



PRE-QUALIFICATION OF TENDERERS
(for short listing Consultant firms/consortiums)

(File No. DSIR/IT-eG/ERP/2010-11)

1. INTRODUCTION

1.1 Department of Scientific and Industrial Research(DSIR), proposes to evolve a highly productive and user-friendly, electronic knowledge-based workplace that offers effective C2G & G2C services ensuring minimized overheads and prompt information availability, while adhering to Government of India Rules, Regulations and Policies through pursuing some key interventions to be implemented within it in an aggressive time frame **of 6-8 months**.

1.2 The comprehensive set of initiatives that are being taken up, aims at transforming DSIR as an organization embracing a performance culture - leveraging process re-design, automation of administrative procedures, enhancing collaboration/ networking, clarity in definition of roles (indvl/team/cross-functional), analysis of required skill sets for various roles, augmenting team performances, workplace learning and mentoring, analysis of required skill sets for various roles, augmenting team performances, augmenting of skills, knowledge sharing, implement electronically enabled work places, electronic self services, and transparent mechanisms for decision support/enhanced efficiency at all levels.

2 TWO MAJOR CATEGORIES IDENTIFIED FOR DSIR TRANSFORMATION THROUGH BUILDING ELECTRONIC KNOWLEDGE BASED WORK PLACES AND IT ENABLEMENT OF PROCESSES

2.1 Enterprise Integration, Portal design for Program Implementation and e-Service Delivery

The scope of consultancy work will involve automation of all functionalities/mechanisms of the department relating to the implementation, operations/functions and performance assessment of grants-in-aid Scheme that catalyses the Indian industrial R&D efforts as well as supports the Autonomous Bodies (CSIR & CDC) and Public Sector Enterprises (CEL & NRDC). Various web based application modules when developed to facilitate the department in information dissemination as well as reproduction in a desired form.

A. ASSOCIATED EXERCISES

For implementation of the said initiatives and to meet the overall objectives of the project as detailed in RFP1 given below, will involve incorporation of the analysis, finding and design framework, evolved on the basis of the exercises such as

(i) Assessment of the current systems & policies (ii) Application of thought, knowledge, concepts, applications and experiences /expertise (iii) Validation of proposed approaches and (iv) Suggesting innovative designs, strategies, approaches, methods, tools, policies etc to guarantee successful implementation.

B. DESIGN REQUIREMENTS

For re-engineering/simplification of processes and changes in the SYSTEM/PRACTICES, the key operations relating to address the usual concerns of the grants-in-aid scheme are

- Simplification of Processes/Process Reengineering.
- Redesign of Forms for relevant processes.
- **Validation Requirements:** Application to automatically check for various criteria and fulfillment of all probable preconditions for any application to be submitted.
- **Exception Handling:** All kinds of exception handling in the system with built in Business Intelligence, i.e., Application must be aware of all the business rules and various policies, etc to be applied right from the beginning of filling up of the application form till the approval/rejection. It should suggest actions which can be taken based on the fulfillment of various conditions at each step of examination, evaluation, etc.
- **Security issues** – All the static, publically available data needs not be using any security, while, all the financial data and dynamic content visible only to the authorized must have the highest level of security available through username and passwords on secure https, etc
- Well defined Mandatory fields, optional fields and completely automatically customizable forms for each processes as per the selection of some crucial fields. For instance, in a form concerning Public Funded Research Institutes (PFRI), the system should allow the addition of more colleges only in the case where the 'Number of Affiliated colleges for a University applying for Recognition as a PFRI' is greater than one.
- Databases with data mining for all type of relevant information for each programme.
- Detailed Report Generation over various fields and Dashboards for summarized report generation.
- **Localization:** Providing bilingual application both in English & Hindi.
- **Rule repository:** Developing a rule repository, context-sensitive linking and display of appropriate portions of the concerned rules for various fields as and when invoked.

RFP1

Develop various web based application modules with the deliverables being

- a. On-line submission of applications in web-enabled form as per the application format and guidelines available on DSIR Website in secured mode.
- b. On-line processing of applications within DSIR as well as by external agencies/experts.
- c. Provision of entering legacy data into the system.
- d. Design Description, SRS, User Documentation, Quality Assurance and various reports as per the IEEE Standards
- e. The applicant must have the flexibility to know the status of his application. The department may define at least 7 milestones in the processing of applications and status of each application should be indicated as per the designated milestones.
- f. The outcome/decision made should be automatically generated out of the application database and should not be word processed.
- g. The decision should be communicated to the applicant on-line.
- h. Electronic transfer of funds to the applicant.
- i. Soliciting quarterly progress reports from the applicants and conveying acceptance of the reports by the competent authority, on-line to the applicant.
- j. Software should ensure that the data once captured must not be re-entered.
- k. Required hardware to be procured for ERPS development, should be IPV4 & IPV6 compliant.

C. GENERIC REQUIREMENTS

This section provides general guidelines that need be implemented across all the schemes.

(i) File Management

File Movement: Need to automate the flow of files with-in the departments as also the inter-departmental file movements

(ii) Reports:

- Online Reports and Offline schedule based reports to be provided for department.
- Analytical Reports using Business Intelligence be provided.

(iii) Alerts and Notifications

- **Alerts:** Alerts need be sent to respective agencies based on various scenarios.
- **SMS Notification:** Applicable in scenarios where integration with SMS Gateway is to be provided so that SMS based alerts can be sent and received.
- **Email Notification:** Applicable for scenarios where integration with Email Service is to be provided so that emails can be sent and received.
- **Hard Copy Based Notifications:** The system should be able to print out Notification letters which can be sent via Post. The tracking of the letters is to be made possible through the use of system generated unique barcodes of DSIR.

(iv) Business Intelligence

- **Business Intelligence and Data warehousing Solutions:** This needs to be provided for Analytical reports with graphs.

(v) Security and User Management

- **Security:** Need to implement Security across the application.
- **User Management System:** Need to develop a user management system where users are created and roles and privileges are assigned.

(vi) Workflow Management System

- **Workflow:** Need to provide a workflow based system that captures the various states and stages of the application being processed.
- **Capturing Observations and Clarifications:** The system needs to capture the Observations made by members of various committees, assigning the observations and the clarifications provided against each observation.
- **My Work Desk:** Need to provide a Work desk where the concerned officer reviewing the application has a screen which lists the number of applications pending for his approval and review, number of applications already reviewed, link to a holistic dashboard etc.

- **Work Desk for all Officials:** Personalized homepages for all the officials of DSIR apart from the Dashboards for Senior officials like Secretary (DSIR), Joint Secretary (DSIR), and Financial Advisor (DSIR) etc to have a quick overview of the well being of the system apart from other assigned tasks. The Personalized pages so developed will show overall analysis of DSIR (using dashboards, relevant gadgets etc and by integrating automatically generated reports of various sub divisions/ attached offices).

(vii) Usability:

- **Guidelines for filling Application form:** A user friendly approach should be provided to the user for entering the details required in the application.
- **Online Tutorial:** Need to provide an online tutorial for a user to fill the application form.

(viii) Documentation:

- **Minutes of Meeting:** Need to capture all the Minutes of meetings organised.

2.2 Office Automation, e-Enablement of the Processes, Workflow Management, Decision Support Systems, Record Management and Data Warehousing & Mining

Design, Development and Implementation of Applications for automation of various administrative processes that will enable build the electronic knowledge based work places within DSIR, implementing collaborative models/networking interfaces as also video conferencing with its Autonomous Bodies (CSIR & CDC) and Public Sector Enterprises (CEL & NRDC), developing standard operating procedures and policies/practices for systems management.

The scope of consultancy work will involve automation of all functionalities/mechanisms of the department relating to Project Initiative RFP2 as detailed under 2.2C, along with the associated exercises detailed under 2.2A and 2.2B below

All initiatives taken up will involve exercises such as;

A. Process Re-engineering:

As-is mapping of processes and recommendations of changes to improve the overall goals of better networking, increased productivity, etc.

Design and simplification of procedures, design of transactional records, workflow & process architecture, decision support systems and dashboards, metrics & measures for monitoring and managing the operations, standards of services, escalations/exceptions handling etc.

- B. **Application Design:** involving design of transaction forms, data/process/security architecture, development of design artifacts associated with the automation of the key processes, configuration management modules, reporting mechanisms, system audit & management modules, user acceptance testing, training and handholding, instituting mechanisms for sustenance of projects, facilitating learning and continuous improvement.

The project interventions indicated below under RFP2 will involve the incorporation of the analysis, understanding, finding and design framework, evolved on the basis of the Exercises undertaken above under 2.1C and 2.2 A & B

RFP2

Develop various web based application modules/systems with deliverables being

- a. Employee information management system,
- b. Current posting & transfer information management system,
- c. Transport movement information management system ,
- d. CGHS & medical claim information management system,
- e. Property return information management system,
- f. Service book information management system,
- g. LTC information management system,
- h. Leave information management system,
- i. Salary GPF & pension information management system,
- j. Loans & advances information management system ,
- k. Audit coordination information management system,
- l. Parliament matters & coordination information management system,
- m. Court cases information management system,
- n. Recruitment rule & process information management system,
- o. Document & archival information management system,
- p. Admin utility form depository information management system,
- q. ACR information management system,
- r. Budget information management system,
- s. disciplinary & conduct rule information management system,
- t. Tour & deputation information management system,
- u. Store purchase & outsourcing information management system

The above deliverables are as per the standard input and output format prescribed by Gol.

Revamping requirements of DSIR website

- The present web-site of DSIR, although being content rich is static in nature. Revamping of the current version into a dynamic and database driven website(English & Hindi) with better GUI features is desired. The revamping exercise needs UUU trilogy compliance (Usable, User Centric and Universally accessible) and adhering to the checklist of 115 as per the Web Guidelines issued by Govt. of India.
- There should be ample scope for linking the revamped web site with all the existing automated systems for instance the eApply for SIRO, e-Lekha for the Civil Accounts Organisation etc. Web site should also be m-governance compliance.
- Since the ERP developed is web-based, it should be made to securely integrated with the INTRADSIR and the revamped web-site and there should be Security Audit for both the ERP application as well as the web-site.

Required hardware to be procured for ERPS development, should be IPV4 & IPV6 compliant.

3. REQUIREMENT & SELECTION OF CONSULTANT FIRMS/CONSORTIUMS

3.1 Department invites applications from individual firms or consortium of repute for pre-qualification for issue of Tenders to evolve the above mentioned initiatives through IT enablement of processes while building Enterprise Resource Planning (ERP) Solutions that includes Design, Development and Implementation of Software Products and Maintenance Support Services.

The offers can be made by individual firms or consortium of firms.

Following the short listing of consultants on the basis of this pre-qualification of tenderers, RFPs for individual project initiatives would be made available to the shortlisted consultants for submission of technical and commercial bids.

The Offers made against the RFPs will be evaluated by a constituted Core IT Committee of DSIR for selection of the firm/consortium and will monitor the implementation of the project initiative.

3.2. Process for empanelment of consultants

Completed responses from reputed consulting firms would be assessed against the following criteria:

- (i) Financial strength/ standing of applicants as evident from billing track record, statement of accounts, profile of clients, ongoing projects etc, similar to the scope of work above.
- (ii) Experience and track record in the relevant category and scope of work mentioned above, as can be construed from documentary evidences that are provided in response to this advt., indicating proven track record and experience of (a) Undertaking, Successfully implementing and Managing the large scale projects with a wide spectrum of stakeholders in India, as also in other countries, and (b) Engaging, forging and facilitating strong relationships with and between a wide range of internal and external stakeholders, preferably while working with government organizations and PSUs on similar projects.
- (iii) CVs of key consultants including quality and experience of proposed core team who would be deployed for the work if selected for award of work.
- (iv) Details of Methodologies proposed to be used in carrying out the project initiatives, if selected for award of work, incorporating
 - (a) Appropriate schematics relating to strategy, approach, modalities of design/ implementation of solution frameworks
 - (b) Details of processes, functional and/or use case diagrams depicting functionality of proposed systems/solution frameworks and relationship between processes intended to be adopted to guarantee outcomes as envisages, within rigorous time frames.

This application together with the requested supporting documents must be submitted, by **16 November 2010** to:

**The Joint Secretary (Administration)
Department of Scientific and Industrial Research (DSIR)
Anusandhan Bhavan, 2 Rafi Marg,
New Delhi – 110001, India**

4. ELIGIBILITY CRITERIA

Only those consulting firm/company or consortium firms need apply who

- (i) have three years of experience in the field of development and maintenance of automation/computerization and have already developed some similar systems for other department/office under Gol.
- (ii) have the average business turnover for the last three years should be minimum ₹ 2.00 crore,
- (iii) have an employee base of more 100 professionals

5. FORMAT FOR RESPONSE

The application for empanelment must be compiled and submitted in electronic format only(as pdf, word files or excel sheets in the form of CDs/DVDs). Additional documents such as annual reports etc may however be submitted as hard copy prints if electronic equivalents are not available.

Part A : General information:

- (i) Name of the Consulting Firm(s),
- (ii) Address (including e-mail, telephone and fax numbers),
- (iii) Administrative / Corporate Office ,
- (iv) Key Contact persons : Name (s) Tel/Mobile Nos.,
- (v) Trade License,
- (vi) PAN/TAN No. and Copies of IT, Sales Tax, Service Tax/ VAT returns ,
- (vii) Registration No. (address, Contact No.),
- (viii) List of branches (address, contact Nos.),
- (ix) Type of organization(as Public Limited Company, Private Limited Company, Partnership or Proprietary).

Part B: Information in support of Eligibility fulfillment conditions:

- (i) No. of years in the business in support of 4(i) above,
- (ii) Financial Details for last 3 years in support of 4(ii) above and
- (iii) Employee related details in support of 4(iii) above

Part C : Credentials to support selection process: attach the Certified true copies of the documents

Attach a credentials Statements, documentary evidences to support selection criteria specified at Section 3.2 above as also other relevant records which illustrates the firms skills and experience relevant in providing the service under this notice.

6. Incomplete applications shall not be considered for pre-qualification

-The Joint Secretary (Administration)