REQUEST FOR EXPRESSION OF INTEREST

System Integrator for NRC Project

GOVERNMENT OF ASSAM

Office of the State Coordinator, NRC, Assam

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REQUEST FOR EXPRESSION OF INTEREST
(ONLINE)

FOR SHORTLISTING OF ELIGIBLE SYSTEM INTEGRATOR TO PARTICIPATE IN THE RFP PROCESS FOR SELECTION OF MOST SUITABLE OF THEM TO PROVIDE NECESSARY IT SERVICES FOR NRC PROJECT

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REFERENCE No: **SPMU/NRC/EOI & RFP/796/2022/64**   DATE: **20/05/2023**

Issued by:

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**< OFFICE OF THE STATE COORDINATOR OF
NATIONAL REGISTRATION (NRC), ASSAM
FIRST FLOOR, ACHYUT PLAZA, G.S ROAD, BHANGAGRH,
GUWAHATI – 781005
Ph. No. 0361 – 2463300 >**

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**National Registrar for Citizens (NRC), 1st Floor, Achyut Plaza,
Guwahati- Shillong Road, Bhangagarh, Guwahati – 781005, Assam**

NOTICE INVITING EOI

This EOI is issued by the undersigned inviting "Express of Interest" from eligible System Integrator for shortlisting of them to participate in the RFP process for selection of most suitable among them to provide necessary IT service for NRC Project.

REFERENCE NO: SPMU/NRC/EOI & RFP/796/2022/64   **DATE:** 20/05/2023

Sl. No	Key Information/ Events	Time/Venue/Address
1	Title of the Assignment	**Selection of System Integrator for NRC Project**
2	Date of issue of the EOI document	**Date: 20/05/2023**
3	Start date of downloading of EOI document	**Date: 20/05/2023**
4	Seek Clarification start date	**Date: 22/05/2023**
5	Seek Clarification end date	**Date: 29/05/2023**
6	Pre-bid meeting	**Date: 30/05/2023** **Time: 2:30 PM** **Venue: O/O the State Coordinator, NRC, 1st Floor, Achyut Plaza, Bharalupar, Guwahati Shillong Road, Bhangagarh, Guwahati – 781005, Assam**
7	Online bid Submission Start Date	**31/05/2023**
8	Online bid Submission End Date	**08/06/2023**
9	Last date and time of submission of hard copies of "Bid Documents".	**Date: 08/06/2023** **Time: 3:00 PM** **Address: O/O the State Coordinator, NRC, 1st Floor, Achyut Plaza, Bharalupar, Guwahati Shillong Road, Bhangagarh, Guwahati – 781005, Assam**

10	Date &time of online opening of EOI	**Date: 09/06/2023 Time: 2.30 PM**
11	Address for Communication	**Contact Person**: Banajeet Deka **Address**: Finance Manager, i/c Additional Project Director, State Project Management Unit (SPMU), National Registrar for Citizens (NRC), 1st Floor, Achyut Plaza, Bharalupar, Guwahati Shillong Road, Bhangagarh, Guwahati – 781005, Assam **Email ID**: fm.nrc.assam2@gmail.com **Contact Number**: 8822555551/7259339098
12	EoI Processing Fee (non-refundable)	**Rs 10,000/- (Rupees Ten thousand only).** To be paid through online payment option available at e-Procurement portal i.e., http://assamtenders.gov.in

9. Bidders who seek to appeal against any decision, action or omission regarding this particular procurement may do so as per Section 38 of the Assam Public Procurement Act, 2017 and Rule 26 of the Assam Public Procurement Rules, 2020. The first and second appellate authority are as mentioned below:

First Appellate Authority	Second Appellate Authority
Partha P. Majumdar Address: National Registrar for Citizens (NRC), 1st Floor, Achyut Plaza, Bharalupar, Guwahati Shillong Road, Bhangagarh, Guwahati – 781005, Assam Ph: 0361: 2463300	Partha P. Majumdar Address: National Registrar for Citizens (NRC), 1st Floor, Achyut Plaza, Bharalupar, Guwahati Shillong Road, Bhangagarh, Guwahati – 781005, Assam Ph: 0361: 2463300

Sd/-
State Coordinator, National Register of Citizens, Assam

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1.   INTRODUCTION

1.1   About the NRC Project

National Register of Citizens (NRC) updation basically means the process of enlisting the names of all citizens residing in Assam at the time of NRC updation. After the conduct of Census of 1951, a National Register of Citizens (NRC) was prepared in respect of each village showing the houses or holdings in a serial order and indicating against each house or holding the number and names of persons staying therein, and in respect of each individual, the father's name/mother's name or husband's name, nationality, sex, age, marital status, educational qualification, means of livelihood or occupation and visible identification mark. This was done by copying out in registers the particulars recorded during Census done in 1951. This NRC was prepared under a directive from the Ministry of Home affairs (MHA).

In the tripartite meeting held on 5th May 2005 to review the implementation of Assam Accord, the Government of Assam agreed to updation of National Register of Citizens (NRC), 1951. Pursuant to the above, the Citizenship (Registration of Citizens and Issue of National Identity Cards) Rules, 2003 was amended based on modalities received from Government of Assam for updation of National Register of Citizens (NRC) 1951 in Assam based on relevant records.

The modalities for NRC updation have been jointly developed by the Government of Assam and Government of India in adherence to the major statues governing NRC Updation in Assam (The Citizenship Act, 1955 and The Citizenship (Registration of Citizens and Issue of National Identity Cards) Rules, 2013). The Office of the State Coordinator of National Registration, Govt. of Assam is responsible for the National Register of Citizens (NRC), Assam.

In a nutshell, the entire process of NRC Update is aimed at identifying citizens from amongst the applicants by tracing their residential status upto the cut-off date of 24th March, 1971, anywhere in India. Only those residents who are able to prove such residence in India would be eligible for citizenship. This residence has to be proven only through any of 15 stipulated documents as per the standard operating procedure.

Descendants who are born after the cut-off date or those who do not have documentary evidence of their own such residence, have to prove their linkage with the ancestors for whom adequate documentary evidence is available to prove such residence. Such linkage needs be proven by legally admissible additional documentary evidence. The updated NRC system shall contain names of persons eligible for inclusion in updated NRC by virtue of being original inhabitants of Assam. The NRC when updated shall become an important legal document to fall back upon for a citizen with reference to his/her status of Indian Citizenship.

1.2   About the Project

NRC ecosystem has evolved overtime and a total of 3,30,27,661 members applied through 68,37,660 applications. The particulars submitted by the applicants were taken up for scrutiny to determine eligibility of their inclusion in NRC. The exercise of NRC Update is a mammoth exercise involving various government officials working for a prolonged period. All decisions of inclusion and exclusion are taken by these statutory officers. The entire process of NRC update has been meticulously carried out in an objective and transparent manner. Adequate opportunity of being heard has been given to all persons at every stage of the process. The entire process is conducted as per statutory provisions and due procedure followed at every stage.

1.3   About the Assignment

The selected System Integrator shall provide the end to end maintenance and operation of the Data Center located in Guwahati and Disaster recovery Site located in New Delhi. The selected System Integrator shall also be responsible for maintaining the software and hardware solution, databases, cloud services, information security and other services related to the NRC project as mentioned in the scope of work.

2.   TERMS OF REFERENCE

2.1 Background of the Assignment

IT services being the backbone and fulcrum of the NRC Project Delivery, various IT techniques have been deployed in NRC for specific requirements and NRC project

has a complex congregations of technology (i.e., Hardware, Software, Firmware, Data Center, Disaster Recovery Set up etc.), processes, a large ecosystem of services and people, working together to process, store, and transmit information in a timely manner to support its various operations and service delivery mechanisms. The existing System integrator has been successfully providing services and operation until now. Wipro Ltd has been responsible for end-to-end service delivery that includes:

- Development, Operation and Maintenance of Online and Offline software designed and implemented for NRC updation process. About 78 application software (large and small) and COTS (Commercial-off-the-shelf) Software have been used for the NRC updation process so far designed by the System Integrator.

- Setting up of the state-of-the-art on-premise Data Center setup at the office premise of the State Coordinator, NRC at Guwahati on 2015 to house all the critical applications and data related to the NRC updation work.

- Setting up of the Disaster Recovery (DR) Centre setup in New Delhi in order to prevent any adverse condition of a disaster in the primary Data Center located at NRC Premises, Guwahati.

- Managing network connectivity between Data Center (DC) –Disaster Recovery (DR) Site.

- Overall Program Management.

- Managing Annual Technical Support (ATS) from OEMs for all the licensed software at DC/ DR Site.

- AMC Support for IT Infrastructure at Data Center and Disaster Recovery Center and IT & Non-IT Infrastructure at Client Sites.

2.2. Objectives of the Assignment

The key objectives for rolling out the EOI is to select a turnkey solution provider for the NRC project in Assam. The selected System Integrator shall provide the end to end maintenance and operation of the Data Center located in Guwahati and Disaster Recovery Site located in New Delhi. The selected System Integrator shall also be responsible for maintaining the software and hardware solution, databases, cloud services, information security and other services related to the NRC project as

mentioned in the scope of work.

2.3. Scope of the Assignment

It is envisaged that the Service Provider selected through this bidding process would be responsible for the following:

A. End to end Maintenance and Operation of the NRC Data Center

B. End to end Maintenance and Operation of the Disaster Recovery Site.

C. Maintenance and Operation of the Application Software, Cloud Services, Database and Business Intelligence Report Generation. Additional Development, Customization and Configuration of Software Solution that may be required for the additional functionalities for the existing applications. However, an appropriate change management process will be applied for undertaking such development or customisation if that may be required, after consultation with all stake holders. The selected bidder have to deploy any new application which may be developed, redeployment of existing applications if required , or already developed application which are not deployed so far.

D. NRC is the process of enhancing the Information Security measures as per the guidelines of the competent authorities, the selected bidder will have to ensure necessary co-ordination and support during the audit, assessment, certifications and implementation of such solutions within the defined framework.

E. Once the solution is implemented the selected bidder will have to work in conjunction with the security implementing agency to ensure that the policies defined are adhered to, by all stake holders and also have ensure that during the maintenance and development of the infrastructure and applications, such measures are complied with.

F. For all the infrastructure equipment and software, all necessary back to back services contract with the OEM or Technology Providers should entered by the selected bidder to ensure seamless and guaranteed support from the OEMs.

The Service Provider selected will also be responsible for smooth transitioning of the operations and maintenance for the entire suite of applications, infrastructure, and services for NRC from the existing System Integrator. The selected Service Provider

has to ensure business continuity and performance of the operations. The detail of each component is listed in the subsequent paragraphs. Status of successful transition shall be declared by a competent authority (or) a designated authority from NRC.

2.4. Roles and Responsibilities of the System Integrator

The responsibilities of the selected System Integrator would include the detailed description of the scope of work within which the various activities and tasks relating to the scope of work have to be executed. The details of the roles are listed in the following sections in brief:

2.4.1. NRC DATA CENTER

A state-of-the-art Data Center has been setup at Guwahati to house all the critical applications and data related to the NRC updation work. The NRC Data Center is a fluid in-a-box solution having built in cooling and access control system.

The Service Provider selected through this bidding process would be responsible for operation and maintenance of the NRC Data Center located in Guwahati, Assam as well as the Disaster Recovery (DR) site at New Delhi by engaging qualified technical manpower.

The NRC Data Center contains the following IT and non-IT equipment:

Make	Model	Item		Quantity
Dell	PowerEdge M620	Blade Server	Server	14
Dell	PowerEdge R520	Rack Server	Server	3
Dell	PowerEdge M1000E	Blade Enclosure	Server	2
Dell	PowerEdge M1000E	Open switch	Server	4
CISCO	CISCO1941/K9	Router	Network	2
CISCO	CISCO2921/K9	Router	Network	2
CISCO	ASA5585-SSP-60s	ASA firewall	Network	1
Fortinet	Fortigate 200D	Fortigate firewall	Network	2
Array	AVP2600T	Load Balancer	Network	1
CISCO	WS-C2960X-24TS-L	Switch 24 port	Network	5
CISCO	ISR4431/K9	Router	Network	1
EMC	EMC VNX 5400 (120TB)	Storage	Storage	1
EMC	EMC Unity 400 (50TB)	Storage	Storage	1
EMC	Storage DAE	DAE	Storage	10

CISCO	CISCO MDS 9148	SAN Switch	SAN Network	2
Dell	Powervault TL4000	Tape Library	PTL	1
EMC	EMC DD 6300 (160TB)	Data Domain	VTL	1
EMC	VTL DAE	DAE	VTL	4
CISCO	Cisco 2960X	Switch 24 port	Cisco 2960X	5
Accenta	Online UPS	40 KVA UPS		5
DELL	Switch	Power Connect M6220	Network	4
CISCO	CISCO2921-HSEC+/K9	Router	Network	1
Rittal	DET AC 889132	Fluid DC	DC	1

* It should be noted that the warranty of the components listed above have expired are under AMC.

2.4.2. DISASTER RECOVERY SITE

A Disaster Recovery (DR) Center located in National Data Center, Shastri Park, New Delhi is set up in order to prevent any adverse condition of a disaster in the primary Data Center located at NRC Premises, Guwahati. The Disaster Recovery (DR) for NRC is in active-passive mode. The data from Data Center is replicated to the DR site through a MPLS link using NIC Backbone.

The DR site hosts the following IT equipment:

Make	Model	Details	Qty
Dell	R740 Rack Server	Server	5
Cisco	Cisco Router	Router	2
Fortigate	Fortinet 200E	UTM	1
Cisco	Catalyst 2960X	Switch	2
Cisco	SAN Switch MDS 9148S	Switch	2

* It should be noted that the warranty of the components listed above have expired are under AMC.

The Service Provider selected through this bidding process would be responsible for operation and maintenance of the DR Site by engaging qualified technical manpower.

2.4.3. Field IT Infrastructure

Currently, there are 364 Laptops and 171 Scanner cum Printer deployed in Circle Offices on service model. The quantity of Laptops and Scanners may vary in future

depending on the workload. The Service Provider selected through this bidding process would be responsible for providing these IT and non-IT equipment's and maintaining them on a service model.

2.4.4. ANNUAL TECHNICAL SUPPORT/ ANNUAL MAINTENANCE OF LICENCES AND HARDWARE IN DATA CENTER AND DISASTER RECOVERY SITE

The role of the selected Service provider includes co-ordination with various OEMs for the support and operation of following licences/ software:

- Oracle Database
- Oracle Virtual Machine
- Middleware Application (RedHat JBoss)
- Software like Electronic Document Management System (EDMS) from Newgen.
- Operating System:
  - ➢ Oracle Linux
  - ➢ Ubuntu
  - ➢ Win2012R2

The selected Service Provider will also liaison with the respective OEMs for the Annual Maintenance of the above IT hardware equipment mentioned in Data Center and Disaster Recovery Site.

2.4.5. SERVERS AND STORAGE

The NRC Data Center consists of:

Blade servers with RAID technology: Blade Servers houses multiple server modules ("blades") in a single chassis to save space and improve system management. The chassis provides the power supply, and each blade has its own CPU, RAM and storage. 14 Blade Server are Each Blade Server is flexible and the blades can be added easily as when there is an additional requirement.

Rack Server with RAID technology: Rack servers are installed whereby servers are vertically stacked one over along with other devices such as storage units, cooling

systems, SAN devices, network peripherals, and batteries. There are 3 Rack Servers and as per the space can be utilised.

Storage and Backup:

- Cisco SAN Switches:
- EMC Storage (SAN and VTL) for storage, backup and archiving the data.
- Disk Array Enclosures with scalable HDD slots.

The selected Service Provider will maintain the servers and the storage.

2.4.6. APPLICATIONS SOFTWARE

This EOI aims to identify and engage service provider with the primary responsibility of maintaining and operating all existing software applications and building minor changes in the functionalities of the applications, if required. The agencies shall work in close collaboration with State Project Management Unit (SPMU) of NRC. Indicative list of activities for software applications which the empanelled agencies would be expected to perform through their manpower is provided below:

a. Operations and maintenance for the existing NRC software applications.
b. Roll-out of Application Software at field and O&M support for the same.
c. Carry out minor changes in the existing software applications as per the requirements only through approved Change Control processes.
d. Development of new application software may also be required that may need to be interoperable, highly secure and be able to be seamlessly integrated with the existing applications, technology, and architecture.
e. The bidder should be able to build best-in-class, modern, secure applications with industry leading best practices that are highly compatible with existing software applications.
f. If required by NRC, the bidder should be able to carry out seamless integration of existing or new applications/databases with external or internal systems.
g. Maintain and also prepare necessary documentation prepared during software development, new developments, deployment and operation & maintenance phase.

2.4.6.1. APPLICATION SOLUTION COMPONENTS DEVELOPED/ CUSTOMIZED TO REALIZE THE BUSINESS PROCESSES

The existing System Integrator has developed about 78 Software Application (large and small) and the same have been used in NRC during various phases of NRC updation. All these application software was developed using the Java programming language. Spring 3, Hibernate and Struts 2 frameworks of Java have been used in developing these applications with Oracle 10g database. Moreover, few COTS (Commercial-off-the-shelf) software like Document Management System (DMS) has been used in NRC. Currently, the existing System Integrator is involved in O&M of these applications and performing only preventive maintenance looking into the future so that these software applications can keep working as desired for as long as possible. This is done in the event of any future anticipation of work as per the policies/ framework/ guidelines to be issued by the Govt./ Hon'ble Supreme Court/ RGI.

2.4.6.2. OPERATIONS & MAINTENANCE SERVICES AND ROLL-OUT OF SOFTWARE FOR UPCOMING EVENTS (ISSUANCE OF REJECTION SLIPS)

The supplementary list of inclusion and exclusion has been published on 31st August 2019; however, the final NRC is yet to be published/notified by the Registrar General of India as per Clause 7 of the Schedule in the Citizenship (Registration of Citizens and Issue of National Identity Cards) Rules 2003 as amended.

As per Clause 8 of the Schedule in the Citizenship (Registration of Citizens and Issue of National Identity Cards) Rules, 2003 as amended, any person not satisfied with the result of NRC may prefer appeal before the Foreigners Tribunal within 120 days of the publication of NRC. To facilitate the process of appeal before Foreigners Tribunal, Rejection Slips are to be issued to the persons whose names did not appear in the final NRC. For letting the rejected persons know the reasons of rejection, the speaking orders of Disposing Officers are to be attached with the Rejection Slips. For issuing the rejection slips, a software has already been designed by the existing System Integrator. The new Service provider shall be responsible for rolling out the software at field level, i.e., at circle offices where the rejected person would come to the venue to collect the rejection slip as per the standard operating procedure laid down. The entire operation for rolling out the software and engaging manpower at field level is anticipated from the selected Service Provider.

2.4.7. BUSINESS INTELLIGENCE AND DATABASE DETAILS

The existing ecosystem in NRC consist of the Oracle Database Enterprise Edition. There is Oracle OVM (Virtual Machine Manager) with 26 Virtual Machines, Oracle Real Application Cluster (RAC and Oracle Linux Operating System in place. Currently, there are 3 production Databases and 2 Test Databases environment.

The role of the selected Service provider would be:

- Maintaining complete databases of Data Center and Disaster Recovery Site.
- Business Intelligence Analytics and Generation of customised reports from the existing source database as and when required from the NRC department for onward submission to various stakeholders.

2.4.8. INFORMATION SECURITY

Overview: Information Security is the critical domain in NRC as NRC collects/stores and process personal information of citizens. As per the Honourable Supreme Court order, NRC data security regime should be similar to the AADHAAR Security regime. UIDAI suggested measures for strengthening Information security control of NRC data and advised to perform below activities.

- ISMS policy creation and implementation.
- Risk Assessment to be conducted by authorized 3rd party once ISMS policy is implemented.
- ISO 27001-2013 certification.

An ISMS policy (L1, L2, L3 & L4) has been formulated by CDAC for NRC Assam in compliant to ISO27001 2013 standard.

Roles and Responsibilities of the Selected Bidder:

NRC Assam is in the process of implementing the ISO 27001-2013 compliant ISMS policy. The selected bidder should actively provide full support and pro-actively coordinate with all stake holders for the following activities to be carried out by various third parties, agencies and solution providers selected by NRC for the following stages of planning and implementation of the ISMS policy:

a. Readiness Planning Assessment.

A readiness planning assessment needs to be carried out basis the ISMS policy in NRC infrastructure/Systems etc. This will be carried out by an agency/third party selected by NRC.

b. Solution Design and Implementation.

Basis the readiness assessment report, department would be selecting a solution provider/service provider. The selected solution provider/service provider would be required to design the solution and implement all controls of ISMS policy along with furnishing documents to the department for ISMS policy (L5 and L6).

c. Evaluation and Certification.

Once ISMS policy gets implemented in NRC, a 3rd party will be appointed by NRC to conduct a compressive evaluation of the implementation to identify any probable risks to be remediated to comply with the policies and carry out necessary certification.

The selected bidder would also be expected to provide continued support and coordination during the maintenance phase of ISMS controls and any additional controls as required and for periodic internal and external audits conducted as per requirements of the ISMS policy.

2.5. Role and Responsibility of the Client

The department (NRC) shall provide all the information, documentation, access and other facilities like power supply to the selected System Integrator. A comprehensive exit management process would be carried out by the existing System Integrator (SI) under the supervision of NRC department (client) and the selected bidder may be required to be part of the process to ensure a successful transition. The current SI and the department shall provide all the access and information to the interested bidder for a smooth transition plan. The tentative timeline for the transition plan is estimated to be sixty days considering the enormity of the NRC project.

The selected bidder has to submit a complete transition plan outlining their requirement for taking over the project from the existing vendor in terms of knowledge transfer requirement.

2.6. Pre-Qualification Criteria

The invitation for bids is open to all entities registered in India who fulfil prequalification criteria and conform to the requirements, as specified below. Documentary evidence is to be provided by the bidder along-with the bid against each of the requirements.

a) The Bidder will have to fulfil the mandatory security clearances as per the format given under section 3.2.

b) Copy of the Power of Attorney (PoA) document of authorization of the representative signing on the bid documents should be provided by the bidder.

c) The participation is restricted to companies registered in India under Indian Company's act 1956 and shall have local office in Guwahati.

d) The Bidder should carefully examine the scope of the project and comply to the requirements fully and provide a compliance statement confirming regarding fulfilment of EOI conditions. Any deviation should be mentioned and NRC has right to accept reject the same at its own discretion.

e) The Bidder for the NRC project should satisfy all of the criteria below and should provide documentary evidence of the same as a part of the bidding process:

f) The company should be primarily providing IT / ICT / ITeS operations in India for at least the last five financial years for the year ending 31st March 2022 as evidenced by the Certificate of Incorporation issued by the Registrar of Companies, India. The bidder (Service Provider) will be a single legal entity.

g) The Bidder should be a profitable company for the last three years and must have an annual turnover of not less than INR 25 Crores for each of the last three financial years ending 31st March 2022.

h) The Bidder must have executed at-least one similar project comprising of maintenance of IT Infrastructure Management, Applications and Information Security not less 5 crores in values.

i) The Bidder (Service Provider) must have at least 25 full time IT professionals on its payroll.

j) The Bidder (Service Provider) must have been assessed and certified for a

minimum of CMMI Level 3, ISO 9001, ISO 27001. The certificate should be valid for at least a period of one year from the date of submission of the bid. In case of bidders where the certification is under renewal, the bidders shall provide the details of the previous certification and the application details for the renewal of the certifications.

k) In case of consortium bidding a consortium agreement between parties intending to form a consortium for this project dully signed by both the parties on current date has to be submitted. Total number of consortium partners should not exceed three. One consortium partner should be lead bidder and should be responsible for overall delivery of the project. However, each consortium partner should be jointly and severally responsible for overall contractual obligations. For evaluation purpose, the consortium partner will be evaluated for their respective areas of deliverables as far as technical competence is concerned. The responsibilities of each party should be clearly defined and the lead partner will have overall responsibility of delivering the SLAs.

l) Subcontracting of whole or part of contract is generally not allowed. However, if any part of the contract is to be subcontracted by the SI, then prior written approval has to be obtained from NRC explaining reason for such approval and guaranteeing that even if the subcontracting is done, no delegation of contractual obligation will be diluted.

m) The bidder shall not be under declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Central/State Government/Government Agencies/PSUs/World Bank etc. A self-declaration shall be submitted along with response.

n) Only Project Citations completed / started in the last 3 financial years (2019-2022) will be considered for evaluation.

Pre-Qualification Checklist for Bidders	
1. Security Clearance	•
2. Power of Attorney	•
3. Company Registration Data	•

4. Scope Compliance Status	• Yes/No/Deviation • (List of deviations if any)	
5. Certificate of Incorporation (may be same as no.3 above)	•	
6. Profitability of company	•	
7. 25 IT Professionals	• Yes/No	
8. CMMI/ISO	•	
9. Consortium Agreement	•	
10. Count of Project Citations	•	

2.7. Deliverables and Timeline

SL	Activity	Deliverables	Timelines
1	Maintenance and Operation of the NRC Data Center	Smooth running of the NRC Data Center through positioning of trained manpower	From the date of contract execution till 3 years.
2	Maintenance and Operation of the Disaster Recovery Site	Smooth running of the NRC Disaster Recovery Site through positioning of trained manpower	From the date of contract execution till 3 years.
3	Maintenance of the existing Application Software, COTS product, Cloud Services, Database and Business Intelligence Report Generation	Smooth maintenance of the exiting Software eco-system, Cloud Services and Database by highly trained resources so that minor tweaking can be done in the existing software as and when required.	From the date of contract execution till 3 years.
4	Additional Development, Customization and Configuration of Software Solution	Additional Software Development may arise which can be initiated through Change Control mechanism	Within 4 weeks from the software development requirement as defined by the client

		• Implementing the ISO 27001-2013 compliant ISMS policy.	From the date of contract execution till 3 years.
5	Enhancement of the Information Security of the NRC Data	• Continued support and coordination during the maintenance phase of ISMS controls.	
6	Generating Business Intelligence Reports	Generate Business intelligence reports on the go as per the client's requirements.	From the date of contract execution till 3 years.
7	Providing IT Hardware at field level	Providing Laptops and Scanner Cum Printer at field level on a service model.	From the date of contract execution till 3 years.
8	Managing Enterprise level Annual Maintenance Contract/ Annual Technical Services of Hardware and Licences of NRC Data Center and Disaster Recovery Site	Liaising with the OEM's for back lining and ensuring continued support from the OEM's) to ensure maximum uptime and performance levels of all the Servers, SAN Storage, Switches, Backup System and Fluid Data Center etc. in the Landscape	From the date of contract execution till 3 years.

2.7.1 Transition Plan

The selected System Integrator would adopt the proposed transition methodology for resources which includes (Manpower, Hardware & Software) and processes for successful transition. A comprehensive exit management process would be carried out by the existing System Integrator (SI) under the supervision of NRC and the selected bidder may be required to be part of the process to ensure a successful transition. The current SI and the department shall provide all the access and information to the interested bidder for a smooth transition plan. The tentative timeline for the transition plan is estimated to be sixty days considering the enormity of the NRC project.

The selected bidder has to submit a complete transition plan outlining their requirement for taking over the project from the existing vendor in terms of knowledge transfer requirement.

2.8.   Quality Assurance, Monitoring and Reporting

Quality assurance and monitoring program is an integral and continuing part of NRC

operations. The selected System Integrator shall ensure the following:

- Monitoring, logging and reporting of the equipment operation on 24x7basis.
- Periodic health checks of the systems and implementing proactive rectification measures.
- Installation of System Patches, Upgrades, Service Packs etc.
- Regular monitoring and maintain a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space memory utilization, I/O utilization, Central Storage etc.
- Ensure regular analysis of events and logs generated in the entire sub systems including but not limited to servers, operating systems, databases, applications etc.
- Undertake appropriate actions in accordance with the results of the log analysis to ensure optimal performance.
- Management of storage environment to maintain performance at optimum levels on a 24x7x365 basis.
- Must take regular and proper backups of all Servers & Storage to protect against data losses. Must take regular Backup of operating system, database and application as per stipulated Policies and time schedule.
- Provide MIS reports such as weekly reports on backup and restoration (failed reasons).

3. INSTRUCTION TO THE SYSTEM INTEGRATOR

3.1 Purpose of this EoI

Purpose of this EoI is to shortlist qualified service provider as per the eligibility criteria given under para 3.2 (i.e., EoI Stage). After the completion of the EoI process for shortlisting, the procuring Entity (i.e., Client) shall issue RFP to the shortlisted applicants requesting them to submit a detailed proposal (Financial& Technical) as per the FRP terms and conditions (i.e., RFP Stage). In the RFP stage, the most suitable among the shortlisted System Integrator shall be selected for award of contract, based on the evaluation of the proposals submitted as per the RFP terms and conditions.

3.2. Eligibility & Qualification Criteria

3.2.1 To participate in this EoI, the System Integrator must be a single entity or consortium of entities (Consortium[1]) having a formal intent and legal competency to enter into an agreement or contract and are registered under respective Act and Jurisdiction in India.

3.2.2 The System Integrator should have a minimum 10 (ten) years of experience in IT service, out of which at least 5 (five) year in e-governance project, in India for and on behalf of government or international agencies.

3.2.3 Total Average Annual Turnover of the Service Provider in last three financial years (i.e., 2019-20, 2020-21 and 2021-22) from IT business should not be less than Rs.25.00 Crores (Rupees 25.00 crores only).   The average annual turnover certificate as issued by the Auditor/Chartered Accountant should be submitted in the format enclosed as **Annexure 3** of this EoI document. The Certificate must be accompanied by attested copies of audited Statement of Accounts of last three financial years (i.e. 2019-20, 2020-21 and 2021-22).

3.2.4 The company should be primarily providing IT / ICT / ITeS operations in India for at least the last five financial years for the year ending 31st March 2022 as evidenced by the Certificate of Incorporation issued by the Registrar of Companies, India.

3.2.5 The Bidder must have executed at-least one similar project comprising of maintenance of IT Infrastructure Management, Applications and Information Security not less Rs. 5 crores in values.

3.2.6 The Bidder (Service Provider) must have at least 25 full time IT professionals

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[1] "Consortium means an association with or without a legal personality distinct from that of its members, of more than one System Integrator where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Client for the performance of the Contract.

on its payroll.

3.2.7 The bidder (Service Provider) must have been assessed and certified for a minimum of CMMI Level 3, ISO 9001, ISO 27001. The certificate should be valid for at least a period of one year from the date of submission of the bid. In case of bidders where the certification is under renewal, the bidders shall provide the details of the previous certification and the application details for the renewal of the certifications.

3.2.8 In case of consortium bidding a consortium agreement between parties intending to form a consortium for this project dully signed by both the parties on current date has to be submitted. The responsibilities of each party should be clearly defined and the lead partner will have overall responsibility of delivering the SLAs.

3.2.9 The qualifying criteria should be applicable to all members/partners of the consortium.

3.2.10 The System Integrator willing to participate should not:

a) be blacklisted or debarred form participating in any procurement process by the Procuring Entity or by any other State or Central Government entity, undertakings or bodies are not eligible to participate during their period of blacklisting/debarment.

b) be insolvent, in receivership, bankrupt, or being would up, not be having its affairs administered by a court or a judicial officer, not having its business activities suspended and must not be the subject of legal proceedings for any of the forgoing reasons.

c) have and their directors and officers do not have, been convicted for any criminal offence relating to their professional conduct or the making of the false statement or misrepresentation as to their qualifications to enter a procurement contract with a period of three years preceding the commencement of procurement process, or not having been otherwise disqualified pursuant to debarment proceedings.

d) have a conflict of interest as per Section 11 of Assam Public

procurement Act, 2017 and which materially affect the competition.

3.2.11 Registration: The Party should be registered under Income Tax, GST and other relevant statute (e.g. PF, ESI, etc.), as applicable.

3.2.12 Each member of the consortium should fulfill all the eligibility criteria by itself, other than the criterion for turnover i.e., Para 3.2.3 (turnover). All the members of the consortium should have at least 60.00% of the required minimum average annual turnover (as per para 3.2.3).

3.3. Submission of EoI Proposal

3.3.1. The Bidder (applicant) must get registered with the e-Procurement portal using valid DSC for online submission of the EoI.

3.3.2. Interested eligible parties must submit their EoI online (scanned copy) on the e-Procurement portal within due date and time of submission in the manner as prescribed in Para 3.4 this EoI document. In addition to online submission of EoI, the Bidders must also submit hardcopies of the "**Key Documents**" as given below before due date and time of submission of key Documents as mentions in the Notice Inviting EOI. Delayed submission shall be considered as non-submission.

   (a)   EoI Processing Fee of Rs 10,000/-. (The original instrument if paid vide DD)
   (b)   Original Power of attorney document authorizing the signatory to this EOI
   (c)   Declaration as per **Annexure-V**

3.3.3 The EOI submission should be along with all documentary proof with respect to pre-qualification and other documents as mentioned in **Para 3.4** below in form of checklist while uploading online.

3.3.4 Each page of EOI (submissions) should be signed by the representative duly authorised by the applicant executing a Power of Attorney in the format given under **Annexure-4**. In case the proposal is signed by any one of the Directors

or key officials (CEO, CFO or Company Secretary) a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of Power of Attorney. In case of partnership firm it should be signed by any one of the partner duly authorised by the partnership. EOI submitted by a consortium participant shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member's authorized representative.

3.3.5. The bidder is responsible for submission of EoI proposal complete in all respect. The Authority shall ignore the EoI in case of incomplete or defective submission.

3.3.6. Each page of the EOI submission should be serially numbered, signed and stamped by the authorized signatory and submitted **on-line in the e-Procurement portal i.e. http://assamtenders.gov.in and hard copies of "Key Documents" as defined in Para 3.3.2 in the address as given below, on or before the due date and time for submission.**

Address for Submission (Hardcopies):

OFFICE OF THE COMMISSIONER & SECRETARY TO THE GOVERNMENT OF ASSAM, POLITICAL DEPARTMENT & STATE COORDINATOR OF NATIONAL REGISTRATION (NRC), ASSAM, FIRST FLOOR, ACHYUT PLAZA, G.S ROAD, BHANGAGARH, GUWAHATI – 781005, ASSAM

3.3.7 Non-submission of hardcopies of the "Key Documents" within due date and time along with the Processing fee of Rs 10,000/- shall disqualify the applicant even if the proposal is submitted online.

3.4. Checklist for the EOI Submission

SI No	Documents	Submission Status (Y/N)	Page No
1	Covering Letter (**As per Annexure-1**)		
2	Applicants Date Sheet. In the format given under **Annexure-2.**		
3	Certificate issued by a CA stating that the Applicant has eligible average annual turnover of **Rs 25.00 Crs (Rupees Twenty-Five Crores**) and documentary evidence of 5 (five) years or more of experience in implementation of maintenance of IT Infrastructure Management, Applications and Information Security, as per para 3.2.3 in the format given as **Annexure-3.**		
4	Documentary evidence of executing at-least one similar project comprising of maintenance of IT Infrastructure Management, Applications and Information Security not less 5 crores in values.		
5	**Power of Attorney** appointing the signatory, as per para 3.3.4. in the format given as **Annexure-4**		
6	Declaration with respect to non-blacklisting and debarment in non-judicial stamp paper duly notarized. As per the format given in **Annexure-5**. (As per para 3.2.4)		
7	Work completion /satisfaction certificate issued by that client/organisation establishing the experience as per para 3.2.2.		

8	Self-attested photocopy of GST Registration Certificate, PAN, PF & ESI Registration Certificate. (Para 3.2.5)		
9	Copy of the Consortium /Joint Venture agreement		
10	25 IT Professionals		
11	CMMI/ISO		
12	Scope Compliance Status	Yes/No/Deviation (List of deviations if any)	
13	Count of Project Citations		
14	Any, other the applicant feels necessary		

4. EVALUATION & SHORTLISTING

4.1. Preliminary Scrutiny

4.1.1. All the EoI submissions received (online & hard copies of Key Documents) within due date and time shall only be considered by the Evaluation Committee.

4.1.2 The evaluation committee shall first ensure that the applications are complete in all respect. Only those EoI submissions which are complete in all respect shall be considered for further scrutiny.

4.1.3. Evaluation Committee reserves the right to seek further clarifications, explanation or information on any issue relating to the eligibility till such time the Committee is fully convinced.

4.1.4. The Client (EoI Inviting Entity) shall finalize the list of the Service Providers to be shortlisted to participate in RFP based on the evaluation of the EoI

submissions and decision of the Client and the same shall be final and binding.

4.1.5. Names of the Service Provider shortlisted (for RFP process) as per the evaluation of the EoI responses/submissions will be hosted on the e-Procurement portal on completion of all formalities.

4.1.6. Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of its Bid. If any information provided by the prospective bidders by way of self-certification or otherwise is found to be false, the prospective bidders would be disqualified at any stage.

4.2 Pre-Bid CONFERENCE

NRC will host a bidder's Conference in Guwahati at the address and the tentative schedule as mentioned in *NOTICE INVITATION EOI* section.

The queries of the bidders need to be submitted in written as per the schedule mentioned. The representatives of the interested organizations (restricted to two persons) may attend the bidders' conference at their own cost. The purpose of the conference is to provide bidders with any clarifications regarding the EOI. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the EOI and the project.

4.3. Issue of RFP and Selection

4.2.1. Detailed Proposal shall be invited by the NRC department from the shortlisted Service Providers (Applicants) issuing RFP. In the RFP document all technical and operational details shall be furnished. At RFP stage the parties must submit detailed technical and financial proposal for evaluation and selection of most suitable amongst them, as per the proposal submitted.

4.2.2. The selection of the Service Provider shall be strictly based on the evaluation of the proposals received from the shortlisted Service Providers in response to the RFP, as per the terms and conditions and specifications mentioned therein.

ANNEXURES

Annexure 1: Covering Letter

Covering letter

[On the letter head of the Applicant]

Kind Attention: [location, date]

THE STATE COORDINATOR, NATIONAL REGISTER OF CITIZENS,

FIRST FLOOR, ACHYUT PLAZA, G.S ROAD, BHANGAGARH,

GUWAHATI – 781005, ASSAM

Sub: **EoI (Refence No…………………….) for shortlisting of eligible applicants to participate in the RFP process for selection of Service Provider for NRC Project.**

Sir,

Having read, carefully examined, and understood the "Expression of Interest" document dated _____ issued by Office of the Commissioner & Secretary to the Government of Assam, Political Department & State Coordinator of National Registration (NRC), Assam ("Client") and all **Annexures** and other documents attached thereto, and all subsequent addenda and clarifications issued pursuant thereto (collectively the "EoI"), we hereby express our interest to participate in the RFP process, if shortlisted in this EoI stage.

We hereby agree and confirm that our EoI Proposal has been prepared strictly in conformity with the instructions in the EoI document (including the forms set forth therein) and that we shall always act in good faith and abide by the terms and conditions of this EoI.

We agree that we have inspected and examined the EoI documents and have ascertained that they contain no inconsistencies, errors or discrepancies and have otherwise familiarized ourselves with all conditions of the EoI which may affect our Proposal and all queries on other contractual matters have been addressed.

We represent and warrant to Client the information furnished by us is complete, accurate, unconditional, and fairly presented.

We have the necessary capacity and experience to execute the assignment and participate in the RFP, if shortlisted.

We follow all the terms and conditions of the EoI; there is no information, data or documents which have not been disclosed which may prejudicially affect Client's evaluation or decision in relation to pre-qualification shortlisting.

We have all the necessary corporate and statutory approvals and authorizations to participate in this EoI.

We acknowledge that we have neither failed to perform any contract, as evidenced by imposition of a penalty by an arbitral or judicial client or a judicial pronouncement or arbitration award against us or any of our director/trustee/partners or key officials nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for any breach of contract by us.

We declare we have not been declared ineligible for corrupt or fraudulent practices in any tendering process.

We undertake that we will intimate Client of any material change in facts, circumstances, status, eligibility, or documentation relating to us during this EoI and till completion of ensuing RFP process.

This Proposal shall be construed, interpreted, and governed, in all respects, by Assam Public Procurement Act'2017, Assam Public Procurement Rule'2020 and the relevant laws of India, without reference to its conflict of law principles. The courts at Guwahati will have exclusive jurisdiction in respect of all matters arising out of this EoI process.

We undertake that we have not been debarred or blacklisted by any government (Central/State) agency or PSU and fulfill all eligibility criteria as stipulated in Para 3.2.4 of this EoI document.

We have provided details, in accordance with the instructions and in the form required by the EoI and have attached the same as appendices to this application.

Yours faithfully,

[Signature and Details of the Applicant/ Authorised Representative]

Annexure 2: Applicant Details

1. **Organizational Details**	
1.1. Full Name	
1.2. Legal Status (firm/company, etc.)	
1.3. Jurisdiction of Incorporation	
1.4. Year of incorporation / registration	
1.5. Registration Number	
1.6. Registered Address	
2. **Details of Authorised Signatory** 2.1 Name 2.2 Designation 2.3 Address 2.4 Contact Details (Copy of the document of authorization to be provided)	

3. Tax Registration Details	
3.1. GST	
3.2. Income Tax	
4. Contact Person for this Proposal	
4.1. Name	
4.2. Address for Courier	
4.3. Office Phone	
4.4. Mobile Phone	
4.5. Fax No.	
4.6. E-mail Address	
5. Certifications, Awards & Accreditations, if any	
5.1.	
5.2.	
5.3.	

Date: Signature of the Applicant

Place:

Annexure 3: CA Certificate (Financial Information)

On the letter head of Chartered Accountant/Statutory Auditor

We/I have verified the Audited Financial Statement of Accounts and other documents of…………………….. having registered office at …………. pertaining to the financial year 2019-20, 2020-21 and 2021-22 (or 2018-19, 2019-20 and 2020-21, if audit for the Financial Year 2021-22 has not been completed as on the due date of submission of proposal). Based on our verification of the aforesaid statements and records, we certify that the following details are true to the best of our information and according to the explanation given to us.

(Amount in INR Crores)

Financial Information	Financial Year			Average
	2021-22 (or 2020-21)	2020-21 (or 2019-20)	2019-20 (or 2018-19)	
	Audited	Audited	Audited	
Total Annual Turnover from IT Business				
Turnover from similar IT business				
Annual Profit Before Tax				

I/We also certify that the Company has more than 10 (ten) years of experience in IT service, out of which at least 5 (five) year in e-governance project, in India for and on behalf of government or international agencies as on <Insert Date>.

Date: Signature
and seal of the CA firm
Place:
UDIN :…………………………………………….
Note:

a) In case audit of 2021-22 financial statements are not complete, the Applicant may furnish audited financial statements for 2018-19, 2019-20 & 2020-21 and appropriate disclosure shall be made in the certificate.

b) Documentary evidence in support of the 10 (ten) years of experience in IT service, out of which at least 5 (five) year in e-governance project, in India for and on behalf of government or international agencies, must be enclosed

Annexure 4: Details of Turnkey IT Project Experience

Transitioning of Turnkey IT Project Experience	
General Information	
Name of the Project	
Client for which the project was executed	
Current Status	
Project Details	
Description of the project	
Geographical Scope	
Outcomes of the Project	
Scope of Transition	
Business Processes	
Applications	
Technologies Used	
Infrastructure	
Operations & Services	

Other Details	
Due-Diligence During Transition	Y / N Indicate the duration in case there was a due-diligence performed before the selection process
Duration of Transition (post selection)	
Total Duration of the project (no. of months, start date, completion date)	
Total cost of the Project	
Total cost of the services provided by the Bidder	
Other Relevant Information	
Mandatory Supporting Documents: a) Letter from the client duly indicating the salient points like cost, period, scope of services like software , hardware, networking, O&M etc. and successful completion of the projects	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).	

Annexure 5: Details of CMMI Certification

CMMi Assessment Details	
Level of CMMi Assessment	
Date of Assessment	
Validity of the Assessment	
Name of the Assessing Company and their contact details	
Units / Locations Assessed	
Mandatory Supporting Documents	
Proof of Certification	

Annexure 6: Power of Attorney

Format for Power of Attorney for Signing of Application
(On a Stamp Paper of Rs 100/-)

Power of Attorney

We, ……………………………………………. (name and address of the registered office) do hereby constitute, appoint and authorize Mr. / Ms. ………………………………(name and residential address) who is presently employed with us and holding the position of ………………………………………….as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our response to the EoI for shortlisting of eligible applicants to participate in the RFP process for selection of an agency to implement tuberculosis control program successfully in the state of Madhya Pradesh

including signing and submission of all documents and providing information to the Client (i.e. …………) and its officials or representatives, representing us in all matters before Client, and generally dealing with Client in all matters in connection with our EoI response.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds, and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this the _____ day of _____20_

For _____

(Name, Designation and Address)
Accepted
_____(Signature)
(Name, Title and Address of the Attorney)

Date : _____

Note:
i. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, as laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

ii. In case an authorized Director or key officials of the Applicant signs the Application, a certified copy of the appropriate resolution/ document conveying such authority may be enclosed in lieu of the Power of Attorney.

iii. In case the Application is executed outside India, the Applicant must get necessary authorization from the Consulate of India. The Applicant shall be required to pay the necessary registration fees at the office of Inspector General of Stamps.

Annexure 7: Affidavit

Affidavit

(To be submitted on non-judicial stamp paper of minimum Rs 50/- duly certified by Notary)

We, M/s. ……………… (the Applicant), (the names and addresses of the registered office) hereby certify and confirm that:

(i)   We or any of our promoter(s) / director(s) / partner(s) are not blacklisted or otherwise disqualified pursuant to any debarment proceedings by any Central or State Government, Local Government or Public Sector Undertaking in India from participating in any bidding process, either individually or as member of a consortium as on the_____ (Date of Signing of Application).

(ii)   We are not insolvent, in receivership, bankrupt, being wound up, having our affairs administered by a court or a judicial officer, having our business activities suspended or subject of legal proceedings for any of the foregoing reason.

(iii)   We or any of our promoter(s), director(s), partner(s) and officers are not convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process.

(iv)   There is no conflict of interest in submitting this Proposal

We further confirm that we are aware that, our Application for Shortlisting of Organisations to participate in the bidding process eligible parties to select most suitable of them to implement NRC project, would be liable for rejection in case

any material misrepresentation is made or discovered at any stage of EoI evaluation or thereafter during RFP and the agreement period.

Dated this ……………………..Day of …………………., 20…..

Name of the Applicant

…………………………………………….

Signature of the Authorized Person

…………………………………………….

Name of the Authorized Person