

## **Invitation for Expression of Interest**

Director, Scheduled Caste Development Department. Govt. of Kerala (Hereafter referred as Director, SCDD or Procuring Entity) invites EoIs from SC Startups (Hereafter referred as 'Agency') to provide onsite support of professionals to manage the IT cell to be formed by Scheduled Caste Development Department (hereafter referred as 'Department'). The contract will be for a period of three years. The selected entity is liable to provide onsite support of at least two professionals on all days throughout the contract period. Probable amount of contract is Rs 25,48,800/- (Rs Twenty five lakh Forty Eight Thousand Eight Hundred only). Interested agencies fulfilling the minimum qualification criteria stated in this EoI document ,may send their complete details as stated in this EoI document on or before 12.05.2023 11:00 A.M. to the following address by post/hand in a sealed envelope superscribing "Expression of Interest (EoI) for Providing professional support to IT cell, SCDD, Kerala"

Address to which sealed cover containing EoI to be sent.

Director,  
Scheduled Castes Development Department,  
Museum – Nandavanam Road,  
Nandavanam  
Thiruvananthapuram – 695 033.

The issue of this EoI Document does not imply that the Procuring Entity is bound to shortlist agencies. The Procuring Entity reserves its right to accept or reject any or all EoIs, abandon/ bypass/ cancel the EoI process, and issue another EoI for the same or similar Services before shortlisting Agencies. It would have no liability to the affected Agencies or any obligation to inform the affected Agencies of the grounds for such action(s).

### **INTRODUCTION**

Scheduled Caste Development Department, Govt. Of Kerala, desires to form an IT Cell to support its e governance initiatives and to improve the IT infrastructure of the department. SC startups with the desire to collaborate with the department can submit proposals as per the conditions laid down in this EoI document.

## SCOPE OF WORK

### Need Assessment, Inventory Control

- Assessment regarding all information technology-related assets, system architecture and processes.
- To make recommendations for improving the IT infrastructure of the department based on the assessment.
- Maintain an up-to-date inventory of all computer-related hardware and make it available at any time upon request.
- Assist designated personnel to make decisions on software and hardware purchases.
- Inventory Control & Reporting
- Asset Tracking
- Interact with vendors on matters related to purchasing of equipment/ services, Repair/maintenance of equipment, Warranty Management

### Hardware and software solutions

- Install and configure computer hardware, operating systems, and application software.
- Monitoring system performance and troubleshooting issues
- Update systems with the latest hardware and software solutions.
- Diagnosing and rectifying desktop application issues, configuring laptops and desktops for standard applications and identifying and rectifying end user hardware problems, and performing advanced troubleshooting.
- Maintaining and repairing equipment (e.g. routers) or peripheral devices.
- Set up new user accounts and profiles and deal with password issues.
- Respond to call-outs within agreed time limits. Respond to support requests from various offices of the department across the state.
- Perform routine preventative maintenance to avoid system outages and failures

### Security solutions

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- Design and Develop Security standards
- Antivirus & Anti-malware management-Install anti-virus software at the workstation, server, and boundary level;
- Scan and clean alien files (including Email attachments) for harmful viruses and malware
- Security Policy Management
- Conduct regular security audits.
- Monitoring internal and external policy compliance.
- Work with different organizations to reduce risks.
- IT Security risk management and mitigation
- Remote Monitoring of hardware and software for errors, warnings, or non-compliance
- Assure data security and data integrity.
- Firewall management-configuring and monitoring firewall to maintain a secure network

### **Networking and Remote desktop support**

- Installing well-functioning LAN/WAN and other networks and managing components (servers, IPs etc)
- Investigating faults in the network.

Identifying and solving any problems that arise with computer networks and systems.

- Updating network equipment to the latest firmware releases
- Perform router and switch administration, part activation, and deactivation
- Perform routine router and switch maintenance
- Monitor switch availability, CPU load, bandwidth Utilization, packet loss, memory utilization, and VLAN management
- Set alert thresholds for device up/down status, percent of bandwidth

utilized, memory utilized, CPU utilized, and network response times.

- Remote desktop support for diagnosing and resolving hardware and software issues of a computer/device located at a distant location. Install, configure, and troubleshoot devices and software from a remote location.

### **Web Administration**

- Create and maintain internal and external websites in collaboration with web developers.
- Review web content, links, and design; provide necessary updates and enhancements in a timely manner.
- Monitor site security; report suspected or actual security breaches and denial of service attacks to appropriate personnel.
- Implement appropriate security measures such as firewalls or message encryption.
- Manage internet and/or intranet infrastructure including but not limited to web, file transfer protocol (FTP), mail servers, and news.
- Identify useful site performance metrics; collect, track, record, compile, analyze, and report site usage data.
- Conduct UAT to assess the usability and effectiveness of websites; recommend improvements based on analysis.
- Discuss, analyze, review, and resolve usability issues with developers.
- Communicate with site visitors and users regarding site updates, anticipated downtime, and resolution of bugs and outages.
- Draft, document, and implement backup, recovery, and business continuity plans.
- Maintain knowledge and expertise in web design and development.
- Search engine optimization and web analytics.
- Facilitate inter-departmental, intergovernmental integration.

### **Support for E-Office administration**

E-office support includes assisting the department in smooth implementation

of e-office in all the offices under the department and manage queries related to e-office system.

### **Advisory, intermediary and miscellaneous services**

- Communicate with employees or clients through a series of actions, either face -to face or over the phone, to help set up systems or resolve issues.
- Provide support, including procedural documentation and preparation of reports.
- participate in professional conferences, workshops, and groups.
- Manage communication with GOI,GOK and other entities (eg. NIC,CDit,IT Mission Kerala, etc)on matters related to IT and e-governance.
- Training of officials on any matters related to e-governance (Including preparation of training materials and organizing training programs.)
- Evaluate and recommend emerging technologies, products and solutions. Facilitate the adoption of emerging technologies.
- Foster collaborative relationships with suppliers and other governmental and nongovernmental organizations.
- Partner with Project managers (eg. Web developers, Designers, etc.)and solutions architects to identify potential roadblocks and develop plans to overcome them.
- Advise on matters related to mandatory requirements stipulated by GoI and GoK.
- Advise on IT policies, major policy shifts/changes of GoI and GoK

In addition to the functions outlined above, selected agency should perform other IT-related duties as assigned by the head of the department.

### **Eligibility criteria**

Subject to other provisions in the EoI Document, participation in this short listing process is open to all Agencies who fulfil the 'Eligibility' and 'Qualification' criteria. Bidders should meet the following eligibility criteria

as of the date of their EOI submission and should continue to meet these until the award of contract.

- Only SC startups registered with the Kerala startup mission can participate in the bidding process.
- The bidder must not be insolvent, in receivership, bankrupt, not have its affairs administered by a court or a judicial officer, not have its business activities suspended, and must not be the subject of legal proceedings for any of aforesaid reasons.
- The Bidder must have an office in Kerala

### **Selection Process**

Selection is done through a two-stage bidding process, consisting of Technical bid and Financial bid. Hence the bidders have to submit a technical bid (In Annexure I) and a financial bid (In Annexure II) separately in sealed covers. A Technical committee formed by the Department will evaluate the technical bid in detail. After evaluating the technical bid, some or all the bidders may be asked to make presentations of their qualifications and experience before the technical committee if needed. The Agencies shall bear all costs associated with the presentation desired by the Procuring entity.

Only those financial bids submitted by bidders who have qualified in the technical evaluation are considered for final selection.

### **Documents to be produced along with Covering letter (in Annexure -IV)**

1. Technical Bid (in Annexure -I) in sealed cover.
2. Financial Bid (in Annexure -II) in sealed cover.
3. Details of professional staff. (in Annexure -V)
4. Certificate of Registration/Incorporation(with Kerala startup mission)
5. Curriculum vitae of the head of the organization/Key management staff.
6. Documents proving Quality assurance certification (e.g. ISO 9001) (if any).
- 7 Tax documents

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**7.1.1.1. OTHER DOCUMENTS.**

Any other documents to prove the claims made in the submitted EoI or demanded by the procuring entity.

Before notifying the shortlist of agencies, the Procuring Entity may, at its discretion, ask Agencies to submit for verification the originals of all such documents whose copies were submitted along with the EoI.

Bidders must fill and submit the technical bid in the Formats given in 'Annexure I' in a sealed cover superscribing technical bid for getting selection as professional support provider to IT Cell, SCDD, Kerala.

The financial bid should be submitted in the format given in 'Annexure-II' in a sealed cover superscribing financial bid for getting selection as professional support provider to IT Cell, SCDD, Kerala. Both the bids should be submitted in sealed covers. Bidders should take care in submitting technical bid and financial bid separate cover.

The rates should be inclusive of all taxes, fees, and levies. A hike in any taxes, fees, etc. arising after the bid submission will be the liability of the Bidder.

In case of any discrepancy/difference in the amounts indicated in figures and in words the amount in words will prevail and will be considered.

The rates quoted shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

Bidders should provide sufficient and relevant information demonstrating that they meet the specified eligibility criteria and have the required qualifications to perform the Services. Only those bidders are considered for evaluation who fulfil the general qualifying requirements and work-specific qualifying requirements as stated in the EoI document. The evaluation shall be based upon scrutiny and examination of all relevant data and details submitted by Agencies in their EoI and other allied information deemed appropriate by Procuring Entity. Bidders should submit all the required documents as above. Bidders have to submit all the documents once. The department may not ask for required documents and take a decision based on the available documents. Failure to furnish complete information as mentioned in the EoI document or submission of a proposal not substantially

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responsive to the EoI documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

Ensure that you have thoroughly researched all of the relevant information from the EoI document, and contacted the executing agency in advance to clarify any significant points.

Submission of EoI in response to the EoI Document is deemed to be acceptance of the conditions of the EoI Document.

The EoIs submitted should be competitive without adopting unfair/unethical/ anti-competitive means. No attempt should be made to induce any other consultant to submit or not to submit an offer for restricting competition

Prospective bidders may attend a Pre-EoI conference to be held at 11 am on 09.05.2023, to clarify the conditions of the EoI process. Participation in the Pre-EoI conference is restricted to prospective bidders.

Agencies stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of the Government of India from participation in procurement processes of all its entities are not eligible to participate in the bidding process.

EoIs shall remain valid for a period not less than 60 (Sixty) days from the deadline for the EoI submission stipulated in this EoI document.

EoIs received shall be opened at the specified date and time given in 'Annexure III'. If the specified date of EoI opening falls on or is subsequently declared a holiday or closed day for the Procuring Agency, the EoIs shall be opened at the appointed time on the next working day.

Bidders have the right to submit a complaint or seek de-briefing if he is not shortlisted in this EoI process, in writing or electronically, within two working days of the declaration of EoI evaluation results. The response shall be sent within two working days of receipt of the complaint after a detailed examination.

The detailed schedule of Bidding process is shown in 'Annexure-III' of the EoI document.



**ANNEXURE 1****Expression of Interest (EOI) for Providing professional support to IT cell, SCDD, Kerala,****Technical Bid.****Ref. EoI Document No.10153/2021/B2 (ESTT B) Dtd. 03.05.2023**

a. EoI Title, Reference number	Expression of Interest (EOI) for Providing professional support to IT cell , SCDD, Kerala Ref. EoI No...Dt.....
b. The Procuring entity	Scheduled Caste Development Department, Govt. Of Kerala
c. Legal Name of the Entity(Bidder)	
a. Registration number	
e. Date of incorporation/ start of business:	
f. Place of Registration	
g. Principal place of business	
h. Number of Years in Business:	
i. Number of Years in providing Services mentioned in the EoI document.:	

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j. Total number of contracts/  Services assignments completed or substantially completed during the last 2 (financial) years.	
k. Total number of Non-performing Contracts/Assignments during the last 2 (financial) years	
l) Job and client reference for similar service for the last three years.	
m) Company Website URL,if any	
n)Complete Postal Address:	
o) Pin code	
p) Telephone nos. (with area code)	
q) Mobile phone No.	
r) Contact persons with Designation:	
s) Email ID	
t) PAN Number:	

### **Declaration**

We confirm that we are duly authorized to submit this EOI and make commitments on behalf of the bidder.

We hereby confirm that we comply with all the stipulations of EOI Document and declare that we shall provide evidence of our continued eligibility to the Procuring Entity as and when it may be requested:

We understand that you are not bound to accept the lowest or any EOI you may receive against your EOI Document.

We hereby confirm that the particulars given above are factually correct and nothing is concealed and understand that any wrong or misleading self-declaration would invite disqualification.

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(Signature with date)

.....

(Name and designation)

Duly authorized to sign EOI for and on behalf of

(Name & address of bidder)

Stamp

Note: Bidders shall provide evidence of their claims in a manner satisfactory to the Procuring Entity as the Procuring Entity may reasonably request evidences at any stage during the selection process.

## **Annexure II**

**Financial bid for getting selected as professional support provider to IT Cell, SCDD, Kerala**

**Ref. EoI Document No. SCDD/10153/2021/B2 (ESTT B) Dtd. 03.05.2023**

**From,**

**(Name and Address of bidder)**

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**To,**  
**Director,**  
**Scheduled Caste Development Department,**

.....

.....

Sir,

We submit the Financial Bid in respect of your EoI Document No.....  
 Dtd..... We have thoroughly read and understood all the terms and  
 conditions contained in the EoI document, and agree to abide by them. We  
 offer to undertake the assignment at the rate as indicated in the table below  
 (Table 1). The quoted rate is inclusive of all applicable taxes.

**Table- 1**

<b>Description</b>	<b>EoI Document No. &amp; Date.</b>	<b>Probable amount of contract (PAC) (in Rs)</b>	<b>Amount Quoted (In figures)</b>	<b>Amount Quoted (In Words)</b>
Financial bid for selection as professional support provider to IT Cell, SCDD, Kerala	..... .....	25,48,800/- (Rs. Twenty five lakh Forty Eight Thousand Eight Hundred only)		

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.....

(Signature with date)

.....

(Name and designation)

Duly authorized to sign EOI for and on behalf of

(Name and address of bidder)

Stamp

**ANNEXURE III****Schedule of Events****Ref. EoI Document No. SCDD/10153/2021/B2 (ESTT B) Dtd. 03.05.2023**

Sl No	Description	Date and Time
1	Release of Expression of Interest (EoI)	03.05.2023 17: hrs
2	Bidders Conference( Pre-EOI conference) - at Directorate of SCDD	09.05.2023 11: hrs
3	Last date for submission of written questions by bidders	10.05.2023 17: hrs
4	Response to the Queries	11.05.2023 17: hrs

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5	Last date for Submission of EoI Response	12.05.2023 11: hrs
6	Opening of EoI Responses (Technical bid) - at Directorate of SCDD	12.05.2023 14: hrs
7	Presentation before the technical committee- at Directorate of SCDD	15.05.2023 11: hrs
8	Declaration regarding Short listed Agencies	15.05.2023 17: hrs
9	Submission of complaint regarding selection process	16.05.2023 17: hrs
10	Redressal of complaint /reply to queries	17.05.2023 17: hrs
11	Opening of financial bid - at Directorate of SCDD	18.05.2023 11: hrs
12	Declaration regarding final selection	18.05.2023 14: hrs

Place:

Date:

1.

2.

3.

**Annexure IV****Ref. EoI Document No. SCDD/10153/2021/B2 (ESTT B) Dtd. 03.05.2023**

(Covering Letter)

Bidder's Name \_\_\_\_\_

.....

[Address and Contact Details]

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To

Director,

Scheduled Caste Development Department,

Govt. of Kerala

Ref: Your EoI Document No. ....

Sir/ Madam

Having examined the above mentioned EoI Document, we, the undersigned, hereby submit our Expression of Interest (EoI) in conformity with the said EoI Document.

(Signature with date .....

(Name and designation

Duly authorized to sign EOI for and on behalf of

(Name & address of bidding entity

Stamp

**Annexure V**

**Ref. EoI Document No.SCDD/10153/2021/B2 (ESTT B) Dtd. 03.05.2023**

**Details of Professional staff**

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<b>Sl. No.</b>	<b>Name</b>	<b>Employee ID</b>	<b>Designation</b>	<b>Educational Qualification</b>	<b>Details of Professional Experience.</b>	<b>Remarks</b>

sd/-  
DIRECTOR  
SCHEDULED CASTE  
DEVELOPMENT  
DEPARTMENT  
GOVERNMENT OF KERALA  
(Authorized signatory for procuring  
entity)