

Global Notice Inviting Tenders for Implementation of E-governance in Emigration (eMigrate) Project of Ministry of Overseas Indian Affairs Government of India

Notice No: Y.11012/1/2006-EP(Vol.II)

Ministry of Overseas Indian Affairs (MOIA) has decided to establish a state-of-art system for providing Emigration-related services to Indian citizens and other key stakeholders of the Emigration cycle in a speedy, convenient and transparent manner. In this respect, MOIA is inviting tenders from reputed organizations for providing design, development, implementation, operation and maintenance services for the eMigrate Project on a PPP basis.

Broad Scope of Work:

The following outlines the broad areas of scope of work for the Service Provider:

- a. Providing all hardware, software, and networking of the entire e-Migrate system as specified in the RFP
- b. Complete set-up (Physical, IT and non-IT Infrastructure) for all kiosks
- c. Complete set-up of DC and DRC
- d. Operations and Maintenance of all the above
- e. Compliance with the SLAs
- f. Ensuring Strategic Control of MOIA
- g. Deploying staff for operating all kiosks
- h. Deploying Technical staff for supporting eMigrate system operations
- i. Training the identified personnel on the specified aspects
- j. Change management and Communication strategy & implementation

Eligibility Criteria:

- a. Pre-qualification
 - i. The bidder (all members in case of consortium) should be a company incorporated in India and with controlling stakes held by Indians, as evidenced by the Certificate of Incorporation issued by the Registrar of Companies and certificate of shareholding issued by the respective Company Secretary.
 - ii. The company (all members in case of consortium) should have been in operation for at least 5 years as of 31-03-2009, as evidenced by the Certificate of Commencement of Business issued by the Registrar of Companies.
 - iii. The bidder (prime bidder in case of consortium) should have a net worth of Rs. 50 crore or more as on the last financial year end date as evidenced by the audited balance sheet for the last financial year.

- iv. The bidder (prime bidder in case of consortium) should have earned revenues of Rs. 100 crore or more from the IT business in each of the last 3 financial years, as evidenced by the audited financial statements of the company for the respective financial years. Revenues from the ITES business (if any) shall not be considered for satisfying the revenue criteria specified above and therefore the financial statements must distinctly describe the revenue heads.
- v. The bidder (prime bidder in case of consortium) should have successfully completed implementation of at least 2 IT projects (including both supply of software and hardware) during the last 5 years wherein the average Capex value for those projects should be at least Rs. 25 crores. This should be evidenced by a certificate issued by the authorized signatory of the concerned client organization.
- vi. The bidder (prime bidder in case of consortium) should have been certified for ISO 9001 and SEI CMMi level 3 (or higher) during last one year at the least and the certificate should be valid till 31-03-2010 or later. This should be evidenced by a certificate issued by the respective certifying agencies.

b. Consortium

Considering the wide variety of skills and resources needed to implement the eMigrate Project, a group of Companies are allowed to come together and bid for this project as a consortium, subject to conditions specified in the RFP.

Request for Proposal (RFP) Documents:

The bidders will have to purchase the RFP documents from the address given below by paying Rupees Fifteen Thousand only (Rs.15000/-) in the form of a DD drawn on a nationalized bank in favor of 'The Pay & Accounts Officer, Ministry of Overseas Indian Affairs' payable at New Delhi.

Important Dates:

Availability of RFP: From 30-12-09 to 31-01-10

Last date for Submission of Bids: 08-02-10

Contact Details:

Under Secretary (EP-II)

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