीयता

Work Preference

1. Preference shall be given to the **consultant** who would have handled work relating to on-line sale of large number of electronic publications like National standards, International standards, etc.
2. Any other credentials reflecting Experience and Quality of Service in the subject area would be given preference.

VI. अन्य शर्तें
Other Conditions

1. The **consultant** shall exhibit the highest level of integrity, transparency, dedication and pride in the work awarded.
2. The **consultant** shall follow the ethics of business to the fullest extent and take steps to induce confidence and trust in **BIS**; shall not attempt any unethical endeavours bringing disrepute to any party.
3. **BIS** reserves the right to cancel the work at any stage, after making suitable payment for the work done in terms of the Agreement, if **BIS** feels that the quality of the services/work delivered by the consultant or the contractor is not up to the satisfactory level. In such an event, the **consultant** and/or the contractor shall hand over all the source codes, databases and other designs/work completed to **BIS**. The EMD and retention money shall stand forfeited.
4. The **consultant** shall ensure that the software developed (with source code), databases, converted standards documents and all other elements of the project shall remain under the total ownership of **BIS** as also the copyright remains with **BIS**. The software shall not be replicated, sold, passed on to anyone else in any form or used commercially or otherwise without written permission from **BIS**.
5. An amount of 10 percent from the bills of the **consultant** would be retained as retention money and the same shall be released on satisfactory completion of the assignment.
6. The **consultant** shall be fully responsible to safeguard **BIS** from any legal or commercial implications/obligations that may arise out of project execution causing harm/loss to the customers/**BIS**
7. The updation of Indian standards converted and hosted on the web site for online sale would start immediately from the succeeding month.

जिल्द १/Volume 1
तकनीकी निविदा
TECHNICAL BID

(The tenderers are requested to quote for all the entries below)

फर्म का नाम/Name of the firm: _____

पता/Address: _____

फोन/Ph: _____ **फैक्स/Fax:** _____ **ई-मेल/email:** _____

I. निविदा-दाता के अग्रप्रेषण पत्र जिसके साथ उनके योग्यता के समर्थन में लगाए निम्न दस्तावेज लगाए गए हैं/Forwarding letter of the tenderer containing following documents in support of their eligibility

क्रम सं Sl. No	विवरण Description	संलग्न Attached (Y/N)
1.	Documents indicating the set up of organization, partnership, proprietorship, private Ltd., public Ltd., etc.	Y/N
2.	Valid enlistment with NIC, NICS, C-DAC, Public Sector Undertakings or other Government bodies	Y/N
3.	<p>Details of works of similar nature carried out in Central or State Government bodies/departments, Public Sector Undertakings, Other National or International bodies in the last 3 years ending May 2004, each of minimum value as detailed below:</p> <ul style="list-style-type: none"> Consultancy for two similar completed works costing not less Rs. 1.5 crore. Or Consultancy for one similar completed work costing not less than Rs. Rs. 2.0 crore. <p>Completion certificates for the above should clearly indicate the scope and nature of work carried out and the value of various components of work as executed, in order to confirm conformity to defined similar works. The completion certificate should be attested by the issuing authority with stamp</p>	Y/N
4.	Details of Infrastructure and technical personnel available with the tenderer organization	Y/N
5.	Copy of valid ITCC certificate	Y/N
6.	Copy of registration with Sales Tax Department	Y/N
7.	List of ongoing works with their financial value	Y/N

8.	List of arbitration cases (if any).	Y/N
9.	All the documents as well as tender document have been duly stamped and signed on all pages	Y/N

II. कोई अन्य सूचना या शर्त/Any other information or condition

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प्राधिकृत हस्ताक्षरी के मुहर सहित हस्ताक्षर
Signature of Authorized Signatory
with seal

दिनांक/Date:

जिल्द २/Volume 2
वित्तिय निविदा
FINANCIAL BID

(The tenderers are requested to quote for all the entries below)

फर्म का नाम/Name of the firm: _____

पता/Address: _____

फोन/Ph: _____ **फैक्स/Fax:** _____ **ई-मेल/email:** _____

I. वित्तिय प्रस्ताव/Financial offer

Sl. No.	Description	Quote (in Rs.)
1.	Quote your price here	
2.	Any other (specify)	

Note: Rate(s) quoted shall be firm and all-inclusive flat rate (not in terms of percentage of the total cost of work) and shall cover all office and documentation expenses, consumables etc, required for proper execution of the work. Rate(s) shall also cover the cost of handling, carriage, taxes, duties and royalties etc. The service tax as applicable may be shown separately. No escalation in price would be permitted

II. कोई अन्य शर्त/Any other condition

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प्राधिकृत हस्ताक्षरी के मुहर सहित हस्ताक्षर
Signature of Authorized Signatory
with seal

Date :

ANNEX A

परामर्शदाता द्वारा दी जाने वाली सेवाओं का कार्यक्रम SCHEDULE OF SERVICES TO BE RENDERED BY THE CONSULTANT
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क्रम सं. Sl. No.	गतिविधि Activity	विवरण Description	समय लागत Time	दायित्व Responsibility
1.	Assessment	Assess the expenditure and work involved, requirements for implementation of a new cost-effective and profitable solution(s) by suggesting alternate models and techniques	3 days	Consultant
2.	Designing	Prepare and submit specification supported with schedule of work for the above work along with necessary documents and drawings (if any), PERT chart and assess the time required to completion of work	5 days	Consultant
3.	Tendering	Prepare and submit the tender, draft agreement between Owner and contractor, and tender notice for call of offers	3 days	Consultant
4.	Tendering	Publishing of tender notice in newspapers	1 week	Owner
5.	Tendering	Selling, receiving and opening of tenders (Volume 1, technical)	3 weeks	Owner
6.	Evaluation	Evaluate the eligible tenders and recommend for opening of Volume 2 of tender (financial)	1 week	Consultant
7.	Tendering	Opening of Volume 2 of tender	1 day	Owner
8.	Tendering	Finalizing award of work to suitable agency	1 week	Owner and Consultant
9.	Payment	Submit bills for release of first installment		Consultant
10.	Payment	Release payment	1 week	Owner
11.	Execution	Award of work to the successful agency and signing of agreement	2 days	Owner and Contractor(s)
12.	Execution	Phase I: Conversion of first lot of Indian standards (about 1000 fast moving standards) for prototype approval	3 weeks	Contractor(s)
13.	Execution	Phase I: Software development for prototype approval	3 weeks	Contractor(s)
14.	Execution	Discussion/arrangement with payment gateway	3 weeks	Consultant and Contractor(s)
15.	Supervision	Phase I: Supervise the work during its' progress and certify the contractors workmanship with respect to quantity and quality, ensuring that all requirements have been met	3 weeks	Consultant
16.	Inspection	Testing of software with the real data on line for approval	2 days	Consultant and contractor(s)

17.	Inspection	Carry out inspection of the prototype	2 days	Owner
18.	Clearance	On approval, proceed with next activity (item 19), or else go to item 12	2 days	Consultant and Owner
19.	Execution	Arranging web space and hosting of the documents and software on web	1 week	Contractor(s)
20.	Inspection	Testing and approval of finished product	1 day	Owner
21.	Inspection	Rectification of defects, if any	1 week	Contractor(s)
22.	Clearance	On approval, proceed with next activity (item 23), or else go to item 21	2 days	Consultant and Owner
23.	Launch	Launch and publicity of the product		Owner, Consultant and Contractor(s)
24.	Payment	Submit bills for release of second installment for consultant and first for contractor(s), along with the details of work done		Consultant and Contractor(s)
25.	Payment	Release payment	1 week	Owner
This completes Phase I. For Phases II, III & IV, the activities involving conversion of hardcopies to electronic form, their inspection and hosting on web site would repeat with following time frames:				
26.	Execution	Conversion of Indian standards (about 6000 standards per Phase)	3 weeks in each Phase	Contractor(s)
27.	Supervision	Supervise the work during its' progress and certify the contractors workmanship with respect to quantity and quality, ensuring that all requirements have been met	3 weeks in each Phase	Consultant
28.	Inspection	Carry out inspection of the product	1 day in each Phase	Owner
29.	Clearance	On approval, proceed with next activity (item 30), or else go to item 26	2 days	Consultant and Owner
30.	Execution	Arranging additional web space and hosting of the documents on the web	2 days	Contractor(s)
31.	Inspection	Testing and approval of the specific Phase	1 day	Owner
32.	Inspection	Rectification of defects, if any	1 week	Contractor(s)
33.	Clearance	On approval, proceed with next activity (item 34), or else go to item 32	2 days	Consultant and Owner
End of Phase				
34.	Payment	Submit bills for release of payment for work done in the next Phase for both consultant and the contractor(s) along with the details of work done		Consultant and Contractor(s)
35.	Payment	Release payment	1 week	Owner

Note: Some of the activities indicated above are not sequential and should be executed in parallel; for example, activities at serial 12 to 15 and 19 could run parallel.

ANNEX B

<p style="text-align: center;">भुगतान सारणी SCHEDULE OF PAYMENT (कुल परामर्श फीस के प्रतिशत के रूप में राशी/figures as percentage of total consultancy fee)</p>

क्रम सं. Sl. No.	विवरण Description	भुगतान की प्रदान Payment release	
		परामर्शदाता Consultant	ठेकेदार Contractor
1.	On completion of working drawings, and detailed estimates, time schedule and PERT Chart, specifications, tender document, NIT and agreement between Owner and contractor(s)	10% (of fee)	NA
2.	On completion of Phase I	20% (of fee)	20% of cost
3.	On completion of each subsequent Phases	20% (of fee)	20% of cost for each phase subject to the value of work executed on pro-rata basis.
4.	On completion of work, testing and hosting on the website.	Balance amount	Balance amount

नोट/Note: 10% retention money will be deducted from all payments to be released after defect liability period of 12 months.