

QUOTATION INVITING TENDER

(QIT)

Implementation of Electronics-office Management System for Indian Ports Association



Indian Ports Association

**1st Floor, South Tower, NBCC Place,
Bhisham Pitamah Marg, Lodhi Road,**

New Delhi 110 003

Email: tender.ipa@nic.in

November, 2018

LETTER FOR ISSUE OF QIT FOR THE
'Implement of Electronics office Management System
for
Indian Ports Association, New Delhi'

The set of QIT document is issued to:

Name: _____

Address: _____

IPA

Signature of the Officer
Issuing the QIT Document: _____

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Limited Q.I.T.

Indian Ports Association (IPA) invites, Limited QIT from reputed Vendors /Agencies/ Firms to Implement 'Electronics office Management System' in Indian Ports Association, New Delhi.

The bidding parties are requested to study this QIT document carefully before submitting the response to this bidding document. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, condition and implementations.

1. Introduction

Indian Ports Association (IPA) was constituted in 1966 under the Societies Registration Act, 1860 primarily with the idea of fostering growth and development of all Major Ports which are under the supervisory control of Ministry of Shipping, Govt. of India. Over the years, IPA has consolidated its activities and grown strength by strength and considered to be a think tank for the Major Ports with the ultimate goal of integrating the maritime sector.

2. Objective

Indian Ports Association (IPA) proposes to implement electronic Office Management System(including Dak Management). It is an integrated file and records management system that allows employees to manage content, see the status, search for data internally and collaborate, The file system also enables electronic movement and tracking of files, and the archival and retrieval of data / file. It also includes following modules but not limited to the following:

- HRMS (PIS, apply for leave, tour, loan, claim, etc.)
- Payroll (Attendance, monthly salary slip, form 16, income/expenditure head, etc)
- Employee self-services(ESS)
- Bid/Proposal submission-Technical and Financial etc.

3. SCOPE OF WORK

The main objective of the integrated system is to create, keep electronic track of all official work flow data related to employees and office documents.

1. As is Study, Requirement identification and Analysis with respect to Design, customization, installation of e-Office Management System for IPA.
 - i. Preliminary study of existing system.
 - ii. Requirement gathering
 - iii. Finalization of modules functionalities, formats, reports and database configuration
2. Creation of master data like designation, department, roles, working profile etc. as per IPA pattern.(inclusive Auto generation of file number)
3. E-Office Management System shall have role based access as per the requirement of IPA. It shall configurable by admin, if required.
4. Creation of office hierarchy roles and responsibility for manage the office activity and approval/rejection of work flow by e-office automation system configuration functionality.
5. Automated and Manual flow of data/file movement as per structure of IPA dept.
6. To maintain & track the movement of each document (Read/Archive/Retrieve, etc) throughout its lifecycle.
7. Dispatch & DAK should maintain details of the letters both inward & outward.
8. Each employee shall have the Dashboard and Auto alerts after login like pending task, Birthday notification etc.
9. The system shall have the facility for uploading/downloading of the scanned or typed documents in the e- office management system in all work flow of IPA.
10. It shall have a search functionality to search documents throughout the system with reference to any keyword, related to file number, subject etc.
11. Leave application & Notification integrated with Biometric attendance system. Status of leave accrual, Leave availed history, Leave balance as on particular day/date, Leave encashed etc.
12. It shall include the module like (e-HRMS, e-Payroll, e-Attendance, e-Dak Management, e-ESS(employee self services), apply for leave, tour, loan, claim, view the monthly salary slip, attendance etc. Details of the modules functionality mentioned below.
13. To provide Warranty support from the date of issue of Go-Live completion certificate, and Annual maintenance contract with onsite technical support as and when required. AMC includes minor additional requirements/modification apart from regular maintenance as may be advised by IPA time to time.

14. Testing, Implementation, Training and Maintenance of the system.

15. The system shall be developed on open source technology.

16. Preparation of User, Design & Technical manuals and other documents for the developed software in an easy to understandable and User friendly language with proper Diagrams, Screen-shots and charts wherever required.

3.1 e-HRMS

- **Employee Leave and Attendance:** Leave management process with leave rules configuration, leave encashment and online leave approval workflow. Attendance tracking and management, integration options with card based or biometric based attendance systems, linking for ascertaining over time working hours.
- **Payroll Processing:** Manage the automated payroll processing including;
 - Salary Slips, user defined income and deductions (graded pay and fix pay structures handled).
 - Multi Institute and location processing and reporting.
 - Arrear Calculations
 - Income tax handling, calculation and deductions
 - Employee investment mapping and its impact on income tax calculations
 - Generation of form 16 and other forms and formats
 - PF management and reports
 - Professional Tax Deduction Management and reports
- **Service book:** Complete profile management of employee from his joining to promotions, increments, leaves and other records
- **Employee Loan Management:** Loan requests by employee, loan sanctions and approvals, loan processing and its integration with payroll
- **Pension Management:** Qualification criterion, calculation of pension, consolidated pension file, pension claims management
- **Employee Tour Management:** Complete workflow for employee tour management including the TA claim process.
- **Lone /Advance Management :** Loans and Advances related to Medical Advance, Festival Advance, Cycle and Motor advance, computer advance and house building advance, recovery status , status of out standing amount as on date. etc
- **Separation Management:** Resignations, exit interview, no dues and full and final handling.

Statutory Compliance

- **Taxation:** Configurable tax rules for each financial year notified by Finance Act, GST Taxation, TDS rate determination & deductions. Option for reports and formats for filing all types of Tax returns. Tax accounting to be handled viz TDS, I.Tax Return , GST return.
- **Employee PF and Income Tax:** Rule based income tax and PF calculations and option for creating reports and formats for filing returns.

3.2 Employee Self Service (ESS) : All employee of IPA shall have the login ID and Password to access their service offered or assigned by IPA admin. All employees shall have their own data dashboard at login time. All employee shall be able to apply for Leave, Tour, Travel, Loan /Advance Pay slip, attendance through system etc. All the workflow as per IPA admin. requirements.

3.3 e- File Tracking and Management:

- The main objective of the system is to create and to keep track of all types of documents i.e. File (Noting & Corresponding page), letters (DAK & Dispatch), Office order, etc and maintain the same.
- Creation of e-file, noting, attaching document, forward & backward of file management
- Central File Management: Creation, updating and file search
- Approval workflow
- File tracking - by indenter wise / approval authority wise
- Various formats handling like .Doc, .xls, PDF, Html etc. along with multi file upload/download facility
- Maintenance and management of audit history
- Sharing of documents and files and other content within the organization
- Multiple search types with various combinations including advanced search screen for detailed queries.
- Document lifecycle management with facilities for reminders, Alerts and event based triggers.

3.4 e- Attendance Management:

- The existing Biometric attendance system shall be have directly integrated with e-office system.
- Apply and admin and leave policies and rules of IPA.
- Calculate the attendance of each employee and show the attendance to each employee with in and out time and work for a day including over time working hours on each day basis.
- Admin have report to view all employee attendance on various parameters as required.

3.5 User Registration & Management

The system shall have a user registration form for all hierarchy.

1. Application User
2. Admin
3. Super Admin

Application user shall be able to perform the following functionalities,

1. Creating file name, number & initiator
2. Manage to and fro file movement, etc
3. View dashboard
4. Search / Track file movement
5. Closure of file

Admin user shall be able to perform the following functionalities,

1. Approval of users
2. User Mapping with respective department
3. Mapping File flow movement
4. Password maintenance

Super Admin shall be able to perform the following functionalities,

1. Regular backup / restore
2. Edit option

3.6 Experience

The bidder should have experience of successful go-live / Completed at least one Project in E-office (as part of ERP or in isolation system) in Government / PSU / Corporate during the last 7 years as on date of QIT with minimum users of 50 nos.

The turnover criteria of the bidder as on 31.03.2018 shall be at least Rs. 2.00 (Two) Crores.

(The definition of 'Corporate' is defined as 'An existing entity established under Companies Act 1956/2013 or under any other law in force.

(The definition of E-office is defined as 'A system which is an integrated file and records management system that allows employees to manage content, search for data internally and collaborates. The system also enables the electronic movement and the tracking of files, and the archival and retrieval of data. The system is planned to be secure and confidential, automating routine tasks, capable on handling the required workload, with the facility of monitoring work and auto-escalation when there are delays.'

The bidder shall have to attach copy of work order, completion certificate regarding the above along with the tender for completed projects for ongoing O&M phase, a declaration from the client to be provided.

3.7 Technical Requirement

- The solution architecture shall be built on sound technology, high performance and scalability on the software.

- The vendor shall ensure and provide the following security features:
 - I. Tools for control and monitoring security
 - II. Data security and infrastructure security features.
 - III. Protection against defacement, hacking
 - IV. Design shall incorporate security features to protect the page from Session Hijacking, SQL injection, Cross scripting, Denial of Service etc.

- The Software to be hosted in IPA through LAN connectivity and it shall have the feature to connect through internet also.

3.8 Acceptance Testing

The bidder shall submit its own testing report before conducting user acceptance test. System developed shall be tested by IPA or its authorised representative with required technical and other capabilities to inspect, test and evaluate the system and determine whether it satisfies the acceptance criteria as agreed upon in the work plan.

The vendor shall rectify the deficiencies and other deviations from work plan identified by IPA immediately but not later than 5 working days from the date of intimation by IPA. Re-evaluation shall be done by IPA or its representative and if it is found that the deficiency is not rectified, IPA shall be at liberty to invoke suitable penalty clause and/or cancel the contract without assigning any notice. Release of final payment release shall be subject to IPA issuing an acceptance certificate after successful testing and declaring go-live.

3.9 Training

The vendor shall have to provide training to IPA users for a period of one day. Around 3 to 5 round training to be provided for users.

Transfer of knowledge on technical configuration of the software to IPA officials with all respective administration details.

3.10 Timeline

The complete project is to be completed within 90 days.

Deliverables	Timeline (from the date of signing of letter of agreement)
Submission of As is study, Project Management Plan and SRS	15 th day
Submission of Designs	25 th day
Development, deployment and implementation of Complete software in a Test URL.	45 th day
Submission of Internal test report with all compliance.	60 nd day
Training to end users	70 th day
User acceptance test	75 th day
Changes, finalization and submission of all documents	80 th day
Go live (issue of completion certificate)	90 th day

Phase I : E-HRMS, Dak Management, e-Office

Phase II: e- Payroll, e-ESS, Biometric Attendance integration.

3.11 Delivery of Source Code etc.

Upon completion, the vendor shall have to provide Complete Source Code, User Manual and Administrator Technical document to IPA to the satisfaction of the IPA.

4. Operation and Maintenance

The Operation and maintenance period for the Web application shall be 5 years as mentioned below:

- Addition or deletion of formats / reports/ formula, alignment of the design blocks / graph/ map, bug fixation and etc. from the go-live date shall be a part of this scope.
- The maintenance cost for next 5-years need to be provided within this scope separately.

- Trouble free, smooth operation of the application, software including operation & maintenance of infrastructure like server, cloud environment, hosting, cyber security.
- Management of client/users.

5. Project Monitoring Mechanism

IPA may constitute a committee to provide and finalise the requirements and monitor the progress of the project. The successful bidder (vendor) shall be required to submit the progress report on regular basis to IPA.

6. Completeness of Response

- i. Bidders are advised to study all instructions, terms, requirements and other information in the QIT document carefully. Submission of a bid shall be deemed to have been done, after careful study and examination of the QIT document with full understanding of its implications.
- ii. The response to this QIT shall be full and complete in all respects. Failure to furnish all information required by the QIT document or submission of a proposal not substantially responsive to the QIT document shall be at the bidder's risk and may result in rejection of its proposal.

7. Proposal preparation cost

- i. The bidder shall submit the bid at its cost and IPA shall not be responsible for any cost incurred by the bidder. Submission of a bid does not entitle the bidder to claim any cost and rights over IPA. IPA shall be at liberty to cancel any or all bids without giving any reason thereof.
- ii. All materials/documents submitted by the bidder along with the bid shall be the absolute property of IPA and no copyright/patent etc. shall be entertained by IPA.

8. Amendment to QIT document

If IPA deems appropriate to revise any part of QIT or to issue additional data to clarify any interpretation of provisions of this QIT, it may issue supplements to this QIT. Any such supplements shall be deemed to be incorporated by this reference into this QIT.

9. Earnest Money Deposit (EMD)

- i. Bidder has to submit EMD for an amount of Rs. 20,000/- (Rupees Twenty thousand only) along with his bid in the form of Demand Draft/ Pay Order of any Nationalized/Scheduled bank drawn in favour of Indian Ports Association payable at New Delhi.
- ii. Tenders received without the EMD will be rejected.
- iii. No interest would be payable by the Indian Ports Association, New Delhi on EMD.
- iv. EMD of the successful bidder is liable for forfeiture as per the terms of the tender document in case of any default however, EMD would be returned after award of contract on submission of Performance Bank Guarantee.
- v. EMD of unsuccessful bidder shall be returned as soon as the QIT is finalized.

10. Right to Terminate the Process

IPA may terminate the QIT at any time and without assigning any reason. IPA shall not be held responsible for any cost incurred by the bidder in bid preparation. IPA reserves the right to amend/edit/add/delete any clause of this bid document which will become an integral part of the QIT. However, this will be informed by uploading on IPA website.

11. Performance Bank Guarantee

The successful developer/bidder will have to submit Performance Bank Guarantee equivalent to 10% of value of the project awarded **within 15 calendar days from the date of Lol** with validity period by the end of the date of O&M period plus 30 Days.

12. Disqualification

The proposal is liable to be disqualified in the following cases or in case the bidder fails to meet the bidding requirements as indicated in this QIT:

- i. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- ii. The bidder qualifies the proposal with his own conditions.
- iii. Proposal is received incomplete.
- iv. Proposal is received after due date and time.

- v. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- vi. Bidder doesn't agree to the terms and conditions.
- vii. If the bidder does not meet the requisite criteria or not having sufficient experience (Similar Project) in delivery.
- viii. Bidder fails to deposit the Performance Bank Guarantee (PBG) within 15 days of the date of issue of Letter of Intent (LoI) or within such extended period, as may be specified by the IPA. In such conditions, IPA reserves the right to negotiate with L2 bidder after informing the disqualification to L1 bidder appropriately.

13. Payment Schedule

- 90% payment would be released on delivery of software after go-live under each phase.
- 10% balance amount after one year of successful completion of maintenance period.
- During maintenance period, the payment will be released on satisfactory performance by the successful bidder on completion of every one year on submission of invoice along with service report.

14. Technical evaluation criteria

Only those bidders who have met the Eligibility Conditions will be considered for Technical Evaluation. Weighted technical evaluation of potential bidders will be conducted to identify technically qualified bidders, for opening of financial bids.

The bidders shall be selected under the Quality cum Cost Based System (QCBS) with weightage of 70:30 (70% for technical proposal and 30% for financial proposal) and procedures described in this QIT. The scoring criteria to be used for Technical Evaluation will be as follows:

S.No	Criteria	Marks	
A	Financial Capability		Marks will be allotted as per following:
	Average Annual Turnover in the last three (3) years for 2015-2016 2016-2017 2017-2018 (As per Audited Balance sheet to be submitted)	15	INR. 2 Cr. <= 4 Cr. - 5 marks INR 4 Cr. <= 10 Cr. - 10 marks INR 10 Cr. and above - 15 marks
B	Technical Capability		
1	The Bidder should have an experience of implementing similar software solution and providing roll out services for any Government /PSU/Corporate in last seven years. Project cost >15 Lakhs (without taxes)	10	One project --- 5 Marks Two Project--- 8 Marks Three Project— 10 Marks (Credential, Work orders / contract documents to be submitted)

2	<p>The Bidder should have completed projects of e-Office/ERP for Organization Management/Office Automation</p> <p>Demonstration of system including E-Office HRMS, Work flow Management, Leave , Tour , Travel, Claim, Advance, Dak, Dispatch, Attendance and Work flow Management System, e-payroll implemented in any Government/ PSU/Corporate in last 7 years.</p>	60	<p>E- office /E-payroll in isolation ---40 Marks</p> <p>E- office integrated with HRMS, Work flow Management, Leave , Tour , Travel, Claim, Advance, ---45 Marks.</p> <p>E- office integrated with HRMS, Work flow Management, Leave , Tour , Travel, Claim, Advance, Dak, Dispatch, Attendance and Work flow Management ---50 Marks</p> <p>E- office integrated with HRMS, Work flow Management, Leave , Tour , Travel, Claim, Advance, Dak, Dispatch, Attendance and Work flow Management, e-Payroll --- 55 Marks</p> <p>E- office integrated with HRMS, Work flow Management, Leave , Tour , Travel, Claim, Advance, Dak, Dispatch, Attendance and Work flow Management , e-payroll, Biometric Attendance Integration --- 60 Marks</p>
C	Understanding of project, Methodology, Approach, Technologies , Security	15	Each Criteria ---- 3 Marks

Note: The minimum qualifying marks in Technical Evaluation Criteria is 65 marks.

15. Liquidated Damages

The assignments should be completed as per the time schedule given in Clause No. 3.6 of this QIT. In case of failure to complete the above assignments within the stipulated time period, liquidated damages will be levied in the following manner:

- i. In case of default on the part of successful bidder being limited to delay only, the IPA may claim liquidated damages @ 1% of the amount of contract for every week(s) or part thereof of delay, not exceeding in any case 10% of the amount of Contract value. The amount of liquidated damages shall be withheld and/or recovered from the payment to be made to the bidder.
- ii. On the occurrence of any of the event of default on the part of the bidder, the IPA may be at liberty to terminate the contract/Work Order/Lol and claim refund of any money paid or invoke the Performance Bank Guarantee and refuse to make any more payments.

16. Arbitration

Any dispute arising out of the Agreement, which cannot be amicable settled between the parties i.e, Indian Ports Association and Successful bidder, shall be referred for arbitration. An arbitrator nominated by the Managing Director, Indian Ports Association, New Delhi as per the provisions of the Arbitration and Conciliation Act, 1996, as amended from time to time, shall be applicable. Courts in Delhi shall have jurisdiction in the matter.

17. Submission of Offers and validity

Offers in two separate sealed cover i.e. “**Technical Bid**’ and ‘**Financial Bid**’ should reach Indian Ports Association, New Delhi on or before 1500 hrs of **06.12.2018(Thursday)** at the following address with validity period of 180 days:

Chief Administrative Officer,

Indian Ports Association,
1st Floor, NBCC Place, South Tower,
Bhisham Pitamah Marg,
Lodi Road, New Delhi – 110 003
Email: tender.ipa@nic.in

Annexure – I

Financial Proposal
(in separate sealed cover)

S. No	Description of Work	Amount in ₹	GST ₹	Total Amount in ₹
1.	Implementation of e-Office Automation system integration with e-payroll and Go-Live of Phase - I 1. E-HRMS 2. E-Office (File processing) 3. Dak Management Phase –II 4. E-Payroll 5. Biometric Attendance Integration 6. E-ESS			
2.	AMC and On-Site Support Services for 5 years after Go Live –Year wise. <ul style="list-style-type: none"> • 1st Year • 2nd Year • 3rd Year • 4th Year • 5th Year 			
	Grand Total:			
	(₹in words)			