

No.14/17/11/49/2019/Prov/22084 / 3935
GOVERNMENT OF INDIA
CABINET SECRETARIAT
(Special Protection Group)

Admin Block, SPG Complex,
Sec-8, Dwarka, New Delhi-77.

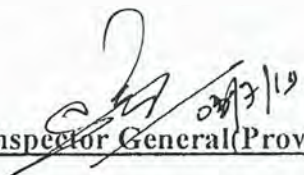
Dated, the 04 JUL 2019

Invitation for submission of Expression of Interest (EOI)

1.	Name of the organization	SPG, CABINET SECRETARIAT
2.	<p>Objective of EOI :- To move forwards paperless administration, SPG wants a Digital Workplace Solution which could replace the existing manual handling of files and documents. The solution should be in form of Enterprise Resource Planning (ERP) for process management integrated with all the activities for complete automation, digitalization and standardization.</p> <p>The objective of this EOI is to Identify suitable firms for Design, Development, Implementation and Maintenance of End to End ERP Solution on a turnkey based project which would also include supply, installation and commissioning of required IT Infrastructure(hardware and software), Digitization of existing documents; Training, Support and maintenance. Evaluate the proposed ERP solutions for suitability with the requirement of SPG.</p>	
3.	Project requirement (As per Annexure A)	
4.	Project Approach (As per Annexure B)	
5.	Shortlisting Process (As per Annexure E)	
6.	Pre Qualification Eligibility Criteria (Annexure F)	
7.	Functional Requirement i.e working modules (Appendix C) and Components of work (Appendix -D) may be collected offline (by hand) from the office of AIG /Digital Security, Administration Block, SPG, Dwarka, Sector 8, New Delhi with an undertaking regarding its participation in EOI process.	
8.	Last date of submission	30 / 07 / 2019 up to 1600 hrs.
9.	Only vendors satisfying the following conditions are eligible to apply in addition to the details in Annexure	
	<p>a) The vendor should be a reputed and registered firm / concern or a company registered under the Companies Act, 1956. The firm / company must be registered with taxation authority for various type of taxes proposed to be charged. Duly attested copies of the certificates should be furnished with the EOI.</p> <p>b) The firm should have been in the S/W Development/Software product implementation for last Six continuous years</p> <p>c) The firm must have experience in developing office automation solution, which can be customized as per the requirements of SPG. The solution should have been implemented in at least two organizations having its branches/offices at various locations where the value of each assignment should be equal or more than 2 crore (INR). The assignments from 2 different customers will be considered. In case of packaged solution implementation, experience certificate of original solution provider shall be eligible.</p>	

	<p>d) The bidder should have delivered Hardware products having Purchase order of minimum one Crore for at least two project in the last SIX financial Years.</p> <p>e) The bidder should have done data digitization in any Organization (Govt., PSU or private).</p> <p>f) The Bidder should have CMMi level 5 or above certification as on date of submission of bid.</p> <p>g) The bidder should have ISO certifications (ISO 9001:2015, ISO 20000 and ISO/IEC 27000) as on date of submission of Bid.</p> <p>h) The firm should possess the essential infrastructure, facilities and technical expertise and should have on its payroll at least 50 Technical employees.</p> <p>i) The firm should have local presence in NCR.</p>		
10.	<p>The bidder should have mentioned the following details:</p> <p>a) Number of years of existence of company.</p> <p>b) Number of Key Professionals and their post qualification experience.</p> <p>c) Number of projects with Govt. Departments especially Central Armed Police Forces.</p> <p>d) Recognition/accolades won during last 5 years.</p> <p>e) Ability to serve and meet further requirement of SPG.</p> <p>f) Track record.</p> <p>g) Time line for completion the project</p> <p>h) Budgetary implications.</p>		
11.	<table border="1"> <tr> <td>EOI should be submitted to</td> <td>Asstt. Inspector General (Prov.), SPG Complex, Sector-8, Dwarka, New Delhi – 110077. (Phone – 011-25090554, Fax – 011-25090682)</td> </tr> </table>	EOI should be submitted to	Asstt. Inspector General (Prov.), SPG Complex, Sector-8, Dwarka, New Delhi – 110077. (Phone – 011-25090554, Fax – 011-25090682)
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12.	For clarifications, interested firms may contact AIG (Dig Sec), SPG on +91-11-25090047 or 25090591 or 25090684(Extension-257) from Monday to Friday between 1000 hrs to 1600 hrs.		

Note :- The above notice along with Annexure-A to Annexure F are also available on SPG website www.spg.nic.in and CPP Portal (eprocure.gov.in).


Asstt. Inspector General(Prov)

Broad expectations from the proposed SPG Digital Office project

The ERP solution is expected to encompass all the facets of SPG functioning including general requirements which are similar to other government organizations, as well as, requirements specific to SPG needs.

It shall:

- Include all the functionalities of SPG including HR, Finance, Training, Medical, Tours, MT, Library, Access control, Stores, e-office (eFile, DAK, ION etc.), big data analysis, policy and decision making.
- Be user friendly with simplified standard workflow.
- Be capable of automation of all the processes (back office automation) of SPG with interdependent modules.
- Connect all locations and functions for seamless exchange of information with single point data entry.
- Be easily expandable (Horizontal / Vertical) and accessible to all the offices/ Locations through leased line based WAN and LAN.
- Have offline capability for the offices where leased line connectivity is temporary unavailable.
- Be flexible to cater to the futuristic needs of SPG.
- Adhere to flexibility, usability, availability, manageability, security and integration standards.
- Ensure adherence to all relevant (security / open data) standards as defined and notified by GOI from time to time.
- Provide adequate interfacing mechanisms (both at the application and data level) with a view to integrate future applications of SPG. Such interface shall follow industry standards SOA Architecture such as Application Programming Interface (API's) and web services.
- Possess easy-to-use user interface, able to perform tasks with minimum clicks, maximum select options and provide suitable short-cuts wherever possible and guided through screens.
- Have service oriented dashboard for each user category.
- Have capabilities such as accessing Document Management System for online reference with integrated standardized workflow.
- Have help features available to all users.
- Support the MDM (Master Data Management) for the application Administrator at various levels.
- Have Business Intelligence Reporting, Dynamic Reporting System, Graphical representation of Data Report, Dash board and workflow facilities integrated with the application apart from other features which can help SPG in managing its day to day functions.

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- Have inbuilt functionalities of e-office based on central secretariat manual of office procedures of the Department of Administrative Reforms and Public Grievances, Government of India, by which all type of Files shall move digitally as e-File from desk to desk in hierarchy and all types of Inter/Intra office Communication (Letter / Orders / ION) will flow on the application. The solution shall have capability of referring / hyperlinking of various orders / paragraphs of various manuals/orders (Conversion of existing Manuals / Standing orders to referable document in DMS shall be the responsibility of the System Integrator).
- Have Document Management System (DMS) as an integral part of the proposed ERP solution tightly integrated with various processes.
- Have Self-service portal and mobile app (Android & IOS) for facilitating the SPG personnel & officers for initiating various requests to their administrative offices and approvals. Other functionalities of the application shall also be incorporated in mobile app. The App shall have IPsec /SSL VPN capability to connect to the application.
- Fundamentally, have built in mechanisms for change in functionalities/modules which may happen due to introduction of new services or change in existing services.
- Be built using a middleware technology that reduces or removes the need of custom coding. Middleware engine shall provide a design time interface and a run time interface to manifest newer development/changes without having to largely write code. This shall include a middleware system having features for development of application including Forms engine to design, render and develop forms; Workflow engine to design, render and develop electronic workflows that can be deployed without having to write code for processes, escalation, branching, SLA management, validations, error messages, persistence data model and integration; Business Rules engine to design, render and develop business rules that can be deployed without having to write code for business rules, validations, workflow branching, error messages and exception handling; Reports engine to design, render and develop reports and MIS; Document Management engine to design, render and develop document stores that can be deployed.

Project Approach

The firms participating in the EOI should provide project approach based on any one of the following categories:

- (i) Ownership of an existing solution for ERP Application. In this case, the firm is liable to provide the following:
 - a) Brief details of the existing solution
 - b) Proof of IPR ownership of the solution
 - c) In case of specific requirements not available in existing solution, indication on how this shall be addressed (with fresh development or adoption of 3rd party product)
 - d) Whether source code of the solution offered by firm shall be supplied if required.

- (ii) If the firm is an authorized reseller of another company's product that it plans on implementing. In this case the firm to provide
 - a) The authorization document from the OEM
 - b) Details of the OEM product
 - c) In case of specific requirements not available in existing solution, indications on how this shall be addressed (with fresh development or adoption of 3rd party product)
 - d) Whether source code of the solution offered by the firm shall be supplied if required.

- (iii) If the firm having Experience in developing software for ERP Application plans to provide a totally wholesome customized solution. In this case, the firm should indicate whether source code of the solution offered by it shall be supplied if required.



Shortlisting Process

Eligible firms who qualify the eligibility criteria (**pre-qualification criteria**) would be given an opportunity to give a detailed Presentation comprising the below mentioned components and a demonstration of its product/solution before the Evaluation Committee of SPG. Based on quality of the presentation and relevant solution shown in the demonstration, marking would be done by the Evaluation Committee. The firms need to get at least 60 marks to be shortlisted for the technical evaluation.

S No.	Evaluation components	Marks	Min Marks
01.	Understanding of the Project Requirement and Technology proposed	15	10
02.	Solution Design & Approach, Integration Plan and Technical Architecture	10	05
03.	Service Delivery Approach , implementation plan, Quality assessment plan and methodology	15	10
04.	Legacy Data transfer and Training plan	10	05
Prototype Demonstration			
05.	Prototype demonstration or Similar Experiences	30	20
06.	Inputs/Suggestions on the Solution fitment to the requirement	20	10

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Pre-Qualification Eligibility Criteria

S. No.	Criteria
1.	The firm should have been in the S/W Development/Software product implementation for last Six continuous years
2.	The firm must have experience in developing office automation solution, which can be customized as per the requirements of SPG. The solution should have been implemented in at least two organizations having its branches/offices at various locations where the value of each assignment should be equal or more than 2 crore (INR). The assignments from 2 different customers will be considered. In case of packaged solution implementation, experience certificate of original solution provider shall be eligible.
3.	The bidder should have delivered Hardware products having Purchase order of minimum four Crore for at least two project in the last SIX financial Years.
4.	The bidder should have done data digitization in any Organization (Govt., PSU or private).
5.	The Bidder should have CMMi level 5 or above certification as on date of submission of bid.
6.	The bidder should have ISO certifications (ISO 9001:2015, ISO 20000 and ISO/IEC 27000) as on date of submission of Bid.
7.	The firm should possess the essential infrastructure, facilities and technical expertise and should have on its payroll at least 50 Technical employees.
8.	The firm should have local presence in NCR.