EXPRESSION OF INTEREST

FOR

SUPPORT AND MAINTENANCE OF ITS INTRANET ERP SOFTWARE INCLUDING THE ASSOCIATED DATABASE, AND INTEGRATION WITH ASSOCIATED WEB-BASED CLIENT SERVICES FOR THREE YEARS

Ref: ECGC/EOI-01/IT/01/2018

Introduction:

ECGC Limited, a premier Government of India Enterprise, wishes to invite Expression of Interest (EOI) for support and maintenance of its Intranet ERP software including the associated database, and integration with associated web-based client services. The contract is likely to be for three years.

General Conditions:

1. The bidder is expected to read and understand the entire EOI document before submitting the EOI / response. Changes to submitted EOI / responses shall not be allowed.

2. The EOI pertains to ERP Application and associated database and client services support as described in the Scope of Work (SoW) section only.

3. The EOI / responses must be submitted to DGM – IT, ECGC IT Division, The Metropolitan Building, 7th Floor, C 26/27, E Block, Bandra-Kurla Complex, Mumbai – 400 051 on or before 25.06.2018, 3 PM.

4. The bids in a sealed envelope, marked as "MSP EOI - Application" in large letters, and the envelope must bear the name, address, contact numbers, and email addresses of the bidder.

5. Late, mutilated, torn, damaged, or open envelope shall not be considered, and shall be rejected without evaluation.

6. The EOI / responses shall be opened in the presence of bidders at a date conveyed to them via email.

7. The EOI / responses shall be evaluated by ECGC within 15 days of opening of envelopes, and bidders who qualify shall be notified via email.

8. Bidders are required to submit all Annexures in numerical order, and attach supporting documentation and evidences with the relevant Annexure.

9. Bidders are required to sign, stamp, and number all pages, except those which are relating to standard published documents like printed product specifications, printed manuals, printed annual reports etc.

10. Notwithstanding anything contained in this document, ECGC reserves the right to amend/accept and/or reject any/all proposals and to annul the EOI process at any time without assigning any reason and without any liability and/or obligation.

11. Any costs for preparing this submission and presentations will be borne by the bidder and ECGC will not be liable in any way for such costs, regardless of the outcome of the selection process.

12. It is entirely the responsibility of the bidder to provide complete/sufficient information. Incomplete/insufficient information can adversely affect bidder's qualification.

13. Information provided in this document is indicative and not exhaustive.

Scope of Work:

Details of Applications required to be supported:

1. ECGC ERP Software

    ECGC ERP software is a custom-built application written in classic ASP / VBScript / JavaScript, with Oracle DB as backend. The application also uses Crystal Reports 8.5 / 10 / Visual Studio components / .NET packages to generate, save, and display reports and other formats. The scope of services includes:

    1. Source code management.
    2. Application / code level bug-fixing.
    3. Data entry error fixing.
    4. Documentation for changes made in code / data.
    5. SQL script / query writing for Ad-Hoc reporting.
    6. Creating MIS / operational reports.
    7. Integration / Data transfer with Client Portal.
    8. Design, development, integration, testing and commissioning of new products / services / modules as required, in the ERP.
    9. Database Administration tasks including backup, restoration, troubleshooting etc.

2. ECGC Public Portal

    ECGC Public Portal is a website based on WordPress / PHP / MySQL / Apache. The scope of services includes upload of content (text, formatted text, links, images, video etc.), removal / expiry of content, application server administration, backup etc.

3. ECGC Client Portal

    ECGC Client Portal is a website based on JAVA / PHP / PostgreSQL / Apache. The scope of services includes sync with Oracle DB, backup management, application server administration etc.

Technological Landscape:

1. Windows 2008 Enterprise R2, IIS 7.X
2. ASP 3.0 / Classic ASP
3. VBScript, JavaScript
4. ASP.NET, C#, .NET 1.1 / 2.0 etc.
5. Oracle 11g
6. Crystal Reports 8.5 / 10, Visual Studio, BusinessObjects
7. Linux Administration
8. Apache / Tomcat, WordPress, PHP, PotgreSQL, MySQL, Java.

Detailed Scope of Work and Technological landscape shall be shared with bidders who successfully qualify in the EOI.

On the letterhead of the bidder

<Location, Date>

ECGC IT Division,

The Metropolitan,

7th Floor, C – 26/27, E Block,

BKC, Mumbai – 400 051

Kind Attn.: **Shri. Subramanian N, DGM - IT**

Dear Sir,

We, the undersigned, hereby offer our Expression of Interest. We understand that you are not bound to accept any proposal you receive. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading, we are liable to be barred from the EOI selection process, the RFP process, or termination of the contract during the service period. We agree to abide by the conditions set forth in this EOI. We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

<Applicant's Name with seal>

Name: <<Insert Name of Contact>>

Title: <<Insert Title of Contact>>

Signature: <<Insert Signature>>

BIDDER'S SIGNATURE WITH SEAL

Basic Information

1.	Name of the Bidder	
2.	Address for Communication	
3.	Telephone Numbers	
4.	Name and Mobile number of signatory / Authorized contact	
5.	Email ID	
6.	Type of Organization (Partnership / Proprietorship / Public Ltd. / Private Ltd. etc.)	
7.	PAN	
8.	GST / VAT No. (as applicable, for Maharashtra)	
9.	Registered Address	
10.	Business Profile	

Bidders are requested to reply to the following criteria in terms of compliance / non-compliance, and also substantiate the same with relevant documentation:

Sr. No.	Criterion	Complied / Not Complied
1	Bidders Company should be in existence for at least ten years.	
2	Bidders Company should have at least 100 full-time employees.	
3	Bidder's average turnover during last 3 years ending 31st March 2017 should be at least Rs. 30 Cr and should provide Audited / Certified Balance sheet, Profit & Loss account for past 3 years ending 31st March 2017. (Bidder should be profitable.)	
4	Bidder should have proven capability on installation and management of Oracle on Windows Cluster. (Please provide at least three verifiable references.)	
5	Bidder should have proven capability of developing and managing web-based projects. (Please provide at least three verifiable references.)	
6	Bidder should have Software Development Centre in Mumbai.	
7	Bidder should have proven capability of executing similar support and maintenance projects (Please provide at least three verifiable references with value and volume.)	
8	Bidder should not have been delisted / blacklisted by Government of India / Public Sector Undertaking / Public Sector Enterprise / Banks / Financial Institutions / State Government / Local Government / Quasi Government bodies.	