

Expression of Interest

Ref. No. STPI/HQ/TECH/NSIG/MISC/2024-2025/2 dated 02-09-2024

Invitation of Bids
for
Empanelment
of
Software Development Agencies
(SDAs)



Software Technology Park of India

Contents

1) Background.....	3
2) Invitation for bids	3
3) Pre-qualification	4
4) Technical Evaluation, Empanelment and Award of Work	4
Technical evaluation:	4
Empanelment:	5
Award of Work:.....	5
5) Important Terms & Conditions	6
Annexure-1	7
Annexure-2	8
Annexure-3	9

1) Background

Software Technology Parks of India is an Autonomous Society under the Ministry of Electronics and IT, Government of India. STPI has been the critical support agency for the Indian IT& Hardware Industry for statutory services, technology services, incubation services, industry promotion and government interfacing services. STPI's Industry Promotional and Service Provider role has been one of the key ingredients in the success story of Indian IT industry.

STPI implements various projects for-&-on-behalf of Ministry of Electeonics & IT. STPI also undertakes Project Management & Consultancy (PMC) services for various Central & State Govt agencies. In the last five years, STPI has also taken up promotion & support to innovation, start-ups & entrepreneurship in a big way.

For executing its operations efficiently, STPI requires new and modern software systems for STPI's internal usage as well as for MeitY and many PMC clients of STPI.

Multiple different software systems are already being used by STPI for various purposes. These systems require regular maintenance, upgrades, security compliances etc. A few examples of these software systems are: STPI's official website, intranet portal, Start-up Networking & Discovery portal, Workspace portal, EMC & CRO portals etc. While some of these portals are developed in-house (completely or partially), others are developed by external agencies (completely or partially).

It is evident from above that STPI undertakes software development projects of varying types, sizes, and complexities for its internal operations and external clients These software systems may be of different types (web, mobile, standalone etc.), sizes & scale (1 month to 5 years) and based on different technologies (e.g. PHP, MERN, Python/AI/ML, SAP/Odoo/OApps/ERP etc.). Further, the requirements of such software systems are very dynamic & perennial in nature. While many software systems are required to be developed from scratch, the existing systems require regular upgrades & maintenance.

Through this EOI, STPI intends to empanel software development agencies to develop, maintain, and upgrade software systems of different types, sizes & scale and based on different technologies as per requirement of STPI for internal usage of STPI or MeitY as well as for PMC clients of STPI.

2) Invitation for bids

STPI invites qualified and proficient Agencies to submit their bids for getting empanelled with STPI for development of software systems of different sizes & scale and based on different technologies. An indicative list of different types, sizes & scale and technologies/tech-stacks of software systems is placed at Annexure-2.

As part of their technical bids, the Agencies shall provide information demonstrating their strengths, qualifications and experience to perform the desired services. STPI shall evaluate the bids, empanel agencies and award work as per the details mentioned in Section 4. Empanelment does not guarantee award of work.

This EoI document is being published on web Portal <http://eprocure.gov.in> and <http://www.stpi.in> and bids must be submitted online. For detailed information about online bid submission, refer Annexure-3.

The proposed schedule of events is as follows:

Sl. No.	Activity	Date / Time
1	Bid submission start-date	02/09/2024, 1800HRS
2	Pre-bid meeting	09/09/2024, 1500HRS
3	Bid submission end-date	17/09/2024, 1700HRS
4	Opening of bids	18/09/2024, 1710HRS
5	Validity of bids	180 days from last date of submission

Agencies are encouraged to raise queries during pre-bid.

3) Pre-qualification

- The Agency must be a registered legal entity in India as a private limited company, limited liability partnerships, not-for-profit organization, registered society or association. Any other suitable structure which is legally valid shall also be acceptable.
- The Agency must have been in existence for at least 2 years.
- The Agency must have a minimum average annual turnover of INR 10 Crore during the last 2 years.
- The Agency must not be blacklisted by any Central/State Governments or allied organizations including Autonomous Bodies, PSUs etc.
- The Agency must have rendered software development services of different types, sizes & scale and based on different technologies.
- The Agency must itself be the bidder / Subject Matter Expert (i.e. “Joint-bidding” or “Outsourcing of work” is NOT permitted)

4) Technical Evaluation, Empanelment and Award of Work

Technical evaluation:

Agencies fulfilling the pre-qualification criteria mentioned above shall be awarded scores as per following table:

Sl. No.	Criteria	Maximum Marks	Remarks						
1	Total number of software development projects executed during last 3years, each of value \geq INR 1 Cr <table border="1"> <tr> <td>More than 10</td> <td>10 Marks</td> </tr> <tr> <td>5 to 10</td> <td>5 Marks</td> </tr> <tr> <td>Less than 5</td> <td>2 Marks</td> </tr> </table>	More than 10	10 Marks	5 to 10	5 Marks	Less than 5	2 Marks	10	Indicate the total number of software development projects executed. Credential should be adequately supported with documentary evidence and showcased during presentation.
More than 10	10 Marks								
5 to 10	5 Marks								
Less than 5	2 Marks								
2	Number of technologies / tech stacks (refer annexure) in which expert level proficiency is available internally <table border="1"> <tr> <td>More than 5</td> <td>10 Marks</td> </tr> <tr> <td>3 to 5</td> <td>5 Marks</td> </tr> <tr> <td>Less than 3</td> <td>2 Marks</td> </tr> </table>	More than 5	10 Marks	3 to 5	5 Marks	Less than 3	2 Marks	10	Indicate the number of technologies/tech stacks in which the Agency has high expertise level. Credential should be adequately supported with documentary evidence and showcased during presentation.
More than 5	10 Marks								
3 to 5	5 Marks								
Less than 3	2 Marks								
3	Number of expert professionals on different technologies / tech stacks (refer annexure) in available internally <table border="1"> <tr> <td>More than 50</td> <td>10 Marks</td> </tr> <tr> <td>20 to 50</td> <td>5 Marks</td> </tr> <tr> <td>Less than 20</td> <td>2 Marks</td> </tr> </table>	More than 50	10 Marks	20 to 50	5 Marks	Less than 20	2 Marks	10	Indicate the number of expert professionals in different technologies/tech stacks available in house. Credential should be adequately
More than 50	10 Marks								
20 to 50	5 Marks								
Less than 20	2 Marks								

			supported with documentary evidence and showcased during presentation.	
3	Number of cities in India with physical office space	5	Self-explanatory. Credential should be adequately supported with documentary evidence and showcased during presentation.	
	More than 5			5 Marks
	3 to 5			3 Marks
	Less than 3	1 Mark		
4	ISO Certification:	5	Relevant certificate.	
	ISO 9001:2008 and ISO 27001:2013			5 Marks
	ISO 27001:2013			3 Marks
	ISO 9001:2008	2 Mark		
5	CMMI Certification	5	Relevant certificate	
	CMMI Level 5			5 Marks
	CMMI Level 4			3 Marks
	CMMI Level 3	2 Mark		
6	Technical Presentation	30	Detailed presentation indicating experience, strengths, future implementation methodology and any other relevant information in detail. Marks will be awarded on the basis of content & quality of presentation and the judgement of expert evaluation committee. Up to 60 minutes may be allotted for the presentation which has to be crisp & precise.	
TOTAL			75 marks	

Technical bids must be submitted as per Annexure-1.

Empanelment:

- Agencies scoring minimum 60 marks will be considered to be on STPI's panel as *Software Development Agencies* ("SDAs")
- STPI desires to have maximum 5 SDAs on the panel. If more than 5 Agencies score 60 or above, the top 5 scorers shall be on STPI's panel.

Award of Work:

- a) For each software development project, bids shall be invited from all SDAs.
- b) The bids invited may be purely financial OR techno-financial as follows:
 - i. For software development projects which many involve only one or few technologies/tech stacks and/or may be of relatively small scale/size and/or may have minimal subjectivity involved, STPI may circulate a brief requirement document and invite financial bids only within stipulated time. Work shall be awarded to the L1 bidder.
 - ii. For software development projects which many involve multiple technologies/tech stacks and/or may be of relatively bigger scale/size and/or may have significant subjectivity involved, STPI may circulate a detailed requirement document to all SDAs. It shall contain all the information about the scope of work, timelines, invitation & evaluation of bids etc. STPI may call all SDAs to make detailed presentation on their proposed solution. Each SDA may be assigned a technical score based on the presentation made. There may or may not be a minimum score for technical qualification. This may be followed by invitation of

financial bids. Each SDA may be awarded a financial score based on the financial bid submitted. Exact details shall be defined in the detailed requirement document provided by STPI. Work shall be awarded to the bidder with the highest score.

- c) Based on user experience and feedback received, STPI shall reserve the right to award work to any of the empaneled bidders at its own discretion.

5) Important Terms & Conditions

- a) The empanelment shall be initially for duration of three years which shall be extendable up-to another two years on same terms & conditions.
- b) Agencies are required to submit EMD to submit their bids for empanelment. EMDs of unsuccessful Agencies shall be returned at the end of empanelment process.
- c) Any specific conditions applicable for specific software development projects shall be mentioned in the requirement document for that specific project. Such conditions may include but not be limited to signing of agreements, submission of BG etc.
- d) For certain projects and/or duration, STPI may require the manpower to work from its own office. The Agencies must deploy manpower as per STPI's requirement. During such instances, access to required infrastructure shall be provided by STPI viz. workspace, conference / meeting rooms with telecommunication infrastructure.
- e) In case of any unsatisfactory performance by any Agency, its pending payments shall be withheld, and its empanelment may be cancelled. STPI's decision shall be fal & binding.
- f) STPI reserves the right to cancel the process of empanelment at any time without giving any reasons whatsoever.

Annexure-1

Pre-qualification & Technical Criteria

Sl. No.	Criteria	Documentary Evidence / Remark
1	Registered legal entity in India	Certificate of Incorporation or Registration
2	Period of existence (at least 2 years).	
3	Minimum average annual turnover (INR 10 Crore during the last 2 years).	CA Certificate or Audited Balance Sheet
4	Declaration about "NOT BLACKLISTED".	Self-declaration
5	Declaration about "NO OUTSOURCING"	Self-declaration
6	Software development projects executed during last 3 years*	*All relevant documents including but not limited to <ul style="list-style-type: none">• Work Orders,• Project Completion Certificates,• Quality Certificates,• Resumes/Bio-Data,• PAN/GST registration.
7	Technologies / tech stacks with expert level proficiency [#]	
8	Expert professionals on different technologies / tech stacks [§]	
9	Physical locations	
10	Technical Presentation	Technical Presentation

*For each project, following details must mandatorily be furnished:

1	Title of the Project
2	Location
3	Client
4	Duration
5	Value (INR)
7	Brief description
8	Technologies/tech-stacks used
9	Tangible deliverables
10	Intangible deliverables

[#]For each technology/tech-stack, following details must mandatorily be furnished

1	Name of the Tech/Tech Stack
2	Number of projects executed successfully
3	Cumulative value of the projects (INR)
4	Cumulative duration of the projects
4	Number of resources inhouse with 'Expert' level proficiency

[§]For each professional, following details must mandatorily be furnished

1	Name of the Professional
2	Tech/Tech Stacks in which proficient ('Expert' level)
3	Total years of experience in the specified Tech/Tech Stack
4	Profile/Bio-data/Resume

Annexure-2

Technologies/tech-stacks, types, sizes/scale

Following is a list of technologies/tech-stacks, types and size/scale of different software systems. This list is indicative and not exhaustive. The software system desired by STPI can be a combination of any or all of below.

Technologies/Tech stacks:

No.	Technology Category	Technology / Tech Stack
1	Programming languages, frameworks, libraries	<ul style="list-style-type: none">• Python / R / Java or J2EE/ MERN / C / C++ / PHP• Tensorflow, NumPy, scikit, matplotlib• Spring or Struts; Hibernate;
2	Databases	<ul style="list-style-type: none">• RDBMS such as MySQL or PostgreSQL;• NoSQL database such as HBase or Cassandra;• Graph db
3	Middleware & Portal	<ul style="list-style-type: none">• Application Server such as Apache Tomcat or Jetty or Nginx;• Message queues such as Apache Kafka or RabbitMQ;• ESB such as Mule or Apache Camel;• Portals such as Joomla or Drupal or Java/ PHP;• In-memory platforms such as Apache Ignite or Redis;
4	Data Integration, BI, Analytics	<ul style="list-style-type: none">• Apache Kudu or Druid or HBase;• Apache Flink or Spark;• Data ingestion or query technologies such as Apache Pig or Hive or Impala or Presto;
5	Mobile Apps	<ul style="list-style-type: none">• Android or iOS or KaiOS;• jQuery Mobile• Angular UI or React Native;
6	Workflow	<ul style="list-style-type: none">• Airflow• Actviti• Luigi• Oozie
7	Emerging Tech & other	<ul style="list-style-type: none">• Blockchain, AI, IoT, AR/VR etc.• Open source

Type:

- Design & development of new website/portal
- Customization/upgradation of existing website/portal
- Design & Development of mobile application
- Customization/upgradation of existing mobile application
- Design & development of standalone application
- Customization/upgradation of existing standalone application
- Design & development of Web and Non-Web Based software application
- Any other

Size/Scale

- Execution timeline: few months to few years
- Manpower: 2 to 50

Annexure-3

Online Bid Submission

- 1) EoI documents may be downloaded from web site www.stpi.in or <https://eprocure.gov.in>. Bidder has to pay the cost of EoI i.e. Rs.2,000/- & Earnest Money Deposit (EMD) of Rs.50,000/- through RTGS/NEFT as per following details.
 - Account No. : 1098101101244
 - IFS Code : CNRB0001098
 - Bank Name : Canara Bank
 - Bank Address : Parliament Street Branch, Delhi
- 2) The EMDs of empanelled bidders will be returned on submission of Performance Security or within 90 days from the date of empanelment whichever is earlier. The EMD of unsuccessful bidder will be returned within 30 days from the date of empanelment, without any interest thereon.
- 3) The bid has to be submitted online on URL <https://eprocure.gov.in> along with the standard formats prescribed in the Tender documents displayed on said URL.
- 4) The bidders are required to submit soft copies of their bids electronically using valid Digital Signature Certificates.
- 5) The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.
- 6) More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Bidder should go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline/online” to pay the tender fee / BSD as applicable and enter details of the instrument.
- 4) Bidder should prepare the BSD (Bid security Deposit) as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.