CORRIGENDUM 1

Sl. No.	Clause No.	Clauses as per ToR	Modification/Clarification
1.	Page No 2 2.1. Phase 1: Assessment /Performance Improvement of Existing BIS Applications and Development of New Applications And 2.2. Phase II: Project Management for the Implementation Phase	PMU will assess the present applications of BIS, identify the implementation and performance improvement areas (if any) and get the deficiencies removed and applications enhanced And Once applications start getting pilot tested, additional activities as per last lines of Para 1 will commence. The PMU will be responsible for Project Monitoring Support during project implementation by the SI, review all the deliverables of the SI.	PMU will assess the present applications of BIS, identify the implementation and performance improvement areas (if any) and get the deficiencies removed and applications enhanced…… And Once applications start getting pilot tested, additional activities as per last lines of Para 1 will commence. The PMU will be responsible for Project Monitoring Support during project implementation by the SI, review all the deliverables of the SI. Tentative duration of phase I will be 1.25 years and for phase II, it will be 1.75 years. However, initial couple of applications should start rolling out in about 3 months in original/improved form, as the case may be (latter in case of existing applications). The total duration of the engagement will be three years extendable up to five years. PMU shall start operating initially through the in-house ICT professionals under the guidance of senior officers of ITS Department of BIS. Deliverables will include development and implementation of the software mentioned in Appendix A

			within the overall timelines mentioned above. The timeline for deployment of the individual modules will be decided in due course.
			The technical documentation will be prepared by the ICT professionals under regular guidance of the PMU and periodic review by senior professionals of the successful bidder. All stakeholder departments in BIS and outside will also be involved closely for giving functional inputs. Some of the changes are suggested when end users actually start using the Application/Portal.
2.	Page No 2 2.1. Phase 1	Assessment /Performance Improvement of Existing BIS Applications and Development of New Applications	PMU will assess …….broad level SRS. BPR will need to be factored in during design and development phase to optimally harness power of ICT enabled solution. However, implementation of any such BPR, gap assessment, optimisation will evolve concurrently in Phase-I and will get into implementation mode in Phase-II. For your requirements of documents, please refer to Appendix-A attached along with mail inviting bids.
3.	2.2. Phase II:	Project Management for the Implementation Phase Exact timelines for each deliverable for various Applications/Portals will be worked out separately	PMU shall start operating initially through the in-house ICT professionals under the guidance of senior officers of ITS Department of BIS. Deliverables will include development and implementation of the software mentioned in Appendix A within the overall timelines mentioned

			above. The timeline for deployment of the individual modules will be decided in due course.
			The technical documentation will be prepared by the ICT professionals under regular guidance of the PMU and periodic review by senior professionals of the successful bidder. All stakeholder departments in BIS and outside will also be involved closely for giving functional inputs. Some of the changes are suggested when end users actually start using the Application/Portal.
4.	Page 3 3.Key Considerations and Instructions for Submitting Bid Response	Para 2: For technical evaluation of the bids, CVs of 3 alternative persons for each position shall be offered by the Bidder and considered by the Evaluation Committee.	NICSI empanelled Consulting Companies meet an eligibility criteria of annual turnover from Consulting Services (including application development) of Rs. 200 crore in India in each of the last 3 years and annual turnover from Consulting Services in e-Governance/IT Projects (including application development) of Rs. 60 crore in India in each of the last 3 years. These companies are also ISO 9001 certified. BIS also considers these criteria necessary for the purpose of eligibility considering large size and complexity of the project. In addition to this, CMMi Level 5/3 will be desirable as software

			development work is involved. Therefore, based on NICSI empanelment as on date, all 5 Consulting Companies empanelled companies have been considered on par for eligibility purposes. Any other company meeting these criteria can also submit its bid. For technical evaluation of the bids, CVs of three alternative persons for each position shall be offered by the Bidder and considered by the Evaluation Committee. Altogether, three CVs have to be provided for each position and average marks for all the 3 alternatives will be considered. However, during actual selection of particular candidates, additional profiles can be sought. In addition to the above, turnover and number of projects undertaken to provide management & technology consultancy services shall also be considered as enunciated in the table relating to technical evaluation.
5.	Page 3 3.Key Considerations and Instructions for Submitting Bid Response	Para 8: If due to any unavoidable circumstance, one or more of the deployed person(s) needs to be replaced/changed, then the bidder will need to provide equivalent or better personnel (to the	If due to any unavoidable circumstance, one or more of the deployed person(s) needs to be replaced/changed, then the bidder will need to provide equivalent or

		satisfaction of BIS) and ensure complete knowledge transfer required for continuity of the project	better personnel (to the satisfaction of BIS) and ensure complete knowledge transfer required for continuity of the project. The responsibility of KT is with the PMU. The duration cannot be specified by BIS. In any case, such a transition should take not less than a fortnight.
6.	Page 4 3.Key Considerations and Instructions for Submitting Bid Response	Para 16: Time limit for bid submission is 1200 hours on 13.06.2019	The bids can be submitted upto 16 00 h on 18 June 2019 on the CPP Portal.
7.	Page 12 6. Evaluation Criteria	Part A: CVs of Personnel Criteria (i) M.Tech. in CS/IT: 3 marks (ii) MBA: 2 marks* (iii) Any special accomplishment in education e.g. Gold Medalist, Rank Holderetc. 2 marks	No change is being considered as BE in CS/IT etc. is an essential qualification. Marks are being assigned for only incremental qualification.
8.	Page 12 6. Evaluation Criteria	**Part A: CVs of Personnel** And **Part B: Company Profile**	60 % is the minimum qualifying criteria i.e. 36 out of 60 marks.
9.	Page 12 Clause 3 Key Considerations and Instructions for Submitting Bid Response	Bid Evaluation shall be done on 60:40 basis for Financial Bid and Technical Score respectively.	Bid Evaluation shall be done on 60:40 basis for technical score and financial bid respectively.

10.	Page No 15 8. Penalties	Penalties shall be imposed @1% for each week of delay for non-supply of replacement manpower and for delay in other target dates mutually agreed originally. There shall be a capping of 6% after which the contract will be liable to be cancelled with a cancellation penalty of 10% besides having a discretion of invoking Bank Guarantee as well.	Penalties shall be imposed @1% for each week of delay for non-supply of replacement manpower and for delay in other target dates mutually agreed originally. There shall be a capping of 6% after which the contract will be liable to be cancelled with a cancellation penalty of 10% besides having a discretion of invoking Bank Guarantee as well. Force Majeure conditions and delay not attributable to PMU resources will be excluded from penalty.
11.	Appendix A	Appendix A	The software for product certification, management system certification, registration and laboratory are operational. Software for foreign certification, laboratory recognition, hallmarking scheme (jeweller and assaying centres), and consumer affairs are under modification due to changes after new regulations.
12.	Page 10 Clause 5 Resource Requirement	Solution Architecture Consultant	Solution Architecture Consultant (who will also perform the duty of tech lead)

13.	Page 14 Note	Marks for each category of personnel offered by a company shall be averaged and then weighted average shall be taken in the ratio 3:2:1 to calculate the final score.	Marks for each category of personnel offered by a company shall be averaged and then weighted average shall be taken in the ratio 2:3 to calculate the final score.

Modified Terms of Reference for Engagement of Program Management Unit with Dedicated IT Professionals

1. About BIS and the eBIS project

Bureau of Indian Standards (BIS) is the National Standard Body of India under the aegis of Ministry of Consumer Affairs for the harmonious development of the activities of standardization, marking and quality certification of goods and for matters connected therewith or incidental thereto. BIS has been providing traceable and tangible benefits to the national economy in several ways – providing safe reliable quality goods; minimizing health hazards to consumers; promoting exports and import substitutes; control over proliferation of varieties etc. through standardization, certification and testing. Presently, BIS functions and processes have limited IT adoption, which constraints BIS officials for timely & effective delivery of services to internal and external stakeholders. The eBIS project envisages IT enablement of all the services and functions of BIS including requisite Portals/Apps for thousands of stakeholders outside BIS to provide efficient, effective and timely services to the stakeholders. The present requirement relates to first tranche of manpower needed for getting software developed in an in-house manner. Additional technical/management professionals may be hired, if and to the extent needed, for system sizing, hardware/system software specs & designing, cloud-hiring, roll-out, change management, end-user help and roll-out.

1.1. Vision of BIS

"The vision of eBIS project is to completely automate the processes and functions of BIS and its constituent departments, Regional Offices (ROs) and Branch Offices (BOs), as well as provide a strong base for IT infrastructure and service delivery framework. The project envisages both improvement of existing applications and development of an Integrated Application for BIS including various software products, integration of existing applications and creation of a single/comprehensive 'BIS Portal' for dissemination of information and for providing online and timely service delivery support. The project also envisages digitization of past data and migration of the same to the eBIS system.

2. Scope of Work

The broad scope of work for the selected Program Management Unit (PMU) to carry out the program management and consultancy work for BIS with a focus on in-house software development is defined in detail below. These consultants and other ICT professionals (including Programmers, Web-Designers, Mobile App Developer, Solution Architect etc. either already available in-house or to be hired separately) shall directly interface with work in IT Services Department of BIS which, in turn, will also bring on board other Departments in BIS and other stakeholders down to the screen level to get the

Applications and Portals developed using Agile Methodology in a hands-on manner. Therefore, even though these ICT professionals in the PMU will be employees of the Programme Management Agency (bidder tin this case), their performance appraisal will also contain a detailed sub-item-wise quarterly assessment to be given by the IT Services Department and reviewed by the senior level eBIS Programme Advisory Committee which will also include DG, BIS. The Programme Management Agency will nevertheless provide requisite guidance from their senior level technology and domain experts by way of periodic evaluation of the work and participation in the meetings of eBIS Programme Advisory Committee.

2.1. Phase 1: Assessment /Performance Improvement of Existing BIS Applications and Development of New Applications

PMU will assess the present applications of BIS, identify the implementation and performance improvement areas (if any) and get the deficiencies removed and applications enhanced. The PMU will monitor and review the performance in terms of availability, response time, ease of use and security layers. BIS platform development is an ongoing activity, depending upon evolving need of departments and industry. The PMU will be responsible to monitor the level of adherence of the Applications/Portals by the Development Team to security guidelines by STQC and IT department. The brief description of existing BIS applications as well as new applications to be developed are placed in the DPR attached at Appendix-A which also includes broad level SRS.

BPR will need to be factored in during design and development phase to optimally harness power of ICT enabled solution. However, implementation of any such BPR, gap assessment, optimisation will evolve concurrently in Phase-I and will get into implementation mode in Phase-II. For your requirements of documents, please refer to Appendix-A attached along with mail inviting bids.

2.2. Phase II: Project Management for the Implementation Phase

Once applications start getting pilot tested, additional activities as per last lines of Para 1 will commence. The PMU will be responsible for Project Monitoring Support during project implementation by the SI, review all the deliverables of the SI.

Tentative duration of phase I will be 1.25 years and for phase II, it will be 1.75 years. However, couple of initial applications should start rolling out in about 3 months in original/improved form, as the case may be (latter in case of existing applications). The total duration of the engagement will be three years extendable up to five years.

PMU shall start operating initially through the in-house ICT professionals under the guidance of senior officers of ITS Department of BIS. Deliverables will include development and implementation of the software mentioned in Appendix A within the overall timelines mentioned above. The timeline for deployment of the individual modules will be decided in due course.

The technical documentation will be prepared by the ICT professionals under regular guidance of the PMU and periodic review by senior professionals of the successful bidder. All stakeholder

departments in BIS and outside will also be involved closely for giving functional inputs. Some of the changes are suggested when end users actually start using the Application/Portal.

3. **Key Considerations and Instructions for Submitting Bid Response**

- The personnel deployed by the Bidder shall be responsible for the project design, development and management support under the guidance of BIS.

- NICSI empanelled Consulting Companies meet an eligibility criteria of annual turnover from Consulting Services (including application development) of Rs. 200 crore in India in each of the last 3 years and annual turnover from Consulting Services in e-Governance/IT Projects (including application development) of Rs. 60 crore in India in each of the last 3 years. These companies are also ISO 9001 certified. BIS also considers these criteria necessary for the purpose of eligibility considering large size and complexity of the project. In addition to this, CMMi Level 5/3 will be desirable as software development work is involved. Therefore, based on NICSI empanelment as on date, all 5 Consulting Companies empanelled companies have been considered on par for eligibility purposes. Any other company meeting these criteria can also submit its bid. For technical evaluation of the bids, CVs of three alternative persons for each position shall be offered by the Bidder and considered by the Evaluation Committee. Altogether, three CVs have to be provided for each position and average marks for all the 3 alternatives will be considered. However, during actual selection of particular candidates, additional profiles can be sought. In addition to the above, turnover and number of projects undertaken to provide management & technology consultancy services shall also be considered as enunciated in the table relating to technical evaluation.

- Bid Evaluation shall be done on 60:40 basis for technical score and financial bid respectively.

- Financial Bid value shall be equal to annual cost as per the man-month rates given by the Bidder. The man-month rates should cover all costs related to positions being quoted for {e.g. CTC (which includes Basic, Allowances, Employer Contribution for EPF, Medical Insurance, Laptop, Phone/Internet etc.) + Training Expenses + Offsite Events + Leave Travel Allowance + HR Cost + Admin Cost + Bonus + Local Travel Allowance (if any) + Senior Level Supervision Cost + Profit Margin}. Figures should be quoted by showing GST separately. The Bidder has an option of showing all components of the cost separately.

- Integrity Pact in standard format is also to be provided.

- PMU team members will work in BIS HQ and be subject to travel outside Delhi also. However, expenditure on outstation travel will be directly borne by BIS.

- The deployed personnel should be the employees of the Bidder as on the date of their joining in BIS and likely to continue for fairly long duration.

- If due to any unavoidable circumstance, one or more of the deployed person(s) needs to be replaced/changed, then the bidder will need to provide equivalent or better personnel (to the

satisfaction of BIS) and ensure complete knowledge transfer required for continuity of the project. The responsibility of KT is with the PMU. The duration cannot be specified by BIS. In any case, such a transition should take not less than a fortnight.

- Regular progress reporting and review of the work shall be undertaken with BIS on periodic basis as stated above in para 2.
- Other terms and conditions as per the empanelment agreement of the bidder with NICSI, unless specifically over-ridden in this document, will be applicable during the currency of the project.
- The agency shall be solely responsible for providing and maintaining all required insurances, ESIC etc. of its personnel's (medical, accidental insurance etc.) as is required under government laws and shall indemnify BIS against any such claims.
- Payment to the shortlisted company shall be made latest by the end of every month or at such higher periodicity as may be mutually agreed. Salaries shall be released on the last day of the previous month even if there is a delay for reasons beyond control in release of previous payment by BIS. All payments shall be made subject to TDS under Income Tax Act and other applicable taxes to be deducted at source, if any.
- Empanelment rates shall be enhanced every year to accommodate annual increment to be given to the deployed resources, if continuity is maintained. However, the weighted average of this amount will be about 8 to 10%.
- Performance Bank Guarantee equal to 10% of the annual value of the contract which will be renewed every year failing which the same shall stand forfeited.
- EMD equal to 2% of the Bid Value shall be given by way of Demand Draft in the name of Bureau of India Standards payable in New Delhi.

4. The bids can be submitted upto 16 00 h on 18 June 2019 on the CPP Portal.
5. **Duration**: 3 years extendable to 5 years (different resources may have varying requirement of duration depending on functional requirement).

6. **Resource Requirement**

#	Key Personnel	Role	Nos.	Educational Background & Professional Experience
1	Senior Program Manager/ Senior Project Coordinator eBIS	Consultant with 10 years and <15 years exp. (Technology Profile)	1	**Educational Qualifications:** • Must have a B.E/ B.Tech. degree (preferably Computer Science failing which any other related

| | | | | branch of engineering with good knowledge of software development) from a reputed and recognized university or institution within/outside India, Minimum of 10 years of experience. |
| | | | | • MBA preferable |

Experience:

- Experience of business processes reengineering
- Large Scale IT transformation project Implementation
- Should have experience of designing of As-Is Process maps, identification and analysis of gaps and proposing To-Be processes for improved and efficient delivery of G2G, G2B and

				G2C services with the use of ICT.
				• Prior experience of interaction at senior level in the Government or outside for eliciting user requirements and getting their inputs acted upon.
				• Hands on Experience in getting software applications / portals developed for e-Governance Projects in the Government preferably for 5 years or more in large scale multi-location projects.
				• Preferably have Certification of PMP/Prince2
				• Knowledge of getting software developed in at least one software stack for development
				• Experience in project management (including roll-out, hand-holding, change-

				- management, user feedback incorporation etc.) - Experience in leading team of at least 10 professionals.
2	Consultant Technology	Consultant with > 4 Years and < 6 Years exp. (Technology Profile)	1	**Educational Qualifications:** (i) Must have a B.E/ B.Tech. degree (preferably Computer Science/IT failing which any other related branch of engineering with good knowledge of software development) from a reputed and recognized university or institution within/outside India, Minimum of 4 years of experience. (ii) One-year additional experience in case of MCA (iii) MBA preferable

				• Large Scale IT transformation project Implementation
				• Design and architecture for Hardware/Software requirements in simple/complex heterogeneous systems environments for large projects leading to enablement of IT enabled service delivery of G2G/G2B/G2C
				• Should have knowledge of IT and data protection policy.
				• Must have core development & application architecture experience
				• Preferably have experience of working with leading IT companies
				• Should be well aware of Data structures, Design Patterns, Network loading,

				Cyber security basics
				• Should have knowledge of IT Audit Process in Government
				• Should have basic understanding of SQL and basic Database concepts
				• Should have experience of managing team of developers, testers
				• Experience of 2 years or more working for a government project (desirable)
3	Consultant (Technology/Management)	Consultant with >4 Years and < 6 Years exp. (Technology Profile)	1	**Educational Qualifications:** • Must have a B.E/ B.Tech. degree (preferably Computer Science/IT failing which any other related branch of engineering with good knowledge of software development) from a reputed and recognized university or institution within/outside India, Minimum of 4 years of experience.

				- One-year additional experience in case of MCA - MBA **Experience**: - Large Scale IT transformation project roll-out and change-management - RFP formulation for System Integration - User Feedback and Change Incorporation - System Sizing and Hardware Specs - Should be able to design and conceive systems to harmonize administrative requirements with technological solutions - Should have knowledge of IT and data protection policy. - Must have core development & application Architecture experience - Should be well aware of Data structures, Design Patterns, Network loading, Cyber security basics - Should have knowledge of IT Audit

				Process in Government
				• Should have experience of managing team of developers, testers
				• Experience of 2 years or more working for a government project (desirable)
4.	Solution Architecture Consultant (who will also perform the duty of tech lead)	Programmer/Analyst with 6 years' experience	1	**Educational Qualifications:** (iv) Must have a B.E/ B. Tech degree (preferably Computer Science/IT failing which any other related branch of engineering with good knowledge of software development) from a reputed and recognized university or institution within/outside India, Minimum of 10 years of experience. (v) One-year additional experience in case of MCA

				• Should have knowledge of IT and data protection policy.
• Must have core development & application architecture experience
• Should be well aware of Data structures, Design Patterns, Network loading, Cyber security basics
• Should have knowledge of IT Audit Process in Government
• Should have basic understanding of SQL and basic Database concepts
• Should have experience of managing team of developers, testers
• Experience of 2 years or more working for a government project (desirable

7. Evaluation Criteria

Technical Bids shall be evaluated as follows::

Part A: CVs of Personnel

S. No.	Matrix	Maximum Marks	Criteria
1.	Higher Qualification	7 marks	(i) M.Tech. in CS/IT: 3 marks (ii) MBA: 2 marks* (iii) Any special accomplishment in education e.g. Gold Medalist, Rank Holder etc. 2 marks
2.	Experience in Software Development and implementation	7 marks	Percentile basis on incremental experience above lower threshold
3.	Experience in working in the government sector for project implementation (including software design, development, roll-out etc.)	5 marks	Percentile basis on incremental experience above lower threshold
4.	Quality of Applications/Portal Developed in the past	13 marks	Based on study of the software development work claimed to have been done
5.	Additional Relevant Certifications	4 marks	2 marks for each subject to a maximum of 4
6.	Any specialized skills suitable for eBIS Project	4 marks	

* Not applicable in case of Serial No. 3 where MBA is essential (one mark each will be divided between other two qualification in such a case)

Note:

1. Marks for each category of personnel offered by a company shall be averaged and then weighted average shall be taken in the ratio 2:3 to calculate the final score.
2. Additional technical professionals may also be hired subsequently to the extent of 25% to 30% of the Gross Bid Value as per need of the eBIS Project after such price discovery as may be necessary.

Part B: Company Profile

S. No	Criteria	Max Marks	Sub Criteria	Documentary Evidence
1	Number of similar work in IT consulting/ project implementation for e-Governance Projects in different organizations (above Rs. 1 crore each) like Central Government/ State Government/ PSU's / Autonomous bodies etc. during last 3 years viz. 2016-17, 2017-18 and 2018-19	8	Percentile Basis	Self-declaration by an authorized representative of the Bidder along with list of works.
2	Order Value of works executed/ under execution as at 1 above in last 3 years viz. 2016-17, 2017-18 and 2018-19	7	Percentile Basis	Self-declaration by an authorized representative of the Bidder along with list of works.
3.	CMMi Level 5 CMMi Level 4 CMMi Level 3	5 3 2		

60 % is the minimum qualifying criteria i.e. 36 out of 60 marks.

8. Commercial Bid

Bidder will be required to share the **total program management fee** for one year.

S/n	Role	Man Month Rate (in Rs)	Total fees for 60 months (in Rs.)
1	Program Manager/Project Coordinator		
2	Technology Consultant -1		
3	Technology Consultant -2		
4	Solution Architecture Consultant		
	Total Fees (excluding applicable Taxes)		
	Total Fees (including applicable Taxes)		
	GROSS BID VALUE (including Bid Value)		

Price for each of the above roles will be given as per the following break-up:

(i)   Cost to the Company (including all items in 4th bullet in para 3 above -with or without individual item-wise details)

(ii)   Administrative/HR Overheads and other items excluding the ones covered in (i) above.

Note: List of items out of 4th bullet in para 3 above to be given to each employee being covered may be provided with or without cost-breakup

9. Penalties

Penalties shall be imposed @1% for each week of delay for non-supply of replacement manpower and for delay in other target dates mutually agreed originally. There shall be a capping of 6% after which the contract will be liable to be cancelled with a cancellation penalty of 10% besides having a discretion of invoking Bank Guarantee as well. Force Majeure conditions and delay not attributable to PMU resources will be excluded from penalty.

10. Payment Schedule

Payment shall be made on monthly basis or as agreed as above for the resources deployed.
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