



Bank Note Paper Mill India Private Limited
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NOTICE

**EXPRESSION OF INTEREST (EOI) – UPGADATION AND HOSTING OF BNPM WEBSITE
WITH 4 YEARS COMPREHENSIVE AMC**

BNPM/EOI/WEBSITE/0105/2021-22 DATED: 02.07.2021

Bank Note Paper Mill India Private Limited (BNPMIPL) is a joint venture company of Security Printing and Minting Corporation of India Ltd (SPMCIL - Government of India Enterprise) and Bharatiya Reserve Bank Note Mudran Private Limited (BRBNMPL – 100% subsidiary of Reserve Bank of India) engaged in design, manufacturing & supply of bank note paper.

Expression of Interest (EOI) from competent parties for UPGADATION AND HOSTING OF BNPM WEBSITE WITH 4 YEARS COMPREHENSIVE AMC

Parties fulfilling the eligibility criteria as given in Annexure-2 are requested to submit their Interest as per the format given in Annexure-3 against this Expression of Interest. Bidder must submit brief profile of their Company, their documents in support of their eligibility criteria. Interested bidder(s) should sent the documents in sealed envelope to the following address:

Assistant General Manager
Bank Note Paper Mill India Private Limited
Administrative Building, Paper Mill Compound
Note Mudran Nagar, Mysuru -570 003
Karnataka, India

Response to EOI should reach us on or before 1500 hours of 02.08.2021

Steps in the process:

1. Receipt and Evaluation of EOI. (Documents to be provided in sealed envelope)
2. Presentation by successful bidders with their proposal towards BNPM's requirement for tender.
3. Issue of tender document to the short-listed firms.
4. Pre-bid meeting with intending bidders. (If required)
5. Receipt and evaluation of bids
6. Discussion/negotiations of terms and conditions (if required)
7. Finalisation and award of contract.

Details of Annexures:

1. Technical Specification – Annexure-1
2. Eligibility Criteria – Annexure-2
3. Specimen Response letter to EOI - Annexure-3

For and behalf of Bank Note Paper Mill India Private Limited

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(Bhartendra Pratap Singh)
Assistant General Manger

Note: The Company reserves the right to accept/reject any application at its sole discretion and/or cancel the entire exercise. Mere fulfilling the minimum eligibility criteria will not confer any right on the applicant to be called for discussion/ selection.

All Addendum/Corrigendum to this EOI shall be uploaded only on BNPM website.

BNPM/EOI/WEBSITE/0105/2021-22 DATED 02.07.2021**Introduction to the project:**

The purpose of this document is to invite a suitable party for “Revamping, Development, Implementation & Maintenance of BNPM Website” and to provide comprehensive post go-live support for four (4) years after the expiry of warranty period (1 Year from Go-Live date) on any one of Ministry of Electronics and Information Technology (MeitY), Government of India, approved clouds having data centre in India only.

Present Web Site Link: <https://www.bnpmindia.com/>

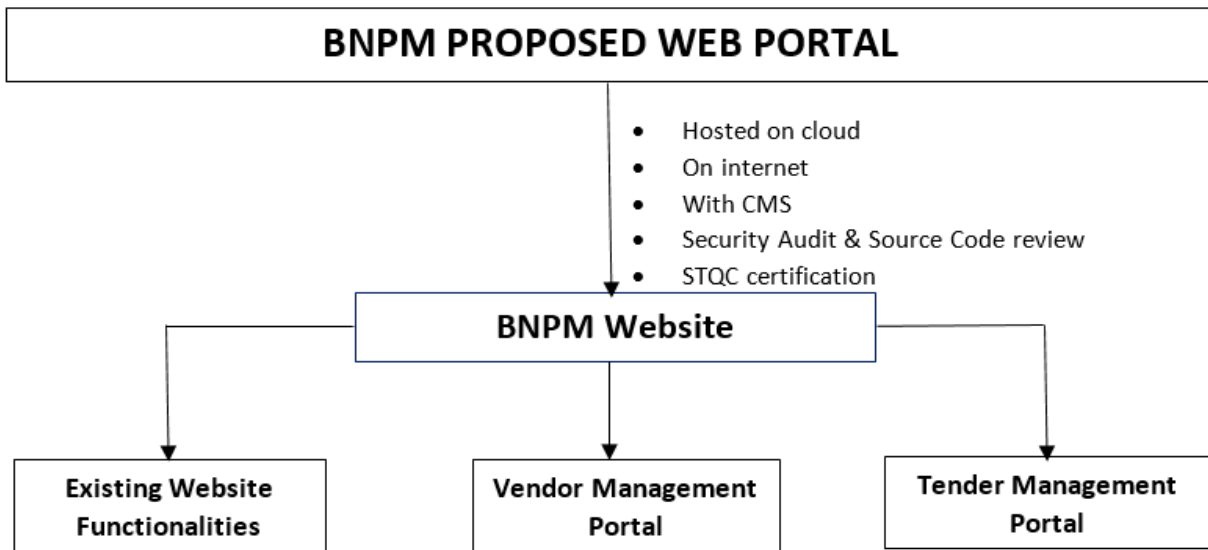
Vision of Design for the Web Portal:

BNPM plans to have a dynamic state-of-the-art web portal which would actually reflect various functions, activities & profile. This means the proposed website shall have a working blend of Web 2.0 technologies and eye-catching presentation of information. The proposed site shall blend up-to-date information, current data & information that can go lively. The purpose is also having an improved look & feel with latest design features & elements. The website should be elegant and uncluttered in look, and user friendly in its layout design and content along with secured against all the OWASP top threats with STQC certification.

Technology & Infrastructure:

Technical Infrastructure & Requirement for Website Portal		
	Current website and portal	Proposed website and Portal
Technical framework: Technology	Asp.Net, C#, Javascript/JQuery, ckEditor, HTML5, CSS	To be filled by SI / Bidder
Web Server	IIS 8	
Database server	MS SQL Server Express 2012	
Operating System	Windows Server 2012 R2 64 Bit OS	
VPS Requirement	To be sized by bidder as per the requirement.	
Security Infrastructure	Sitelock, Antivirus, IPS, Wildcard EV SSL with unlimited subdomain from (Geotrust / Digitrust only)	
Hosting Infrastructure	MEITY Approved Tier 4 Data Centre, hosted in India	
Backup & Archival Requirement	daily incremental backup - with 14 days retention. weekly full backup - with last 4 backup retention.	
Security Audit & Certification	Security Audit from CERT Empanelled along with STQC Certification (comply with GOI Guidelines).	

Functional Overview for proposed Portal:



Vendor Management:

Front-end facility for vendors:

1. Availability of different forms with fields & document upload options for procurement categories viz. Product/Services/Both based on selection.
2. Facility for vendors to choose multiple product / service categories during vendor registration.
3. Pre-availability of terms & conditions as provided by BNPM in registration page and acceptance to it should be mandatory prior to submission of form by vendors.
4. Provision to upload documents in .pdf, .jpeg formats with higher file sizes.
5. Provision to display vendor status viz. Active/Debarred/Tender Holiday etc. and vendor performance for each financial year.
6. Portal for vendors to update their product/service categories, contact details / financials (or) any other documents submitted to BNPM. Auto-triggered notification to BNPM on such updates to take further necessary action.

Back-end facility for BNPM:

1. Vendor management portal to access vendor details & documents.
2. Provision to auto allot temporary registration ID upon submission of registration form.
3. Upon assessment and acceptance of vendor registration, SAP BP code to be mapped to vendor registration and facility to vendors for portal login.
4. Facility to update product/service categories by BNPM with auto-triggered intimation to registered vendors to update their supply categories.
5. Provision to download registered vendor list based on required classifications (viz. MSME, ISO certified, authorized dealers etc.)
6. Facility to auto-trigger mail to vendors to submit renewal documents.
7. Provision to choose status of vendor registration and display options viz. Active/Debarred/Tender Holiday etc. and display vendor performance status.

Tender Management:

Publishing, Intimation & Opening of tenders:

1. Facility to publish tender with following options:
 - a. Tender details viz. tender no, description & corrigendum's (if any).
 - b. Opening & closing date.
 - c. Tender Fee & EMD.
 - d. Type of Tender.
 - e. Remarks.
 - f. Bid submission link.
2. Auto-triggered intimation of open tenders to all registered vendors and limited tenders to category registered vendors.
3. Listing of new tenders on top of tender list.
4. Change in hierarchy of tenders uploaded with corrigendum's/ date extensions.
5. Flashing of expiring tenders on top of main page of procurement.

Front-end facility for vendors:

1. To access tender document in website and in vendor management portal.
2. Following provisions to submit bid directly in portal:
 - a. Direct upload of document in .pdf, .jpeg, .png formats.
 - b. Upload of documents using Digital Signature Certificate.
3. Facility to enable vendors change their bids up to closing period of tender disabling/replacing previously submitted documents.
4. Facility for vendor to view no of participants & successful bidder details after finalization of tender.
5. Facility to respond and upload clarifications sought by BNPM to tenders (if any).

Back-end facility for BNPM:

1. Facility to extend tender closing dates with provision to upload approvals & corrigendum's/addendums.
2. Facility to view extent of received bids without disclosing bidder names.
3. Facility to open bids through approval / DSC mode. In case of bids received is less than required, provision to upload approval to open bids.
4. Facility to record logs of BNPM & vendor, tender/bid history for audit.
5. Facility to seek clarifications with documents from bidders through portal.
6. Facility to download price bid evaluation sheet after opening tender.

The above requirement is only high level and subject to vary upon detailed business analysis & SRS preparation.

Broad Level of Scope:

- Hosting, Operation & Maintenance of BNPM Website on any one of Ministry of Electronics and Information Technology (MeitY), Government of India, approved clouds having data centre in India only.
- Ensure the compliance of prevailing standards like:
 - a) Government of India Website Guideline (<http://web.guidelines.gov.in/> for reference).
 - b) WCAG 2.0 AA Guideline
 - c) Security Guidelines of CERT-IN.
 - d) STQC certification.
 - e) Functional Audit & Security Audit through CERT-IN empanelled agency.
 - f) Website should be complied on GIGW certification latest version and to maintain the same during contract period.

- g) Website should be responsive in nature and shall support all major devices (Desktop/ Laptop/ Mac/ Tablet/ Mobile Etc.) in various resolutions.
 - h) Website should be browser friendly and shall support all major browsers (Internet Explorer, Chrome, Opera, Mozilla, Edge Etc.)
- To manage content in multilingual format (Hindi & English) through CMS (Content Management System).
 - The platform should be scalable and hence modular in nature, so that, any enhancements in future (like payment gateway, Recruitment Portal Etc.) are easily possible.
 - Migration of existing website information and data.
 - The website should be designed as per W3C compliance to ensure that there are no cross-browser issues.
 - Web Application Audit along with Source Code review will be performed by internal or any third-party auditors, where the GAPS / BUGS identified shall be resolved by the bidder as per the recommendations in the earliest time within Warranty & Support phase.
 - Documentation of Source Code along with Administration/User Manuals needs to be submitted.
 - Any vulnerability found during the security audit, bidder has to close the same accordingly and ensure complete security audit done successfully within Support phase.
 - The project will be treated as "complete" only if: STQC issues compliance certificate as per GIGW and handover to the BNPM is completed. Final Source code along with Security Audit Certificate of the project along with detailed documentation and IPR (Intellectual Property Rights) is to be transferred to BNPM.
 - Standardization of the Content framework and Website design as per Indian Government Website design guidelines.
 - Open standards compliant- Can integrate with other Applications already running in BNPM.
 - Functional Audit & Security Audit through CERT-IN empanelled agency to secure the portal as per the GoI guidelines, the cost of which would be borne by the SI.
 - Integration of the online solution with the legacy / existing applications with the envisaged solution to be developed under this project.
 - Any software, data, awards, certificates, patent, etc. shall be absolute property of BNPM.
 - The Successful bidder will transfer to BNPM all Intellectual Property Rights in the Software developed. The source code supplied to BNPM shall at all times be a complete, accurate, and up-to- date copy corresponding exactly to the current production release of the software.
 - Annual maintenance service should include maintenance of the website including all above mentioned features (for four years).
 - Vendor shall get the site cyber security audited by the CERT-IN empanelled vendor, the recommendations/observations shall be fixed by the vendor before hosting.
 - Vendor shall get the site GIGW compliance audited by the STQC.
 - Design, development and demos shall be conducted in the Vendors IT infrastructure.

Scope of Services – Overview:

The Scope of the System Integrator (SI) is covered under two phases:

1. Implementation Phase
2. Operations & Maintenance Phase

1. The first phase. viz Implementation Phase broadly covers the following scope:
 - a) Project Overall Governance Planning and Management.
 - b) Application Development:
 - I. Requirement Study & Analysis
 - II. SRS Preparation & sign-off

- III. Design & Development
- IV. Developing API for interfacing
- V. Unit Testing
- VI. Data Digitization & Migration
- VII. User Acceptance Testing
- VIII. Backup – Restoration Capability Testing
- IX. Pilot Implementation & sign-off
- X. Security & Performance Audit
- XI. STQC Certification
- XII. Roll-out & sign-off
- XIII. Submission of required Deliverables (Design, Architecture Diagram, Source Code, all related documents, User Training Etc.)
- XIV. Go Live

2. The Operations & Maintenance Phase scope covers the maintenance of all components of the project for a period of 4 years post Go-Live. The broad scope are as follows:

- XV. Post Implementation support services
- XVI. Application Support and Debugging, change requests
- XVII. Fresh Customizations / Developments
- XVIII. Horizontal / Vertical Scalability
- XIX. Annual Maintenance Services (through leveraging of secured Cloud Enabled Platform)
- XX. Warranty Support
- XXI. Annual Technical Support
- XXII. Handholding support
- XXIII. Periodical Vulnerability Assessment & Penetration Testing (VAPT)
- XXIV. Remediation / Bug fixing post Audit (Whenever done by any third-party Audit)
- XXV. SLA monitoring & reporting
- XXVI. Capacity building (Refresher Training & New Audience Training)
- XXVII. General requirements

Scope of Services – Project Implementation Phase

This Implementation phase starts from the date of issue of LOA to the SI till the date of Go-Live. The SI has to design, develop, migrate, install, test, acquire certifications & implement the end-to-end integrated solution for BNPM Website as per the detailed technical and functional specifications and schedule of requirements given in this EOI.

- The SI has to supply & commission the necessary Compute & Support Infrastructure through leveraging of secured Cloud Enabled platform as per the EOI requirements so that web-based Applications can be made operational.
- The SI shall also ensure the Applications developed by the SI is free from vulnerabilities.
- The SI shall facilitate the respective departments in sharing the data template / structures in which the historic manual data needs to be digitized, so that there are no challenges during migration. The legacy databases shall be revamped and migrated to the envisaged end-to-end Application.
- The SI shall also carry out the necessary Capacity Building & Change management process for effective roll-out of the end-to-end solution. The respective Departments shall identify Change agents who shall drive the change & training needs for selected audience across departments. The training of these Change agents shall be similar to Train the Trainers approach & they would in turn be responsible for training of respective team in their offices. SI shall obtain sign-off letter from the respective Departments, including IT Team.

Project Overall Governance Planning and Management

SI will prepare detailed work plan and estimate the timelines and resources required for configuration, customization, extension, integration, and commissioning of the solution as per BNPM requirements.

All the plans and frameworks prepared by SI during the Contract period need to be approved by IT department or the pertaining respective Departments.

The SI shall submit the following deliverables as part of the Project Implementation:

- **Planning & Management (Shall include):**
 - Plans Requirement Management Plan
 - Change Management and Capacity Building
 - Quality Plan
 - Risk Management Plan
 - SLA and Performance Monitoring
 - Plan Training and Knowledge Transfer Plans Manpower
 - Deployment Plan
 - Exit Management Plan

System Study and Design

The SI shall carry out a detailed systems study to understand the Functional Requirements Specifications and formulate the System and Software Requirements Specifications documents incorporating the functional specifications and standards approved by IT department or the pertaining respective Departments.

- The SI should prepare a detailed document on the implementation of online systems with respect to configuration, customization, extension and integration as per the requirement of BNPM.
- As part of the System Study, the SI shall be responsible for Preparation of a comprehensive System Study document by studying the business processes and organization design.
- The SI shall perform the detailed assessment of the functional requirements and prepare a new FRS report, as part of the System Study document incorporating list of additional features that shall result in improvement in the overall Application performance.
- In case an existing Application is being customized / configured, the SI will provide a comparative report as part of System Study document, on the extent of functionality currently available in the Application and the final FRS.
- SI should clearly understand that the desire of the department, which is not to create a mere IT Solution but an information infrastructure that will expand, integrate and enhance the functional needs of the departments concerned and other stakeholders.

Requirements Traceability Matrix

The SI shall ensure that developed Applications are fully compliant with the requirements and specifications provided in the RFP such as functional, non-functional and technical requirements. For ensuring this, the SI shall prepare a Requirements Traceability Matrix on the basis of Functional Requirements Specifications (FRS), Non-Functional Requirements Specification, and Technical Requirements provided by Department (updated, expanded and fine-tuned by the SI).

Project Documentation

The SI shall create and maintain all project documents as deliverables as per the agreed project timelines and the same shall be reviewed and approved by BNPM authority and respective stakeholder departments.

Project documents include but are not limited to the following:

- Updated As-Is, To-Be document
 - a) Updated System Study document.
 - b) Updated Planning & Management document.
 - c) Updated/vetted FRS document.
 - d) Requirements Traceability Matrix.
 - e) Functional and non-functional testing related documents for Fully functional Applications.
 - f) User and Operational Manual for Applications.

- SRS Document –

The SRS document shall be prepared as per IEEE or equivalent standards which meets all the Business, Functional and Technical (including localization) requirements of the departments concerned. The SRS documents shall be reviewed and approved by BNPM authority and respective stakeholder departments. Respective stakeholder departments will sign-off on the SRS documents. The SI is required to update the FRS / SRS as and when any enhancements / modifications are made to the proposed Applications till the duration of the Contract.

- Detailed Design documents shall include -
 - a) Technical Architecture Document (Application, Network, Security and Deployment).
 - b) The available IT infrastructure shall be a part of the document.
 - c) Gap infrastructure.
 - d) Database architecture, including defining data structure, data dictionary as per requirements of data storage in English and Hindi language with the compliance to standards defined by Meity, GoI.
 - e) HLD documents
 - i. ER diagrams and other data modelling documents.
 - ii. Logical and physical database design.
 - iii. Data dictionary and data definitions.
 - iv. Application component design including component deployment views, control flows, etc.
 - f) LLD documents
 - v. Application flows and logic.
 - vi. GUI design (screen design, navigation, etc.).
 - vii. All Test Plans.

The SI shall submit a list of deliverables that they shall submit based on the methodology they propose. The SI shall prepare the formats/templates for each of the deliverables based upon industry standards and the same will be approved by BNPM authority prior to its use for deliverables.

All documents are to be kept up-to-date during the course of the project. The SI shall maintain a log of the internal review of all the deliverables submitted. Soft copy of logs shall be submitted to BNPM authority on regular basis.

Unit Testing

Once the application is developed, the SI shall carry out a thorough unit testing of all the modules developed. The inputs for this activity will be the design documents approved by BNPM Authority / concerned Department.

Support for PKI based Authentication and Authorization

The solution shall support PKI based Authentication and Authorization, in accordance with IT Act 2000 & subsequent amendments, using the Digital Certificates issued by the Certifying Authorities (CA) such as eMudhra, CDAC etc. In particular, multi factor authentication (login id & password and digital signature) shall be implemented by the SI for officials/employees involved in processing services as per the Functional requirement specification. Digital

Signature provisioning should be latest standard and must be feature/functionality of verification & authentication of digitally signed documents issued.

Interoperability Standards

The Applications to be developed by the SI under the current scope of the RFP & future shall be interoperable with the existing Applications of the Departments.

SI should ensure that the code does not build a dependency on any proprietary software, particularly, through the use of proprietary „stored procedures“ belonging to a specific database product.

Scalability

One of the fundamental requirements of the proposed solution is its scalability. The architecture should be proven to be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance. In this context, it is required that the Application and deployment architecture should provide for Scale-Up and Scale out on the Application and Web Servers, Database Servers and all other solution components. The scalability is very important and this aspect should be thoroughly tested before roll-out.

Security

The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data. The overarching security considerations are described below.

The security services used to protect the solution shall include:

- Identification, Authentication, Access Control, Administration, Audit and support for industry specific standard protocols.
- The solution shall support advanced user authentication mechanisms including digital certificates & multi factor authentication (Email / SMS).
- Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
- The solution should provide for maintaining an audit trail of all the transactions and should also ensure the non-repudiation of audit trail without impacting the overall performance of the system.
- The Application design and development should comply with OWASP top 10 principles and ISO 27001 standards.
- The solution should use Captcha based login authenticated for users, to address Denial of service, Brut force attack etc.

Application Architecture

It has been proposed that the Applications designed and developed must follow some best practice and industry standards. In order to achieve the high level of stability and robustness of the Application, the system development life cycle must be carried out using the industry standard best practices and adopting the security constraints for access and control rights. The various modules / Application should have a common Exception Manager to handle any kind of exception arising due to internal/ external factors. SI should also ensure best practices coding standards throughout the application development, same shall be evaluated by some third-party code analysis tool by SI.

Similarly, the modules of the Application are to be supported by the Session and Transaction Manager for the completeness of the request and response of the client request. The system should have a module exclusively to record the activities/ create the log of activities happening within the system / Application to avoid any kind of irregularities within the system by any User / Application.

Proposed Application based on Microservice based Architecture

An indicative 3-tier architecture (also referred to as multi-tier or N-tier architecture) has been proposed for the Application Solution.

The entire processing should take place in n-tier architecture:

- Front-end software (client tier) - responsible for the presentation of information.
Business Process / Service Layer
- Application Layer
- Database Layer

Test Plan

Once the SRS is approved and design is started, the SI shall prepare all necessary Test Plans (including test cases), i.e., plans for Acceptance Testing. Test cases for Initial and Final User Acceptance Testing shall be developed in collaboration with domain experts identified by respective Departments. Initial and final User Acceptance Testing shall involve Test Case development, Unit Testing, Integration and System Testing, Functional testing of Application, Performance testing of the Application and finally SI shall also carryout Load/ Stress testing. The SI will submit the test plans and test result reports to BNPM / respective Departments for comprehensive verification and approval.

Requirement on Adherence to Standards

The online solution must be designed following open standards, to the extent feasible and in line with overall system requirements set out in this RFP, in order to provide for good interoperability with multiple platforms and avoid any technology or vendor lock-in.

Compliance with Industry Standards

In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are summarised below. However, the list below is just for reference and shall not be treated as exhaustive.

- Portal development W3C specifications
- Latest HTML standards
- Information access/transfer protocols SOAP, HTTP/HTTPS
- Digital signature RSA standards
- Document encryption PKCS specifications

The SI shall adhere to all the standards published by the Department of Electronics and Information Technology, Government of India.

Other Requirements

- The IPR and the Source Code of the proposed solution shall be with the BNPM Authority.
- Detailed User and Operational Manual to be provided to each department, whose services will be hosted in the application.
- System should cover all aspects such as physical and environmental security, human resources security, backup and recovery, access control, incident management, business continuity management etc.
- Proposed system shall be integrated with BNPM Email Servers for alert & two factor authentication mechanism.
- The proposed solution should be a multi-layered detailed security system covering the overall solution needs having the following features through leveraging of Secured Cloud Enabled Platform:
 - Firewall & IPS
 - Enterprise-wide Antivirus solution
 - Information and incident management solution for complete landscape
 - Audit Log Analysis

- The proposed solution should facilitate system audit for all the information assets to establish detective controls. The SI is required to facilitate this by producing and maintaining system audit logs for a period agreed to with BNPM Authority.
- The proposed solution should provide database security mechanism at core level of the database.
- The proposed solution should support native optional database level encryption on the table columns, table spaces or backups.
- The proposed solution should be able to generate a report on all “Authorization Failure” messages per user ID.
- The proposed solution should be able to monitor the IP address of the system from where a request is received.
- The proposed solution should have the option to be configured to generate audit-trails in and detailed auditing reports.
- The proposed solution must provide ACL objects and a security model that can be configured for enforcement of user rights.
- The proposed solution should have a Business Continuity Plan and a Disaster Recovery Plan prepared and implemented by the SI before commencement of the operations. Robust backup procedures to be established for the same.

Sizing for the IT Infrastructure

The Bidders are required to carefully assess the requirements of this RFP and size the infrastructure accordingly.

The Bidder will be responsible for sizing the hardware to support the scalability and performance requirements of the proposed solution. The Bidder shall ensure that the servers are sized adequately and redundancy is built into the architecture required to meet the service levels mentioned in the RFP.

The Bidder should use licensed version for all the system software required for servers including industry standard enterprise class database software, Application server software, web server software, OS hardening, and all other required software with sufficient number of licenses. Under no circumstance, trial version or any freeware / cracked version tool /software shall be used for the said implementation.

The Bidder will be responsible for providing all the details of the Bill of Material (BoM) and specifications of the IT Infrastructure proposed (through leveraging of Cloud Enabled IAAS /PAAS Platform), licenses of the system software, all other equipment proposed as part of its Technical Proposal. The financial quote submitted by the Bidder should include costs for all of them.

All IT Infrastructure including operating systems and any other system software required for making the infrastructure operational and tuned for satisfactory performance.

The SI will ensure that the reports for monitoring of SLAs such as system uptime, performance, etc. are generated automatically from the system and the applicable penalties are calculated as indicated in the RFP.

Cloud Infrastructure

Cloud Enabled Platform of Data Centre will be leveraged for hosting of BNPM Website.

The SI shall plan to host the Data Centre & Disaster Recovery Infrastructure on cloud environment. The SI shall size the required Cloud infrastructure for the envisaged solution along with the proposed integration services detailed in the RFP. The SI shall provision entire cloud infrastructure needed for the project and shall evaluate the existing infrastructure such as servers, cloud which shall be considered for leveraged and would also strive to leverage the same.

The DC-DR shall be designed in such a way that it supports the Business Continuity planning.

Scope of Services – Operations & Maintenance Phase

This phase starts from the successful completion of “Go-Live”. First year from the date of “Go - Live” will be treated as warranty period. AMC services shall start post warranty period only. SI shall ensure working of all the infrastructure service mentioned in this RFP (VPS, SSL, Domain renewal Etc.) throughout the Operations & Maintenance Phase.

The SI is responsible for the Comprehensive maintenance of all components of the project for the Contract period of 4 years after successful completion of Warranty period i.e., 1 year after go-live date.

Success of the Project would rely on how professionally and methodically the entire Project is managed once the implementation is completed. From the Systems Integrator perspective, this is a critical phase since the quarterly payments are linked to the SLA's in the post implementation phases. System Integrator, thus, is required to depute a dedicated team of professionals to manage the Project and ensure adherence to the required SLAs.

The vendor has to deploy on site resource having sufficient technical, graphics, and language expertise to maintain and update and incorporate new features as and when required by the user departments.

Overview of Post Implementation Services

An indicative list of activities and nature of support to be provided is mentioned below:

System Administration and Trouble Shooting:

- Overall monitoring and management of all IT infrastructure deployed by the SI.
- Repair or replace infrastructure deployed for this Project.
- Perform system administration tasks such as managing the user access, creating and managing users, taking backups etc.
- Performance tuning of the system to ensure adherence to SLAs and performance requirements as indicated in the RFP.

Database Administration and Trouble Shooting:

Undertake end-to-end management of database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing database schema, disk space, user roles, and storage.

Overall

- Undertake preventive maintenance.
- Undertake reactive maintenance (any corrective action, maintenance activity that is required post the occurrence of an incident) that is intended to troubleshoot the system with sufficient teams.

Application Support

The SI shall provide application support to the entire application suite. This shall include but not limited to:

- Undertake end-to-end management of database on an on-going basis to facilitate smooth functioning and optimum utilization including regular database backup and periodical testing of backup data, conducting configuration review to tune database, maintaining the necessary documentation and managing database schema, disk space, user roles, and storage.

- SI shall maintain data regarding entitlement for software upgrades, Updates / Upgrades / New releases / New versions / Patches / Bug fixes, enhancements, refreshes, replacements and maintenance.
- SI should be able to fix the vulnerabilities pointed out by any third-party audit conducted by BNPM at no additional cost within minimum time, depend upon the case severity.

BNPM/EOI/WEBSITE/0105/2021-22 DATED 02.07.2021**Eligibility Criteria**

Category	Eligibility Criteria	Documents required in support of eligibility criteria
General	a) Bidder* shall be Individual/ firm/ company/ corporate / LLP / HUF / limited company intending to bid should be bonafide, experienced, technically competent, resourceful and financially sound to carry out the assigned order. *Any bidder from a country which shares a land border with India will be eligible to bid in the tender only if the bidder is registered with the Competent Authority (The Registered Committee constituted by the Department for Promotion of Industry and Internal Trade)	Company's registration / Certificate of incorporation/Partnership Deed/Any other registration certificate (as applicable) Sealed & Signed Annexure – B on company's letter head.
	b) Bidder should have valid GST registration certificate	Copy of GST certificate
	c) Bidder should have valid PAN card	Copy of PAN card
	d) Bidder should have not been blacklisted / debarred by BRBNMPL/ SPMCIL/ BNPMIPL/ Government of India.	Declaration as per Annexure – A on company's letter head duly Signed & with company seal to be submitted
Experience & Past Performance	a) The bidder should have executed/ implemented/ developed and supported at least 1 (One) Website for Government/PSUs in last 5 years ending 31/05/2021-	Copy of Purchase order / Work order / Agreement / Contract.
	b) The bidder should be CMMI-Level 3 or above -	Copy of the Certificate & firm's names should appear on the CMMI Institute published appraisal results
	c) Valid ISO 9001 & 27001 Certified Company for IT/ICT/Software Development related projects	Copy of certificate to be submitted
Financial Standings	a) Average annual turnover of the bidder's firm during last three years period ending 31.03.2020 should be more than Rs. 1,15,00,000/- (<i>Rupees one crore fifteen lakh only</i>)	Audited balance sheet and profit & loss statement for FY 2019-20, 2018-19 and 2017-18.
	b) Net worth of the Bidders firm should not be in negative as on 31.03.2020 and should not have eroded* by more than 30% in the last three years period ending 31.03.2020. * Erosion shall be considered only on account of reported loss in the statement of P&L account, which has led to reduction in capital.	Chartered Accountants certificate for Turnover, Profit and Net worth may be accepted for the bidders, where tax audits has been exempted as per the existing Govt. orders issued before tender closing date.

All documents are to be submitted in English language only. If the documents are in other language English translation copy shall be furnished along with the documents.
In case of non-receipt of sufficient bids/competent firm against this EOI, BNPM reserves the right to go for open tendering.

Specimen Response letter for EOI

Date:

The Assistant General Manager
Bank Note Paper Mill India Private Limited
Administrative Building, Paper Mill Compound
Note Mudra Nagar, Mysuru -570 003
Karnataka

Sub: BNPM/EOI/WEBSITE/0105/2021-22 DATED 02.07.2021

Dear Sir,

We have gone through the above referred EOI and understood your requirements with respect to Supply of Cotton Comber.

We fulfil the eligibility criteria and undertake that;

1. We have noted, understood and agreed to all the terms and conditions of the EOI. In token of our acceptance, we have enclosed the EOI documents duly signed by the authorized representative.
2. I/we am/are Proprietary firm/HUF/LLP/Company/Partnership/Research Institute and I/We have enclosed the registration certificate issued by the registration authorities as applicable.
3. The average annual turnover for last three Financial Years i.e., 2019-20, 2018-19, 2017-18, or Calendar Years 2020, 2019, 2018 (as applicable) is INR I /We have enclosed the annual report/statements of accounts (preferably audited) and a statement of average annual turnover of last 3 years duly authenticated by an authorised official of the Company/firm.
4. We confirm that our net worth has not eroded / eroded by % during last three financial years. Our net worth as on 31.03.2020 is not negative.
5. We declare that we have not been black listed/debarred by BNPMIPL/BRBNMPL/SPMCIL/ Government of India for participation in tender.
6. We also enclose our brief profile and list of our major clients for your consideration.
7. We will be interested to present our proposal and demonstrate our past performance / details of the website and portal being offered to you at a meeting at your convenience.
8. We are enclosing copy of English translation of the documents which are not in English.
9. We are enclosing the budgetary offer of the proposed system.

For _____

(Name and designation of officer)

Encl:

1. Duly signed EOI
2. Registration certificates duly signed by authorised person.
3. Purchase order or completion certificate or invoice copy duly signed by authorised person.
4. Audited Balance Sheet, Profit & Loss Statements of last 3 financial years duly signed by authorised person.
5. PAN Card copy and copy of GST registration certificate duly signed by authorised person.
6. Brief profile and list of major clients duly signed by authorised person.
7. Declaration of non-blacklisting as per the EOI duly signed by authorised person.
8. Budgetary offer.