

Expression of Interest

for Developing Citizen Centric Mobile Applications



Kerala State IT Mission
Government of Kerala

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DISCLAIMER

Kerala State IT Mission invites Expression of Interest (EOI) from reputed mobile application development firms for the development, implementation and maintenance of “Citizen Centric Mobile Applications”. (***Hereafter referred to as Mobile Application project***). This EOI document is being as the first step of a two-step bid process for selection of eligible System Integrators (SI) for the successful implementation of the project.

The sole objective of this document is to solicit Expression of Interest (EOI) from eligible System Integrators to be short-listed for consideration for a further bid process, wherein a Request for Proposal (RFP) would be issued to the short-listed agencies only based on the evaluation of EOIs.

This document has been prepared on the basis of information that is presently available with KSITM and that which is publicly available. While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by KSITM or any of their employees, advisors or agents appointed by KSITM as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Interested Parties may carry out their own study/ analysis/ investigation as required before submitting the EOI.

The functional requirements information provided in this notice for expression of interest is only indicative in all respects. Relevant technical and solution information to be reflected in detailed scope of work, solution architecture, technical specifications, Bill of materials, etc. shall be provided in the RFP to be issued to shortlisted System Integrators. The short-listed SI shall provide details of all such information in their technical and commercial proposals as required.

This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.

Some of the activities indicated to be carried out by KSITM subsequent to the receipt of the responses are indicative only. KSITM has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, as dictated by the best interests of the project.

GLOSSARY

EOI	Expression of Interest
KSITM	Kerala State IT Mission
RFP	Request for Proposal
POA	Power of Attorney

1. Introduction

KSITM is an autonomous nodal IT implementation agency for Department of Information Technology, Government of Kerala which provides management support to various IT initiatives of the Department.

M-Governance project in Kerala is perhaps the first comprehensive project of its kind undertaken by any state in the country. The vision of m-governance project is to build or showcase solutions and applications which will be benchmarks in M-governance services across the world.

M-Governance or Mobile Governance involves the utilization of all kinds of wireless and mobile technology services, applications and devices for Governance. M-Governance, initiated by Kerala State Government, has started with the aim to utilize the strengths of Mobile penetration in the State using the concept of "always-on" connection for the delivery of government services to common people. And there by offers various government department services through mobile phones accessible to the citizens in the field, in the street, at home or other convenient locations on a 24 X 7 basis, rather than the users having to visit government offices or log on to the internet portals to access services.

2. Scope of Work

1.1 Provide new mobile based services for Government Departments

To ensure that required support for integration is provided to the departments, vendor is requested to provide new mobile services for Government Departments/PSUs. The selected agency will also be given responsibility of developing mobile applications on all major platforms like android, windows, IOS etc. for the government departments.

The implementation partner shall study the requirement of the project and existing systems. They shall support Kerala State IT Mission with technical expertise in development of various components of the Mobile Sewa Solution, maintaining relationship with telecom operators, operational activities etc which may be required

As of now we have identified two services –**Akshaya** and **Aadhar** to be provided as mobile applications to the citizens. Agency should study the current services provided by them for developing the mobile applications for them.

1.2 Develop new citizen centric mobile applications for Government of Kerala

The agency is expected to provide new ideas for m-governance, which will be highly beneficial to citizens and implement the same in the form of mobile applications capable of working with various mobile technologies. Periodic upgrades and maintenance of the provided applications will also be part of the scope. Initially the vendor may be asked to develop and deploy the applications on pilot basis to a limited audience before making it available in application stores. The procurement of handsets will not be in the scope of the project

3. Instruction to Bidders

3.1 Submission of EOI

1. Eligible SI/Vendors/Agencies/Solution providers should read this document in detail and assess their capabilities for provision of a total solution before submission of EOI.
2. This document is only an Expression of Interest for short listing of agencies to whom an RFP would be issued for subsequent evaluation of technical qualification and price discovery for identification of lowest quote for selection of an agency for designing, implementing and maintaining “Mobile Application Project”.
3. Interested agencies may download the EOI document from the website <https://itmission.kerala.gov.in> or may obtain the same from KSITM free of cost.
4. Companies/agencies submitting the EOI document should include in their proposals a demand draft of Rs 1000/- from any scheduled bank, payable at Thiruvananthapuram drawn in favour of **Director, Kerala State IT Mission**, along with the proposal. Failure to do so will result in rejection of the proposal. The payment made towards EOI is non-refundable.
5. Any subsequent corrigenda/clarifications will be made available on <http://itmission.kerala.gov.in>.
6. For any queries related to this notice on Expression of Interest, an e-mail/post/fax may be sent to KSITM on or before **7th day** from the date of publication of the EOI. “EOI Query- Mobile Application Project” should be included in the subject line. E-mail should be sent to response@keralaitmission.org.
7. A pre-bid meeting may be held if required before the submission date of the EOI.
8. Interested agencies may submit their Expression of Interest (EOI) by providing all the necessary documents in English as specified in the response.
9. The EOI document should be submitted in a sealed cover along with an application duly signed by an authorized signatory and must reach the address mentioned by 1700

- hours on or before **30th Sep 2013**. Any submission beyond the stipulated time will be summarily rejected. KSITM reserves the right to extend the time period of submission.
10. A softcopy of the EOI should be submitted in a CD/DVD in a sealed cover mentioned as part of contact details in instruction.
 11. KSITM reserves the right to withdraw this EOI without any financial liability; if it is determined that such action is in the best interest of Government of Kerala.
 12. Short listed companies/agencies would only be issued formal tender enquiry/Request for Proposal inviting their technical and commercial bids at a later date. KSITM reserves the right to short list the agency based on the responses to this EOI. KSITM undertakes that all the information shared by the bidders will be held in strict confidence and will not be made public unless directed by a court of law.
 13. Respondents are requested to submit their responses in the format given below.
 - a) Covering Letter as per the format provided in Appendix I.
 - b) POA (Power of Attorney) document which authorizes the signatory to sign on the bid documents on behalf of the company should be attached in the format available with the bidding agency.
 - c) Requested information in the suggested formats along with the mandatory supporting documents for each of the criteria as provided in Appendix II & III.
 14. Tentative time lines for completion of the bid process are as follows.
 15. Expression of Interest in the prescribed format given in the Annexure shall be submitted at the following address on or before **30th Sep 2013** , in an envelope super scribed "EXPRESSION OF INTEREST FOR M-GOVERNANCE INFRASTRUCTURE SUPPORT" to the following address.

**The Director,
Kerala State IT Mission
ICT Campus, Vellayambalam
Thiruvananthapuram 695033**

3.2 Evaluation Process

KSITM will constitute an Evaluation Committee to evaluate the responses of the bidders.

- a) The Evaluation Committee constituted by KSITM shall evaluate the responses to the EOI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the EOI Proposal.
- b) Each of the responses shall be evaluated by the Committee to validate compliance of the bidders according to the Pre-Qualification criteria, Forms and the supporting documents specified in this document.
- c) The decision of the Evaluation Committee in the evaluation of EOI shall be final. No correspondence will be entertained outside the evaluation process of the Committee.

- d) The Evaluation Committee may ask for meetings with the bidders to evaluate its suitability for the assignment.
- e) The Evaluation Committee reserves the right to reject any or all proposals.

3.3 General Instructions

- 1. The Agency should agree to make presentations related to the information sought in response to this EOI, if so requested by NES, Government of Kerala.
- 2. The agency shall bear all the costs for participation in the bid process including preparation of responses to the EOI and must be ready to undertake this activity on its own.
- 3. Participants declared by Government of Kerala to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible. Certificate from the Company Secretary to the effect that the bidder is not blacklisted/declared ineligible by Government of Kerala shall be submitted.
- 4. Breach of general or specific instructions for bidding, general and special conditions of contract with Government of Kerala during the past 5 years may make a firm ineligible to participate in EOI bidding process.
- 5. Any false information provided in the EOI with respect to citations, Projects handled, Office locations or any other information would lead to disqualification of the bidder and other suitable penal actions.

3.4 Primary Qualification Criteria

The agency shall have at least 1 year of experience in m-governance sector which includes maintenance of servers and IT hardware equipment. It shall have demonstrated capabilities, with supporting documentation, of having provided support in the areas mentioned in the appendix. It shall have prior experience of projects in the State of Kerala.

3.5 The Submission against EOI shall contain following details

- 1. Company profile (As per the format in Annexure 1)
- 2. Details of similar project executed
- 3. The company shall give the details of its proposed support model
- 4. The proposal shall have details of the arrangements it has with telecom service provider

Appendix I: Covering letter from the Agency

Company Letterhead

[Date]

Address of the contact person KSITM

Reference: File No. Notice for Expression of interest to design, implement and maintain “New Citizen Centric Mobile Applications”

Dear Sir,

This is to notify you that our company intends to submit a proposal in response to the EOI for design, implement and maintain M-Governance project.

Primary and Secondary contacts for our company are:

Primary Contact Secondary Contact

Name:	Primary Contact	Secondary Contact
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to NES is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favors our company in the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for undertaking the work to design, implement and maintain M-Governance project.

Should we be shortlisted after the evaluation of this response, we agree to maintain all the conditions related to quality, data security and confidentiality prescribed in this EOI. We agree to engage with this project for a minimum of 2 years after go live. Also we understand that the department reserves the right to close the engagement, if it is determined that such action is in the best interest of Government of Kerala. We agree to abide by the conditions set forth in this EOI. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/ firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this, Day of, **2013**

(Signature)

(In the capacity of)

Duly authorized to sign the EOI Response for and on behalf of:

Sincerely,

[AGENCY'S NAME]

Name

Title

Signature Date

(Name and Address of Company)

Seal/Stamp of the Agency

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,, certify that I am of
....., and that..... who signed the
above response is authorized to bind the corporation by authority of its governing body.

(Seal here)

Date

Appendix II: INDEX OF FORMATS

The responder would be required to provide all the information in forms listed below. All participating firms would be required to furnish required supporting documents as mentioned in the Pre-qualification Criteria

Sl.No.	Form
1	Form I: Details of the Organization
2	Form II: Financial Information
3	Form III: CMMi Assessment Details
4	Form IV: ISO /IEC Certification Information
5	Form V: Information on Prior Experience in similar systems

Appendix III: Formats for Responses

Form I: Details of the Organization	
Name	
Nature of the legal status in India	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Other Relevant Information	

Form II: Financial Information		
	Revenue (in INR Crores)	Profit Before Tax (in INR Crores)
FY 2011-12		
FY 2010-11		
FY 2009-10		

Form III: Information on Revenue from ICT/Mobile implementations			
	FY 2010-11	FY 2009-10	FY 2008-09
Revenue from ICT Implementation services (in INR Crores)			

Form IV: 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	
Form V: ISO /IEC Certification Information	
Date of Assessment	
Units/Locations Assessed	
Name of the Assessing company and their contact coordinates	

Form VI: Information on Prior Experience in Similar Systems	
Client Information	
Name of the client	
Details of the Client’s contact person for reference. Please include name, designation, postal address, contact phone, fax number and e-mail id	
Any relevant details about the client organization	
Project Details	
Nature of the Project	
Total Contract Value of the project	
Please provide a description of the project including the goals of the project, scope of the project, uniqueness of the project, complexity of the project, significant achievements and any other detail considered significant.	
Geographical Locations of Implementation	
Present status of the project	
Number of Locations/Units at which the project is Implemented	
Date of commencement of the project	
Date of successful completion of the project.	
If the project is not completed, please provide dates of key milestones already achieved and target dates for upcoming key milestones up to and including the expected date of completion.	
Scope of Engagement	
Duration of maintenance support	
Details of the Solution	
Number of Instances of deployment of the solution	
Technical Details of the solution:	
Other Relevant Information	