



**GOVERNMENT OF MEGHALAYA
DIRECTORATE OF FOOD CIVIL SUPPLIES AND CONSUMER AFFAIRS
HORSE SHOE BUILDING, LOWER LACHUMIERE, SHILLONG – 793 001**

**NOTICE INVITING REQUEST FOR QUOTATION (RFQ)
(Dated 4th May, 2020)**

NO.PMU.1/2020/Misc/Pt.I/14 : The Director, Food and Civil Supplies & Consumer Affairs, Government of Meghalaya invites for Quotation from interested firms for providing Office Automation Solutions. Interested firms may submit their quotation to the office of the undersigned w.e.f 18-05-2020 to 28-05-2020 between 11:00 A.M. to 4:00 P.M. The detailed RFQ can be downloaded from the website <http://megfcsca.gov.in>.

Sd/-
Director
Food Civil Supplies and Consumer Affairs
Meghalaya, Shillong.


MEMO NO.PMU.1/2020/Misc/Pt.I/14

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Dated Shillong, the 4th May, 2020

Copy to,

1. The Director of Information & Public, Relation, Meghalaya, Shillong for causing wide publicity through local newspaper (one in English and one in Khasi) and one National Paper (Telegraph). The Bills in triplicate may be sent to the undersigned for necessary payment.
2. The Under Secretary, Food Civil Supplies & Consumer Affairs, Meghalaya, Shillong with reference to Letter No.SUP.13/2020/24 Dated 31st March, 2020 (Copy of Detailed RFQ enclosed)
3. ✓ Smti. W. Rynjah, Senior Technical Director, NIC, Meghalaya, Shillong – 793001 with a request to upload the RFQ (enclosed) on the Department website.
4. Office Notice Board.


Director
Food Civil Supplies and Consumer Affairs
Meghalaya, Shillong.



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HORSE SHOE BUILDING, LOWER LACHUMIERE, SHILLONG – 793 001

NO.PMU.1/2020/Misc/Pt.I/13

Dated Shillong, the 4th May, 2020

REQUEST FOR QUOTATION (RFQ)

The Department of Food and Civil Supplies & Consumer Affairs, Government of Meghalaya invites for Quotation from interested firms for providing office automation solutions relating to Stock / Inventory Management System, File Tracking Management System and Call Centre Management System. Interested firms may submit their quotation to the office of the Director, Food and Civil Supplies & Consumer Affairs on all working days from 18-05-2020 to 28-05-2020 between 11:00 A.M. to 4:00 P.M.

Important Dates:

Opening Date & Time for submission of Quotation : 18th May, 2020 (10:00AM)

Closing Date & Time for submission of Quotation : 28th May, 2020 (4:00 P.M)

Opening Date & Time of Quotation : 28th May, 2020 (5:00 P.M)

ABBREVIATIONS

FCS&CA	-	Food Civil Supplies & Consumer Affairs
AMC	-	Annual Maintenance Contract
EMD	-	Earnest Money Deposit
INR	-	Indian Rupee
IT	-	Information Technology
LOA	-	Letter of Award
SLA	-	Service Level Agreement
SRS	-	Solutions Requirement Specifications

Director,
Food, Civil Supplies and Consumer Affairs
Meghalaya, Shillong

TERMS /GUIDELINES OF REFERENCE:

1. Food Civil Supplies & Consumer Affairs invites reputed and experienced IT Development and Data Processing Firms /Agencies for system solution development as mentioned below:

SL. No	Particulars	Description /Remarks
1	Name of the work	Office automation solutions relating to Stock /Inventory Management System, File Tracking Management System and Call Centre Management System.
2	Client / Owner	Food Civil Supplies and Consumer Affairs Department, Government of Meghalaya, Shillong
3	Time of Completion of work	1 month from issue of LOA /Work Order
4	Non-refundable cost of Quotation document	₹ 1,000/- (Rupees One Thousand only)
5	Earnest Deposit Money (EMD)	₹ 10,000/- (Rupees Ten Thousand only)

2. The intending bidder(s) must read the terms and conditions of this contract carefully. They should only submit their quotation if eligible and in possession of all documents required.
3. Notwithstanding anything stated above, the Department reserves the right to assess the capabilities and capacity of the firm /agency to perform the contract in the overall interest of the said project.
4. Director, FCS&CA reserves the right to reject any or all quotations or cancel/withdraw the Invitation for quotation without assigning any reason whatsoever and in such case no agency / intending agency shall have any claim arising out of such action.
5. The intending firm /agency should be a registered firm /agency having registered documents, such as Goods and Service Tax registration, PAN card, certificate of registration, etc., issued by appropriate government for the required services.
6. Preference will be given to firms which have experience in working with government.
7. Selected firm /agency will have to sign service level agreement for functioning of software and training the Department staff.
8. **The firm /agency should have local presence and should be able to provide local support. Preference will be given to local firms.**
9. The Department will make all necessary hardware, networking, system software, manpower (system administrator, office automation coordinator, etc.) arrangements in consultation with successful firm /agency.



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10. An agreement will be signed between the Department & the successful firm /agency regarding Pre requisite/ site preparation (Hardware / system software / networking), warranty, License agreement, Installation & Training, time schedule, payment terms, facilities required for vendor, AMC charges (if any), etc.
11. The firm /agency can submit only one quotation either in its own name or as part of a Consortium. If a firm /agency submits or participates in more than one quotation, such quotation shall be disqualified.
12. Earnest Money Deposit (EMD):
 - a. Earnest Money Deposit of amount as mentioned shall be in the form of crossed Demand Draft /Cheque in favour of the Director of Food Civil Supplies & Consumer Affairs, Meghalaya, Shillong issued from any Nationalized Bank.
 - b. Earnest Money Deposit shall be valid for a minimum period of 90 (Ninety) days from the last day of submission of Quotation.
 - c. The Earnest Money Deposit of unsuccessful bidders will be returned within 30 days on their request, after issuance of LOA to the successful firm.
 - d. The Earnest Money Deposit of the successful bidder will be discharged after the bidder has furnished the required acceptable performance guarantee and has signed the contract Agreement whichever is later.
 - e. No interest shall be paid by the department on the Earnest Money Deposit.
13. The Non-refundable cost of Quotation document shall be in the form of crossed Demand Draft /Cheque in favour of the Director of Food Civil Supplies & Consumer Affairs, Meghalaya, Shillong issued from any Nationalized Bank.
14. Firm should have successfully developed and implemented software / web development works worth 30 Lakhs in last 5 (five) years, (with completion certificates) in one single project.
15. The firm /agency should submit the following list of documents:
 - a. Copy of firm registration /incorporation certificate, Copy of Goods and Service Tax registration number, PAN number, etc.
 - b. Quotation document with pricing details of the project costs in INR (inclusive of all taxes).
 - c. Other documents, if any.



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SCOPE OF THE PROJECT

The Office automation solutions of the FCS&CA would involve customisation, development, implementation and maintenance services of the department that would streamline and automate processes relating to stock /inventory management, file tracking management and call centre management system of the department.

The bidder(s) shall be responsible to ensure that all underlying software and services are owned and managed by them to ensure conformance to service levels prescribed in this contract. The list below is not exhaustive and the Department shall not be responsible for completeness of resources listed herein and, therefore, bidder are expected to have required professional expertise and experience to ensure adequacy of infrastructure to render services as per scope of this contract and conforming to Service Level Requirements.

1. A robust application solution, configurable to FCS&CA requirements related to stock /inventory management, file tracking management and call centre management systems.
2. Implementation services such as configuration, training, handholding.
3. Project Management services.
4. Operation and maintenance of system solutions for a period of one year after 'Go Live', subjected to SLA of AMC.
5. Managed services support to ensure performance to Service Levels.

SOLUTION REQUIREMENT SPECIFICATIONS

The application solution proposed by bidder(s) should satisfy following mandatory SRS requirements:

1. Application Solutions should enable site-specific process & rule definitions along with ability to upgrade with revised processes of the department.
2. Application Solutions should offer all functional requirement specifications listed in this contract.
3. Proposed Solutions should provide single sign-On (SSO), Multiple Authentication, Authorization and Integrated User management.
4. The Application should be able to generate report output directly.
5. The Application should have ability to integrate with other future application related IT systems of the department.
6. The user interfaces of the application should be web enabled with role based access control for different levels of staff and other stakeholders to be configured as per requirements specified by the department.
7. Users and administrators should be able to access system with any leading web browsers like Internet Explorer, Firefox, Chrome, etc.

Quotation in sealed hardcopy papers to be submitted to:

Directorate of Food Civil Supplies & Consumer Affairs,
Lower Lachumiere (Horse Shoe Building, Ground Floor),
Meghalaya, Shillong - 793001



Director
Food Civil Supplies and Consumer Affairs,
Meghalaya, Shillong.

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