

Expression of Interest For

Redesign and maintain the website of Loka Kerala Sabha.

Loka Kerala Sabha

Norka Centre, Thycaud, Thiruvananthapuram, Kerala

Pin. 695014

OVERVIEW

The Government of Kerala constituted Loka Kerala Sabha (LKS) as a common platform for Keralites living across the globe; it is envisaged as a platform for the cultural, socio-political and economic integration of these myriad Keralas with the home Kerala. The Government of Kerala believes that the knowledge and experiences of the non-resident Keralite, in their capacity as a Global Citizen, can be an asset to the development of the State.

The 351-member LKS comprises the Members of the Legislative Assembly of Kerala, the Members of the Indian Parliament from Kerala, non-resident Keralites of Indian citizenship nominated by the Government of Kerala, and select members of the returnee community. The non-resident members are selected from abroad and from other states/UTs within India, taking into account gender, age and occupational status. It also includes eminent non-resident Keralites who have contributed immensely in their respective fields of engagement to achieve public acclaim.

After the first Loka Kerala Sabha held on 12, 13 January 2018 in which several worthy suggestions had emerged, the Government of Kerala constituted seven sector-specific Standing Committees for materializing the viable suggestions. These Standing Committees have conducted meetings and virtual deliberations since their formulation, and have furnished their reports along with 48 recommendations. Based on feasibility, practicality, and availability of funds, the LKS Secretariat has merged/grouped the vital suggestions into the 10 for actualization.

PURPOSE:

The purpose of the EOI is to develop a website exclusively for the purpose of conduct of this Sabha, which should function as a single point source for all information pertaining to this Sabha. The website should, in addition to providing the required information to the public, also be an interactive one where queries and doubts of public can be answered and their opinions and suggestions received and acknowledged.

1. SCOPE OF WORK OF THE AGENCY:

The scope of work of the agency will include, but not limited to the following:

1. Redesign and maintain the existing website of Loka Kerala Sabha
2. Domain name registration
3. Web content development and management
4. Web pages customization in English and Malayalam
5. Developing online registration module
6. Annual maintenance and technical support for the website
7. Any other works related to marketing, publicity and awareness as assigned from time to

time

8. Developing web and mobile applications
9. SMS and Payment Gateway Integration, as required. Single/Group SMS features to send messages to the Registrants and elected Loka Kerala Sabha Members.
10. Digital archiving
11. Plotting of points based on GIS preparation of digital map
12. Any other work of similar nature required by LKS during the pendency of contract
13. The ICT Solution provider will also be responsible for developing required tools and implementing the plan.
14. Identification of target priority pockets, segments and audience, rationales, approaches etc.
15. Developing multimedia productions, corporate presentations and live webcast.
16. Onsite support of experience team members for enabling live casting, Content/Photo updating etc. during LKS Meetings and other major events.
17. PPC campaigns and video view campaigns.
18. The portal shall have archive option for old Registration and Loka Kerala Sabha Member details. All details (old/new) have to be taken through various report options (period wise/Country wise/District wise/year wise etc] from the Section user Dashboard/login.
19. The portal shall be fully secure. The development agency shall complete the necessary Security Auditing/Testing formalities before public hosting.
20. Deployment should be done over NIC Cloud/State Data Centre or other hosting options as per requirements.

2. FEATURES OF THE PROPOSED WEBSITE:

1. The proposed re-designed website is intended to act as a one-stop information source to the public, officials and other stakeholders regarding the event.
2. The proposed re-designed website would not only disseminate information regarding the event but also would provide up-to-date information to the beneficiaries
 - a) Design and content will be clean and contemporary, with beautiful images and photographs
 - b) The proposed website should be attractive, rich in content, easy to find and access and engaging its users
 - c) Ability to change content in-house on a regular basis.
 - d) Having linkage to social networking websites such as Face book, Twitter, You Tube and other relevant sites.
 - e) Online registration module – send SMS and email to the participants informing their registration details

- f) Website will be GIGW complaint
- g) Showcase events, news and updates, photo gallery etc
- h) Facility to add/edit/remove web pages
- i) The contents of the website will be readable using any screen access Reader Software to the visually impaired users.
- j) The content shall be incorporated with respective menus and sub menus.
- k) Should have a links to the home page from every page
- l) Main menu should be available in every page
- m) Pages should be made available in both English and Malayalam Version.

PRE-REQUISITES

The vendor is expected to provide response specifically to the minimum eligibility criteria's and support the same with necessary documentation, wherever applicable.

- a) Vendor should be an organization/company incorporated in the state of Kerala with minimum 7 years experience in Web Portal and Application development.
- b) Vendor must have valid GST Number, other applicable licenses and certificates.
- c) The bidder should have completed at least three projects having Project Cost ≥ 5 lakhs and one among them having project Cost ≥ 7 lakhs.
- d) The Bidder should have technically qualified and well experienced strong In house resource base of IT professionals (Proof must be attached)
- f) The Vendor should not have been blacklisted by Governments or PSUs and should not be in the currency of any punitive measures against itself on the date of opening the tender.

HOW TO APPLY

- (i) The bidder **should submit the TECHNICAL and FINANCIAL proposals in two separate sealed envelopes** (duly super-scribed as "**Loka Kerala Sabha Portal Development- TECHNICAL BID**" and "**Loka Kerala Sabha Portal Development - FINANCIAL BID**")

The sealed TECHNICAL and FINANCIAL bid envelopes have to be enclosed in another sealed envelope super scribing "**TB & FB - Loka Kerala Sabha Website Development**", addressed to The Loka Kerala Sabha, NORKA CENTRE, Thycaud, Trivandrum-695014.

- (ii) The proposals should be submitted in the prescribed format, proposals not adhering to the prescribed format will be rejected.
- (iii) The technical proposal must be accompanied by all document proof establishing the eligibility of the bidder

- (iv) Enclose company registration certificate, memorandum & articles of association and work orders etc as proof of eligibility. Registered company/production houses/ should have GST Number, Pan Number etc. Enclose certificates and copy of last three years Income Tax returns, PAN and GST Number.
- (vi) Application should be accompanied by an **EMD of Rs. 5,000/- (Five Thousand Rupees only) as DD drawn in favor of “The Chief Executive Officer, NORKA ROOTS” payable at Trivandrum.** The DD will be subsequently adjusted against performance guarantee to be submitted by the successful applicant and in the remaining cases the amount will be refunded.
- (vii) The duly signed proposal should reach to: THE CHIEF EXECUTIVE OFFICER, NORKA ROOTS, 3rd FLOOR, NORKA CENTRE, THYCAUD, THIRUVANANTHAPURAM - 695 014 on or before, 26 October, 2019 before 10 a.m. Bids received (by post or by hand) after due date and time will be summarily rejected. Loka Kerala Sabha will not be responsible for any postal delay.

Note: The documentary evidence asked in respect of the eligibility criteria would be essential. Bids not accompanied by documentary evidence may be subject to rejection. Clarifications/Additional documents, if any, sought by Loka Kerala Sabha from the bidder have to be submitted within the stipulated time.

TECHNICAL BID DOCUMENTS | ENVELOPE : I |

The following documents should be enclosed in the Envelope - I (Technical Bid).

1. Covering Letter and Self Declaration (Annexure 1)
2. Organizational Details (Annexure 2)
3. Eligibility Criteria (Annexure 3)
4. Copies of all evidentiary proof requested in Annexure 3
5. Experience Details (Annexure 4 and Annexure 5)
6. Any other relevant documents, if any. (print-outs/CDs having PPT/Word/PDF/HTML documents shall be included. Technically Presentation has to be done, if requested)
7. EMD

All documentation is required to be in English. The person(s) signing the Bid shall initial all pages of the Bid. The Technical Bid should be placed in a sealed envelope super-scribed “Loka Kerala Sabha Portal Development - TECHNICAL BID”

FINANCIAL BID DOCUMENT | ENVELOPE : II |

Filled up hard copy of **FINANCIAL BID FORM** [Annexure : 6]

Signed and stamped hard copy of the Financial Bid should be placed in a sealed envelope super-scribed “Loka Kerala Sabha Portal Development - FINANCIAL BID”

Bidder should submit their Financial Quotes only in the FINANCIAL BID [Envelope : 2]; otherwise the entire Tender response shall be liable to be rejected. The Financial Bid must be filled in completely, without any error, erasure or alteration.

SERVICE LEVEL COMPLIANCE

Response and Resolution Time for attending any fault

Time of reporting of technical issue/fault		T
Response Time	Resolution Time	Days of Week
T+2, not exceeding 10 Minutes	T+ 30 Minutes Max.	All Days

Note: A penalty of 1% of AMC amount will be recovered against every non working incidences crossing the agreed resolution period.

BID VALIDITY PERIOD

The Validity of the offer should hold for a period of 90 days from the last date of bid submission.

EVALUATION CRITERIA

The objective of the evaluation process is to evaluate the bids to select an effective and best fit Service at a competitive price. The Technical Committee Constituted will undertake the evaluation. The decision of Loka Kerala Sabha shall be final. Loka Kerala Sabha may call for any clarifications/additional particulars required, if any, on the technical/ commercial bids submitted. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time .

The competitive bids shall be evaluated in the following stages:

Stage 1 - ELIGIBILITY CRITERIA EVALUATION

[As per Annexure-3]

Stage 2- TECHNICAL BID EVALUATION

SNo	Description	Required Marks
1	Eligibility Criteria (Annexure: 3)	20
2	Bidder's Experience (Annexure: 4 & Annexure: 5)	20
3	Presentation of proposed solution and walkthrough	20

Bidders achieving the Required marks for all the three individual evaluation activities will be considered as eligible for Commercial evaluation process.

Stage 3 - COMMERCIAL BID EVALUATION

Bidders who have passed all the above three evaluation criteria will be considered for commercial bid evaluation. **The sum of “the total implementation cost” and the “first year AMC charges (after the 2year warranty period)”, quoted by the bidders, will be considered for Commercial evaluation** and the successful L1 bidder shall be considered for award of Work Order. The successful bidder has to execute a detailed Service Level Agreement with Loka Kerala Sabha.

PROJECT TIMELINES

The bidder has to comply the below mentioned timeline.

1	Date of issuance of Work Order	T
2	Re-Design/Design, Development and Implementation of the Portal/Application	Demo Version: within T+15 days. Live Hosting / Publishing : within T+35 days

PAYMENT TERMS

The payments will be paid on production of bills after the successful Commissioning of the Portal, as per Purchase Order. The AMC charges will be released annually on production of AMC bill.

DISQUALIFICATION

Loka Kerala Sabha may at their sole discretion and at any time during the evaluation of the proposal disqualify any proposers, if the proposers have,

- Submitted the documents after the last date.
- Submitted the proposal without required documents.
- Misled or false representation in the forms, statements and supporting documents with the proposal.
- Declared ineligible by the state government for corrupt and fraudulent practices or black listed.

EOI Documents can be downloaded from the website www.lokakeralasabha.com. The bidders are requested to examine all instructions, forms, terms and other details before submitting the application.

The EOI is not an offer and is issued with no commitment. Loka Kerala Sabha has the right to withdraw EOI and or vary any part thereof at any stage. Loka Kerala Sabha has further right to disqualify any bidder, should it be so necessary at any stage.

GENERAL DETAILS AND SCHEDULE OF EVENTS

Tender Number	6145/LKS/2019/ROOTS
Address to	The Chief Executive Officer NORKA CENTRE-03rd Floor, Thycaud Thiruvananthapuram - 695014
Scope of the Tender	Mentioned in the document
Mode of Submission	By Post/Direct to the above Address
Consortium	Not Allowed
EMD	5,000
Date of Tender	18/10/2019
Last Date and Time for submission of bid	26/10/2019 Upto 10.00am
Opening of Technical Bid	26/10/2019 at 10.30am
Date & Time for Presentation	26/10/2019 at 11.30am
Date of Supply:	Demo Version within 15 days. Live Hosting / Publishing within 35 days from the date of issue of Work Order.

Annexure 1:
Covering Letter and Self Declaration
(Bidder's Letter head)

To,

The Chief Executive Officer
NORKA ROOTS

Sir,

Ref: 6145/LKS/2019/ROOTS

Dated: 18/10/2019

Having examined the Bid documents including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to Design/Re-Design, Develop and Implement the Loka Kerala Sabha Web Portal as mentioned in the BID document in conformity with the said documents in accordance with the Technical and Financial Bids and made part of this Tender.

We understand that the Tender provides generic requirements and it has not been prepared by keeping in view any specific bidder. We have read, understood and accepted the Terms/ Conditions/ Rules mentioned in the Tender.

We have never been barred/black-listed by any regulatory/Statutory Authority/PSU/ Government undertaking in India.

We also understand that the whole bidding exercise may be scrapped without assigning any reason and it is acceptable to us.

We certify that we have provided all the information requested by Loka Kerala Sabha in the format requested for. We also understand that Loka Kerala Sabha has the exclusive right to reject this offer in case Loka Kerala Sabha is of the opinion that the required information is not provided or is provided in a different format. It is also confirmed that the information submitted is true to our knowledge and Loka Kerala Sabha reserves the right to reject the offer if anything is found incorrect.

Place:

Date:

Seal and signature of the bidder

Annexure 2:

Ref: 6145/LKS/2019/ROOTS

Dated: 18/10/2019

SL No	Organizational Details	
1.	Name of Organization	
2.	Main areas of business	
3.	Type of Organization Company/Partnership firm/Individual	
4.	If it is a company/ partnership firm : A. Registration no. B. Name of country	
5.	Address of registered office with telephone no & fax & E mail	
6.	Whether the firm has been blacklisted by any authority in the country If yes, details thereof	
7.	Address of offices in India	
8.	Contact Person with telephone no. & e-mail ID	

Enclose:-

1. Copy of Certificate of Incorporation.
2. Copy of Article of Association in respect of SI No 3 above.
3. Undertaking in respect of SI No. 4 above

Signature of the applicant

Full name of the applicant

Stamp & Date

Annexure 3:
Eligibility Criteria

To,

The Chief Executive Officer
NORKA ROOTS

Sir,

Ref: 6145/LKS/2019/ROOTS

Dated: 18/10/2019

Sl No	Eligibility Criteria Requirements	Supporting Documents
1.	The bidder should be a registered entity in Kerala. Copies of certificate of incorporation /registration, PAN Card and Service Tax registration should be submitted. Proof Attached	YES/NO
2.	The Bidder should have been in operation for at least 7 years in the Design, Development and implementation of Web Portals, as on date of Tender. Proof Attached	YES/NO
3.	The bidder should have completed at least three projects having Project Cost \geq 5lakhs and one among the projects completed have project cost \geq 7lakhs. Proof Attached.	YES/NO
4.	Details of in house resource base of IT Professionals (Proof attached)	YES/NO
5.	Related Experience Details (Annexure 4)	YES/NO
6.	Audited account statement of the last three financial years attested by the responsible officer/ authority.	YES/NO
7.	Any Government or PSUs should not have blacklisted the bidder on the date of the Tender. Attached Signed Annexure-1	YES/NO

Certify that we fulfill all the eligibility criteria listed above and have enclosed copies of all relevant documents for verification. We understand that, the bidders who meet the eligibility criteria would only be qualified for Technical and Financial bids and Loka Kerala Sabha reserves the right to reject the offer if anything is found incorrect.

Place:

Date:

Seal and signature of the bidder

**Annexure 4:
Experience in Related Fields**

Ref: 6145/LKS/2019/ROOTS

Dated: 18/10/2019

Overview of the past experience of the Organization in all aspects related to consultancy/Agency			
SL. No	No Items	Number of Assignments during last 3 years	Mention the name of Client/Organization (Enclosed completion certificates)
1	Experience of assignments of similar nature in Govt agencies		
2	Experience in carrying out Similar assignments in other agencies		
3	Deployment status Direct / Indirect		

*Give Details in Annexure 5

Signature of the applicant
Full name of the applicant
Stamp & Date

Annexure 5:
Bidder's Past Experience

To,
The Chief Executive Officer
NORKA ROOTS

Sir,
Ref: No. 6145/LKS/2019/ROOTS

Dated: 18/10/2019

Sl No.	Client's Name & Address	Work Order Amount	Work Order copy enclosed [Yes / No]	Client's satisfaction letter enclosed [Yes / No]	Remarks

Place:

Date:

Seal and Signature of the bidder

Annexure : 6

Ref: No. 6145/LKS/2019/ROOTS

Dated: 18/10/2019

FINANCIAL BID FORM					
SOFTWARE DEVELOPMENT AND AMC CHARGES					
SI No	Item name	Quantity	Rate	Price (without Tax)	Total Price (with Tax)
1.	Loka Kerala Sabha Portal Development and ICT Solution - Total Implementation Cost [Warranty : 2 years]	1			
2.	First Year AMC Charge , after two year warranty	1			
3.	Second Year AMC Charge	1			
4.	Third Year AMC Charge	1			
Total (Development Charges + First Year AMC Charges : (1+2):					

Place:

Date:

Seal and signature of the bidder