Request for Proposal (RFP)

For

Procurement of
Business Intelligence (BI) Tool

National e-Governance Division
Electronics Niketan,
4th Floor, 6 CGO Complex,
New Delhi 110003
(22 November 2018)

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1. **Introduction**

The Ministry of Electronics and Information Technology (MeitY), has formed the National e-Governance Division (NeGD) as an autonomous business division within Media Lab Asia, under the Ministry, for supporting and assisting MeitY in Program Management of NeGP (e- Kranti) and supporting Digital India (DI) Programme. Under DI Programme, NeGD has developed a Rapid Assessment System (RAS) for online feedback for e-services delivered by Government of India and State Governments. This system is backed by basic analytics, but in order to help the integrated departments in system improvement for better governance, a BI tool is required that can give insight into the actual pain areas to improve upon with the help of strong analytics, and dashboards. Similarly NeGD has developed few more projects like Unified Mobile Application for New-age Governance (UMANG) and DigiLocker. The BI tool may also be used to develop analytics reports and dashboards for these projects as well.

2. **Request for Proposal**

NeGD invites Proposal from vendors (hereafter referred as 'Bidders) to select a preferred bidder who is capable of supplying BI Platform software, licenses and installation services for NeGD and also to provide technical resource to enable NeGD to use the platform for various projects of NeGD/ MeitY viz RAS, DigiLocker, UMANG etc.

Request for proposal (RFP) has been published on 22nd November 2018 at NeGP website (http://www.negd.gov.in) as well as MeitY's website (http://www.meity.gov.in) for ready reference.

The objective of this RFP is to identify and select a preferred bidder capable of supplying BI Platform software, license and installation services to NeGD and provide technical manpower to enable NeGD to use this platform. Respondents to this RFP (also referred to as "bidders") are expected to follow the detailed instructions provided herein carefully. Failure to follow the format as instructed may result in disqualification of the proposal. Bidders will be further short-listed after an evaluation of responses/ proposals received and will be subjected to final negotiations as necessary.

As NeGD is looking for solutions that are easy to use, better and faster, the response must be clear enough to enable NeGD to understand how the bidder will provide a compelling value proposition.

The high-level business objectives of the BI system that NeGD is looking for are:
1. Automated Dashboard Design
2. Data Management
3. Access Management
4. Analytics and Reporting
5. One Technical Manpower Resource (to be fulltime deployed at NeGD) to facilitate the usage of this platform.

It may be noted that this information is indicative only. The detailed requirements are mentioned at Page 6 section 4 of this document.

Important Dates

SN	Particular	Timelines
1.	Start date of issuance of RFP document	22 November 2018
3.	Pre-Bid Meeting	06 December 2018 at 3.00 pm
2.	Last date for Submission of Queries	13 December 2018
4.	Response to Queries	20 December 2018
5.	Last date and time for submission of bids	08 January 2019 at 3.30 pm
6	Date of opening of bids	08 January 2019 at 4.00 pm
7	Technical demonstration of qualified bidders	10 January 2019 (Tentative)

3. Instructions to the Bidders

3.1 Completeness of Response- Bidders are required to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.

3.2 RFP Preparation Costs & related issues- The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by NeGD to facilitate the evaluation process. NeGD will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. This RFP does not commit NeGD to award the work order or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP. All materials submitted by the bidder will become the property of NeGD and may be returned completely at its sole discretion.

3.3 Pre-Bid Meeting- NeGD shall hold a pre-bid meeting with the prospective bidders on 06th December 2018 at 4.00 pm at NeGD Conference room, 4th Floor, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi-03. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to Mr. Rajesh Loona at rajesh.loona@digitalindia.gov.in through email only, latest by 13th December 2018.

3.4 **Responses to Pre-Bid Queries and Issue of Corrigendum**-The Nodal Officer will endeavor to provide timely response to all queries. However, NeGD makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does NeGD undertake to answer all the queries that have been posed by the bidders. At any time prior to the last date for receipt of bids, NeGD may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a corrigendum. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the www.negd.gov.in and http://www.meity.gov.in and emailed to all participants of the pre-bid meeting. Any such corrigendum shall be deemed to be incorporated into this RFP. In order to provide prospective bidders reasonable time for taking the corrigendum into account, NeGD may, at its discretion, extend the last date for the receipt of RFP Proposals.

3.5 **Right to Terminate the Process**- NeGD may terminate the RFP process at any time and without assigning any reason. NeGD makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by NeGD. The bidder's participation in this process may or may not result in short listing the bidders.

3.6 **Submission of Responses/ Bids**- Proposal must be submitted in one sealed envelope marked as "Request for Proposal (RFP) for Procurement of Business Intelligence (BI) Tool" for NeGD containing the 'Technical bid' and 'Financial bid' in two separate sealed envelopes. The name, address, telephone number, Email ID and fax number of the bidder should be on all the envelopes. The sealed bids must be submitted at NeGD addressed to:

> **Director (Project Appraisal & Finance)**
> **National e-Governance Division**
> **4th Floor, Electronics Niketan,**
> **6 CGO Complex, New Delhi 110003**

Bids must reach NeGD latest by: 08th January 2019 at 15.30 hrs. Any proposal received by the NeGD after the above deadline shall be rejected. The bids submitted by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter. NeGD shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained. NeGD reserves the right to modify and amend any of the above- stipulated condition/ criterion depending upon project priorities vis-à-vis urgent commitments. Bids shall consist of supporting proofs and documents as defined in the Pre-qualification section. Bidder shall submit all the required documents as mentioned in the annexure-2 including various templates. It should be ensured that various formats mentioned in this RFP should be adhered to and no changes in the format should be done. The document should be page numbered, must contain the list of contents with page numbers and each page shall be initialed by the Authorized Representative of the bidder. RFP document submitted by the

bidder should be concise and contain only relevant information as required. Bidders may contact Mr. Rajesh Loona at NeGD, 4th Floor, Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi-110003 or through email at rajesh.loona@digitalindia.gov.in, for any clarification on the RFP before the time as per important dates schedule at section 2.

3.7 **Short listing Criteria**-. All agencies scoring 70 marks or above in the technical evaluation as per the criteria defined under section 7.2 will be short listed for the next round of financial evaluation. Financial bids will be opened only for the shortlisted agencies. Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of its RFP Proposal.

3.8 **General-**

   i. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.

   ii. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award by the NeGD on the basis of this RFP.

   iii. Any notification of selected bidder status by the NeGD shall not give rise to any enforceable rights by the agency until a Work Order is issued by NeGD and accepted by the bidder.

3.9 **Earnest Money Deposit (EMD)**- Bidders shall submit, along with their Bids, EMD of Rs. 50,000/- (Rupees Fifty Thousand only) either in the form of a Demand Draft issued by any scheduled commercial bank in favor of **DIGITAL INDIA CORPORATION - NEGD** payable at New Delhi, (valid for **3 months** from the due date of the tender/ RFP) or through Bank Guarantee of equivalent amount from any scheduled commercial bank. EMD of all unsuccessful bidders would be refunded by NeGD without any interest within **1 month** of the final selection. The EMD, for the amount mentioned above, of successful bidder would be retained till the submission of Performance Bank Guarantee as mentioned in clause (v) of section 8 at page 16.

   i. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

   ii. The EMD may be forfeited if a bidder withdraws its bid during the period of bid validity or declines to accept the work order of NeGD.

   iii. EMD for MSME Enterprises will be exempted, as per Rule 170 of GFR 2017, on submission of documentary proof.

3.10 **Evaluation Committee:-**

   i. NeGD will constitute an Evaluation Committee to evaluate the responses of the bidders

ii. The Evaluation Committee constituted by NeGD shall evaluate the responses to the RFP and all supporting documents/ documentary evidence. Inability to submit requisite supporting documents/ documentary evidence, may lead to rejection.

iii. The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.

iv. The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals

v. The Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

vi. Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

3.11 Bid Opening- Proposals submitted up to 08th January 2019 at 15.30 hrs will be opened at 1600 hrs on 08th January 2019, by a bid opening committee, constituted by NeGD in the presence of such bidders or their representatives who may wish to be present at the time of opening. The representatives of the bidders are advised to carry the identity card or a letter of authority from the participating firms to identify their bona fide for attending the opening of the proposal.

3.12 Bid Validity and Evaluation- The offer submitted by the Bidders should be valid for minimum period of 90 days from the date of submission of Tender. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non- responsive, if Proposals;

i. Are not submitted in as specified in the RFP document

ii. Received without the Letter of Authorization

iii. Are found with suppression of details

iv. With incomplete information, subjective, conditional offers and partial offers submitted

v. Submitted without the documents requested in the checklist at Annexure-2

vi. Have non-compliance of any of the clauses stipulated in the RFP

vii. With lesser validity period

All responsive Bids will be considered for further processing. NeGD will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by the Evaluation Committee according to the evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

4. Detailed Requirements

4.1 Overview

NeGD has developed a Rapid Assessment System (RAS) for online feedback for e-services delivered by Government of India and State Governments. The BI system should help NeGD to design and analyze the citizen feedback data into meaningful insight so that integrated departments can identify the actual pain areas to improve upon for better governance. The strong analytics and dashboards of the BI system should give easy & faster interpretation of the feedback data. Current data statistics of NeGD projects are given at Annexure-8.

Similarly NeGD has developed few more projects like Unified Mobile Application for New-age Governance (UMANG) and DigiLocker. The BI tool may also be used to develop analytics reports and dashboards for these projects as well.

4.2 Required Features

The proposed BI System/ Tool should have the following features:

i) Analytics and Reporting
   a. A GUI based system where all business users are able to view/ save/ download/ schedule various enterprise metrics/ dashboards and their summary without any programming efforts

   b. Capable to filter all key business metrics based on various parameters

   c. Capable to pull the report for a specified performance period in a pivot table & different graphical layouts

   d. Capable to compare metrics across various parameters in a chart or graphical formats

ii) Automated Dashboard Design:
   a. Capable to produce dashboards without the help of IT team for system integration and publish it for the consumption of department users

   b. Capable of making ad-hoc query through SQL commands as well as GUI based design (drag and drop) along with rich analytical functions

iii) Data Management:
   a. Compatible with different data storages like Flat file storage, relational databases and big data storages like Hive/HBase.

   b. Supports on-demand processing with its own data ETL process

   c. Supports integration with existing or market leading data preparation/ management platforms

   d. Functionality for admin users to create new dimensions, derived metrics etc

iv) Access Management:
   a. Capability for SSO and/or AD/LDAP authentication, OAuth.

b. Hierarchy of user access viz. View, Design, Modify, Admin access.

c. Allows a domain based edit access while view access should be available to all users. For example, Marketing Analytics User can only edit marketing reports but should be able to see all reports. Similarly Risk analytics should be able to edit risk reports only but should be able to view all records.

v) Technical Manpower Resource

One full time technical manpower resource to be placed at NeGD to develop analytical reports or Dashboards for NeGD as and when required. If required, NeGD can order one additional resource at the same rate.

4.3   Functional Requirements

i)   The Reporting tool with

- ✓ ability to schedule reports.
- ✓ robust visualizations such as graphs, charts, and histograms.
- ✓ slicing and dicing features
- ✓ output data in various formats like PDF, Images.

ii)   Web based management console capable to monitor multiple systems in Test, Development and production across multiple instances and across locations

iii)   Data Visualization like heat maps, spark lines, geographical mapping, spider charts etc., preferably with auto charting and dashboard facilities through the key words

iv)   A browser based, tab/ smart phone based interface to view reports.

v)   Customizable Fields

vi)   Graphical Data Presentation with Geospatial support features

vii)   Built-in ETL and/or strong Integration with leading data preparation platforms

viii)   Drag & Drop interface for data transformation & preparation

ix)   Automated data refreshes

x)   Support from OEM for 5 Years (patches and bug fixings)

xi)   In Premises Deployment option

xii)   Sentiment Analysis (Text Analytics)

xiii)   Drilldown capabilities (ability to drill down to various levels of a hierarchy)

xiv)   Able to format (page size, row, columns, fonts, colors, tables etc.), allow data manipulation (slice & dice multidimensional data on the fly, pivoting, sorting, ranking etc.).

xv)   Capability of raising exception alarms (e.g. email notification)

xvi)   Compatible with all environments like Windows, Linux etc.

xvii)   User friendly GUI to allow easy generation of reports and exporting capabilities (ability to export resulting data to other applications such as PDF, Images)

xviii) Able to publish all the reports on the portal and have the ability to archive reports.

xix)   The BI application needs to have the BI capabilities like Drill down, Slice and Dice, Multi-Dimensional Analysis, Ad-Hoc analysis

xx)   Capability to extend or integrate with components of advanced analytics

xxi)   Capability to embed visualization in other web-portals/ mobile Apps

xxii)   Provide native access to leading RDBMS solutions and capability to connect with big data components based on HDFS like spark, hive, impala, No SQL.

xxiii) Enables a web based ad-hoc analysis where end user can interact with logical view of information creating charts, pivot tables, reports, gauges, dashboards etc.

xxiv)   Facility to save the queries and edit the same in future to derive newer queries

xxv)   Ability to integrate with LDAP / OAUTH/ ADS / any other enterprise authentication mechanism for single sign on

xxvi)   Supports object level as well as row level security

xxvii) Allows end users to create their own dash boards by simple drag & drop features

xxviii) Cross-platform and Cross-device access

xxix)   Mobile Integration/ Support for iOS, Android, Windows

xxx)   Performance Reporting / Monitoring

4.4 BI Tool Specs

Specifications requirements for the BI System/ Tool are as below:

Tool Installation	
In premise installation	Support in-premise installation at NeGD/ NIC
Data Connections	
Multiple Data source support	Support a variety of data sources including file-based data sources (Excel, Access), statistical files (SAS, SPSS, R), JSON Files, direct SQL ad-hoc querying, Multidimensional Expressions (MDX) ad-hoc querying (OLAP cubes), as well as other commonly

	used data sources like (Amazon EMR, Spark SQL, Sales force, Google Analytics, Microsoft Azure etc.). Must support leveraging data from Web Services.
Flexible data connection profiles to Data Source	Support both live connection to the data source and extraction into an in-memory, columnar database.
Full and Incremental Data Extraction	Support scheduled full data extraction and incremental data extraction with minimal scripting efforts
In-memory Columnar Data Store option	Have an optional in-memory engine to support caching of data for performance and fast analysis
Extract API	Shall provide an API that can be used to programmatically create the same type of in-memory database generated by the GUI tool
Memory Optimization	Support dynamic loading of relevant segments of data into memory, **not** requiring the entire dataset to be loaded "up front"
Data Source Agility	Support a user's ability to switch between a live and local "in-memory" connection (without changing connection strings)
Multiple Data Source Connections & Cross Database Joins	Must support connecting to multiple data sources at the same time to support both data blending and cross database joins
Combine with Personal Data Sources	Users shall be able to combine data from multiples sources, including their own personal data sources (xls, csv, txt, etc) within the same analysis.
Metadata Management	Dimensions and measures are automatically generated based on the data type without manual categorization with provision to create additional dimensions and measures in the metadata
User-centric Data Preparation	When connecting to data, end users able to reformat (pivot) flat files into a columnar format better suited for analysis
Geospatial Data	Support geospatial data by automatically generating longitude and latitude of countries, states/provinces and cities without scripting
Exposing OLAP objects	When connecting to an OLAP data source (SQL Server Analysis Services, SAP BW, etc.) it should expose OLAP-specific objects such as hierarchies, calculated measures and members, sets.
End-user Functionality	
Single Integrated Tool	Must provide one tool and a single user interface for end-to-end analytics functions - from data connection, metadata definition, data discovery, ad-hoc analysis, visualization, reporting, dashboarding to publishing
Web Authoring	Must be designed for business-user-authored data discovery and dashboards
Disconnected	Must support disconnected analysis
Intuitive Interface	Shall be easy to use and intuitive
Best Practices Data Visualization	Shall automatically select the best visual graphs based on the fields selected by the user.

Interaction Paradigm	Shall support direct interaction with graphs by dragging and dropping what users want to see
Multidimensional Rendering	Project multidimensional data attributes onto a two-dimensional image using the size, shape and color of the object
Sorting on visual Graphs	Able to sort the data automatically or manually on the visual graphs
Visual Groups	Shall be able to perform dynamic grouping of data visually in graphs
Data Selection	End users are able to exclude irrelevant data or keep only the items of interest from the visual graphs
Threshold	Shall be able to define thresholds and any value over the threshold shall be highlighted (i.e. red bold font, colors, shapes in chart)
Hovering Information	Information shall be displayed when user is "hovering" over a specific area on a map, a chart, a table or a report.
Data Driven Alerts	Sends email alerts on defined thresholds
Tooltip Selection	Select categories in your tooltips to easily identify related marks in the view
Usability – Graphs, Maps	
Brushing	Ability to filter and pass parameters directly from a graph to another by clicking on drawn objects
Conditional Formatting	Able to provide a color-coded summary of the state of a particular metric compared to a goal or threshold target without scripting
Conversion	Instantly converts one visual representation (chart type) into another
Data Layering	Enable demographic data layers to be added into the background of any map
Statistics	
Trend Line	Support automated generation of trend lines to show if there is any correlation between 2 variables
"What if" Analysis	Able to show how the data would change in "what if" scenario. For instance, via a sliding bar, users shall be able to change a parameter and see the repercussions on a chart, map or table
Sentinel Analysis	Text based analysis
Distribution and Sharing	
Automated Scheduling and Distribution	Provide analytic content to end users on an on-demand and scheduled basis. End user may subscribe to dashboards and receive an email with the dashboard attached in their email box on a scheduled delivery
API	Provides an API for integration with external web applications
Export to PDF	All dashboard, maps, graphs, tables and reports can be exported to PDF
Export to Excel and	Tables, Reports and graphs can be exported to EXCEL or in a

CSV	CSV format
Export as a Picture	Graphs, Maps, Tables, Reports and all dashboard pages can be exported in a picture format

4.5 Manpower Requirement

Along with the tool NeGD requires one full time technical manpower resource from the bidder who will be placed at NeGD and expected to work as per NeGD rules and regulations. This manpower resource will be expected to develop any kind of analytical report or Dashboard (simple or complex) for NeGD as and when required, irrespective of the project.

The required manpower resource should have the following as minimum qualification, experience and skills:

i) Should have full time B.Tech./ B.E./ MCA or equivalent degree from a Govt. recognized college/ University

ii) Should have minimum of 5 years of working experience in Information Technology domain, out of which atleast 3 years should be in Business Analytics domain

iii) Should have atleast 2 years working experience on the proposed BI tool

iv) Should have experience of sourcing data from multiple and complex data sets and ability to link data between tables, to create efficient SQL queries and design scalable data models

v) Should have strong ability to understand the requirements and develop visualization reports using BI tool that are simple, consumable and actionable.

vi) Should have good written and verbal communication skills and ability to prepare professional business presentations

4.6 Hardware Specifications

NeGD is planning to install the tool on NIC cloud on VM having 8 cores, 64 GB RAM and Linux OS.

4.7 Adherence to GoI policies on Open Standards and Open Source Software

As per the Government of India policy on Open Standards for e-Governance and Policy on adoption of Open Source Software (OSS), (available at http://egovstandards.gov.in/frameworkinstitutional-mechanism-and-policies), will be given due consideration while evaluation of proposed BI Tools. As per Policy on adoption of OSS, proposed tool with OSS will be considered as preferred option in

comparison to Closed Source Software (CSS). In case of Tool with CSS, bidders shall provide justification in their response for exclusion of OSS.

4.8 Activities In-Scope but not limited to:

i) Installation and configuration of the tool on the NeGD/ NIC server machine or other Cloud providers if required. This includes installation and configuration of any software, hardware or other components that are required for the functioning of the tool. Hardware and OS license and media will be provided by NeGD.

ii) Integration with SSO/ LDAP/ OAuth authentication

iii) Setting up of Admin-user and End-User accounts.

iv) Tool usage training for 2-4 people for Admin-users (upto one week at NeGD premises)

5. **Security Certificate**

Bidder has to provide any security related certificate showing the BI tool as security certified.

Please note that any security related observations noted by NeGD team will have to be remediated by the bidder. Bidder has to provide information related to support and remediation process.

6. **Patches and upgrades**

Bidder has to provide all patches and upgrades. Also, details on how these patches and upgrades will be made available and plan of installation of such patches and upgrades will be provided.

7. **Evaluation Criteria**

   7.1   **Pre-Qualification Criteria**

S.N.	Basic Requirement	Specific Requirements	Documents Required
(i)	Legal Entity	• Should be a Legal Entity registered in India • The entity should be registered with Service Tax Authority and must be operating for a minimum period of 3 years; • The entity should have a valid PAN number	• Copy of Registration Certificate; and • Copy of Service Tax Registration Certificate • Copy of PAN
(ii)	Annual Turnover	Annual Turnover during each of the last three financial years (as per the last published Balance sheets), should be more than Rs.5 crore.	• Extracts from the audited Balance sheet and Profit & Loss; OR • Certificate from the statutory auditor
(iii)	Implementation Capability	Must have successfully implemented at least 3 BI tools of similar nature as per NeGD requirements	• Completion Certificates from the client; OR • Work Order + Self Certificate of Completion (Certified by the Statutory Auditor);
(iv)	Not blacklisted	The entity should not be blacklisted by MeitY or any other government organization	A self-certified letter

7.2 Technical Evaluation Criteria –

Bidders who meet the pre-qualifications/ eligibility requirements would be considered as qualified to move to the next stage of Technical evaluation, as per the criteria given below:

BI Tool Feature	Marks (total 100)
Data Connections (41 Marks)	**41**

The following parameters will be considered for marking:-
i) Support Data sources – MySQL, Mongo, Postgre, JSON (Web & File), Excel, Hadoop, Spark
ii) Support both live connection to the data source and extraction into an in-memory, columnar database.
iii) Full and Incremental Data Extraction
iv) Optional in-memory engine to support caching of data for performance and fast analysis
v) Provides an API that can be used to programmatically create the same type of in-memory database generated by the GUI tool
vi) Support dynamic loading of relevant segments of data into memory, **not** requiring the entire dataset to be loaded "up front"
vii) Support a user's ability to switch between a live and local "in-memory" connection
viii) Multiple Data Source Connections & Cross Database Joins
ix) Provision to combine data from multiples sources with Personal Data Sources like xls, csv, txt, etc.
x) Automatically generates Dimensions and Measures based on the data type without manual categorization
xi) User-centric Data Preparation
xii) Supports geospatial data by automatically generating longitudes and latitudes of states and cities

End-user Functionality (33 marks)	**33**

The following parameters will be considered for marking:-
i) Single Integrated Tool for data connection, metadata definition, data discovery, ad-hoc analysis, visualization, reporting, dashboarding to publishing
ii) Supports disconnected analysis
iii) Automatically select the best visual graphs based on the fields selected by the user
iv) Supports direct interaction with graphs by dragging and dropping what users want to see
v) Multidimensional Rendering
vi) Sorting on visual Graphs
vii) Dynamic grouping of data visually in graphs
viii) Data Selection from the visual graphs
ix) Defining Thresholds and Data Driven Alerts on those thresholds
x) Supports use of custom visuals from external sources, including open sources

Usability – Graphs, Maps (6 marks)	6
The following parameters will be considered for marking:- i) Instantly converts one visual representation (chart type) into another ii) Enables demographic data layers to be added into the background of any map	
Statistics (10 Marks)	**10**
The following parameters will be considered for marking:- i) Supports automated generation of trend lines to show if there is any correlation between 2 variables ii) "What if" Analysis iii) Supports text analysis (sentinel analysis)	
Distribution and Sharing (10 Marks)	**10**
The following parameters will be considered for marking:- i) Automated Scheduling and Distribution ii) Provides an API for integration with external web applications iii) Export to PDF, Excel, CSV, Picture	

Note:- All bidders will be given time after submission of the bids to come to NeGD and demonstrate all the above features before the evaluation committee. This product demonstration should be conducted using sample data generated by the bidders themselves. Bidders will be given technical scores as per the demonstration of the entire criterion mentioned above. Only the bidders obtaining atleast 70 marks in total and 50% marks separately in each of the 5 topics mentioned above in the technical evaluation will qualify for further selection and will be considered for opening their Financial Bids.

7.3 Financial Bid Criteria –

Financial Bids should be a user based no. of users licensing model catering to a user's profile, role and requirement. Different types of users for licensing purpose are defined as:

i) **End-User:** A user who can only consume/ view the published content/ dashboards. These may be the Departments' authorized officials who can view the reports/ dashboards.

ii) **Admin-User:** A user who has access to all features available with Power-User and who can create and publish new content from a new data source, edit embedded data sources in the Data pane, create and publish new data connections and new dashboards. He/ she should have access to all the features of the BI tool/ platform. These types of users are a few developers who have full powers to Access, Interact, Collaborate, Author, Prepare and Govern.

Apart from above, no separate licensing of Products/ Platforms/ Tools should be required to create & work with the content.

Format for submitting the financial bid/ Quote is given at Annexure - 6

7.4 Financial Bid Evaluation –

i. The Financial Bids of the above short listed bidders will be opened on the prescribed date in the presence of representatives of the bidders.

ii. The bidder with the lowest financial bid (L1) will be awarded the financial score of 100 and Financial Scores for others will be evaluated using the following formula:

Financial Score of a Bidder (S_F) = {(Financial Bid L1/ Financial Bid of the Bidder) X 100} (Adjusted to two decimal places)

iii. Only fixed price financial bids will be considered

iv. Any conditional bid may be rejected.

v. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

7.5 Selection Criteria-

i. The technical and financial scores secured by each bidder will be added using weightage of <30%> and <70%> respectively to compute a Composite Bid Score.

ii. The bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of work order. The Composite Bid Score will be calculated as follows:-

$$S_C = 0.30 * S_T + 0.70 * S_F$$

(Where

S_C = Composite Bid Score of the bidder

S_T = Technical score of the bidder (out of maximum of 100 marks)

S_F = Normalized financial score of the bidder)

iii. The bidder with the highest Composite Bid Score will be selected for award of work order.

iv. In the event the Composite Bid Scores of more than one bidder are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of work order.

v. In case of special circumstance where the highest scoring bidder is not taking the order, NeGD may offer the same to next highest bidder at the lowest of the price of the two, i.e. H1 or H2.

8. **Award of Work Order**

    i. **Award Criteria-** NeGD will award the Work Order to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above.

    ii. **Right to Accept Any Proposal and To Reject Any or All Proposal(s)-** NeGD reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of Work Order, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for NeGD action.

    iii. **Notification of Award**- Prior to the expiration of the validity period, NeGD will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, NeGD, may like to request the bidders to extend the validity period of the bid. Upon the successful bidder's furnishing of Performance Bank Guarantee (PBG) and the Acceptance Letter, NeGD will notify each unsuccessful bidder and return their EMD.

    iv. **Acceptance Letter** - The NeGD will require the selected bidder to provide an acceptance letter and a PBG, for a value equivalent to <10%> of the total first year cost of BI Tool Licenses, within **15 days** from the issue of work order. The Performance Guarantee should be valid for 5 years from the date of issue. In case the selected bidder fails to submit the acceptance letter and PBG within the time stipulated, NeGD at its discretion may decide to cancel the order without giving any reason. The PBG shall contain a claim period of three months from the last date of validity. NeGD shall invoke the performance guarantee in case the selected Vendor fails to discharge their obligations as per the terms & conditions of the work order.

    v. **Fraud and Corrupt Practices-** NeGD requires that Agencies selected through this RFP Document must observe the highest standards of ethics during the procurement process. In pursuance of this policy, NeGD**:**

        a) Defines, for the purposes of this provision, the terms set forth as follows:

            i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of NeGD or any personnel of Agencies in contract executions.

            ii. "Fraudulent practice" means erroneous presentation of facts, in order to influence a procurement process or the execution of a contract, to NeGD, and includes collusive practice among Respondents (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive NeGD of the benefits of free and open competition;

            iii. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the

execution of contract.

b) Will reject a proposal for award, if it determines that the Respondent recommended for award, has been determined by NeGD to having been engaged in corrupt, fraudulent or coercive practices.

c) Will declare a firm or any of its partner organizations ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the firm has engaged in corrupt or fraudulent practice in competing for the tender.

9. Payment Terms and Penalties

i) **Payment Terms:** Payment for the BI Tool Licenses will be released after the Licenses are activated, technical manpower resource is deployed by the bidder and go-live of minimum of 3 dashboards. One of the sample dashboard is annexed as Annexure-7 for reference. But the payment for the technical manpower resource will be released on quarterly basis, i.e. after the end of every 3 months.

ii) **Technical Resource Replacement:** In case NeGD does not find the technical resource placed at NeGD suitable or as per the minimum requirements, bidder will have to replace the resource with similar or better qualifications and experience within one month of the request by NeGD. Also, in case the resource goes on leave, the bidder will have to replace him with some alternate resource with atleast similar qualifications and experience.

iii) **Penalties:** As mentioned in clause 4.5 above, one full time technical manpower resource from the bidder will be placed at NeGD who will work as per NeGD rules and regulations. If the resource is absent without the prior approval of NeGD and without any alternate arrangement by the bidder, his pro-rata cost per work day will be deducted from the resource cost along with a penalty of Rs. 500/- per working day may be charged. Also, if NeGD requests for change of the resource as mentioned in 9 (ii) above and the bidder does not replace the resource within one month of request, a penalty of Rs. 500/- per working day after one month from the request may be charged. All working days of NeGD will be considered as working day for penalty.

iv) **Arbitration:**

i. If a dispute arises out of or in connection with the work order, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration under the Arbitration and Conciliation act 1996 as amended from time to time.

ii. The Authority to appoint the arbitrator(s) shall be the President & CEO of National e-Governance Division.

v)   **Applicable Law:** The agency shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/ processing.

vi) **Jurisdiction of Courts:** All legal disputes arising out of or in connection with the RFP or the work order shall be subject to the jurisdiction of the Courts situated in New Delhi only.

<div align="right">**ANNEXURE - 1**</div>

DECLARATION (ON THE LETTER HEAD)

1. I, _____ (Name & Designation) solemnly affirm on behalf of my company/ firm that the facts stated above about my company/ firm are correct and nothing has been concealed. If any information submitted above, is found to be false or fabricated, my company/ firm may be debarred from empanelment.

2. I permit NeGD to cross check the above facts from any other source.

3. I or my authorized representative, if required by NeGD, would make a presentation before the duly constituted Committee at my own cost.

4. I will abide by the decision of NeGD regarding bid process.

5. I have read & understood the RFP and agree to all the terms & conditions stated therein.

Date:

<div align="right">SIGNATURE
Full name and designation:</div>

<div align="right">(Seal of organisation)</div>

CHECKLIST FOR SUBMISSION OF RESPONSE TO RFP

Description	Detail	Y/N	Page No.
Eligibility Documents	A covering letter on the letter head		
	EMD of Rs. 50,000/- (Rs. Fifty Thousand)		
	Duly signed Annexure-3		
	Duly signed Annexure-4		
	Duly signed Annexure-5		
	A self declaration stating that agency has not been blacklisted/debarred/suspended by any Central/ State Government/ PSU		
	Certificate of Registration/ Incorporation/ Article of Association/ Partnership Deed		
	PAN & Service Tax Registration Certificate		
	Certified Annual Turnover for the FY 2014-15, 2015-16, 2016-17		
	Documents in support of similar implementations as mentioned in clause 7.1		

Note: All documents including annexure must be properly marked, signed and sealed and placed in the above mentioned order.

Date:

Place: Authorized Signatory

Name & Designation:

COMPANY SEAL

Details of the Applicant's Operations and Business

SN	Information Sought	Details to be Furnished
A	Name and address of the bidding Agency	
B	Incorporation status of the bidder (*as mentioned in pre-qualification criteria*)	
C	Year of Establishment	
D	Details of registration with appropriate authorities for service tax	
E	Details of Contact Person: Name, Address, e-Mail, Phone nos. Fax nos. Mobile Number	

Date:

Place:

Authorized Signatory

Name & Designation:

COMPANY SEAL

Technical Specifications

Name of the Agency :

BI Tool Feature	Supported (Y/N)	If not supported, partially supported (Y/N)
Data Connections		
Support Data sources – MySQL, Mongo, Postgre, JSON (Web & File), Excel		
Support both live connection to the data source and extraction into an in-memory, columnar database.		
Full and Incremental Data Extraction		
Optional in-memory engine to support caching of data for performance and fast analysis		
Provides an API that can be used to programmatically create the same type of in-memory database generated by the GUI tool		
Support dynamic loading of relevant segments of data into memory, **not** requiring the entire dataset to be loaded "up front"		
Support a user's ability to switch between a live and local "in-memory" connection		
Multiple Data Source Connections & Cross Database Joins		
Provision to combine data from multiples sources with Personal Data Sources like xls, csv, txt, etc.		
Automatically generates Dimensions and Measures based on the data type without manual categorization		
User-centric Data Preparation		
Supports geospatial data by automatically generating longitudes and latitudes of states and cities		
End-user Functionality		
Single Integrated Tool for data connection, metadata definition, data discovery, ad-hoc analysis, visualization, reporting, dashboarding to publishing		
Supports disconnected analysis		
Automatically select the best visual graphs based on the fields selected by the user		
Supports direct interaction with graphs by dragging and dropping what users want to see		

Multidimensional Rendering		
Sorting on visual Graphs		
Dynamic grouping of data visually in graphs		
Data Selection from the visual graphs		
Defining Thresholds and Data Driven Alerts on those thresholds		
Supports use of custom visuals from external sources, including open sources		
Usability – Graphs, Maps		
Instantly converts one visual representation (chart type) into another		
Enables demographic data layers to be added into the background of any map		
Statistics		
Supports automated generation of trend lines to show if there is any correlation between 2 variables		
Supports "What if" Analysis		
Supports text analysis (sentinel analysis)		
Distribution and Sharing		
Automated Scheduling and Distribution		
Provides an API for integration with external web applications		
Export to PDF, Excel, CSV, Picture		

Date:

Place:

Authorized Signatory

Name:

COMPANY SEAL

CV of proposed Technical Manpower Resource

Sr.	Details				
1	**Name of the Professional:**				
2	**Professional Qualifications:**				
3	**Total years of work experience in the related domain:**				
4	**Total years of relevant experience:**	e-Governance	Business Analytics		
5	**Key Expertise**				
6	**Work history (current to past)**				
	Designation:				
	Organization with contact number:				
	Date of Joining: DD/MM/YYYY		To: Till date		
	On permanent Payroll / On contract (please tick correct category)				
	If on contract please write tenure of contract: **FROM** dd/mm/yy **TO** dd/mm/yy				
	Key Job responsibilities: *Only relevant experience to be listed*				
	Projects handled	Role in the project	Client	Team Size	Type of BI Analytics Assignments
7	Any other (Certifications, trainings received etc)				

Note: *If he/she has worked with more than 1 employer kindly attach extra sheet as per format.*

Consent of the Professional: Hereby I declare that all the information mentioned above is true and correct. In case my organization gets selected, I will be available for entire duration of the project and participate in all the activities including project meetings.

(Name & Signature of the Professional)

Date:

Place: Authorized Signatory

Name:

COMPANY SEAL

ANNEXURE - 6

FINANCIAL QUOTE

Name of the Agency :

Cost of Licenses

S. No.	Item	Annual License Fee per License (INR)	Qty	Amount *(Per License Fee x Qty)* (INR)
1	Annual License Fee per License for 5 Years **(For End-User)**		200	
2	Annual License Fee per License for 5 Years **(For Admin-User)**		5	
	Cost of Licenses for 5 Years (T1)			

Cost of Technical Manpower Resource

S. No.	Item	1st year (A)	2nd year (B)	3rd year (C)	4th year (D)	5th year (E)
1	Per Month Manpower Cost (INR)					
2	Annual Manpower Cost (INR)	A x 12	B x 12	C x 12	D x 12	E x 12
	Manpower cost for 5 Years (T2)			= (A+B+C+D+E) x 12		

Total Cost

Total Cost for 5 Years (T1) + (T2)	In words ……..	In figures ……

Note:
1. NeGD commits to initially purchase minimum of 50 End-user Licenses and 1 Admin-user Licenses. However this may go upto 500 end-user licenses and 10 admin-user licenses. But for *calculating financial scores for QCBS, cost of 200 End-user licenses, 5 Admin-user license for 5 years and one manpower cost for 5 years will be considered.*

2. Above 50 number of Licenses, NeGD will purchase Licenses in multiples of 5.

3. NeGD will not give any other onetime cost. If there is any such costs, it should be added in License Fee.

4. GST *will be paid as applicable, and will not be considered for calculating financial scores for QCBS.*
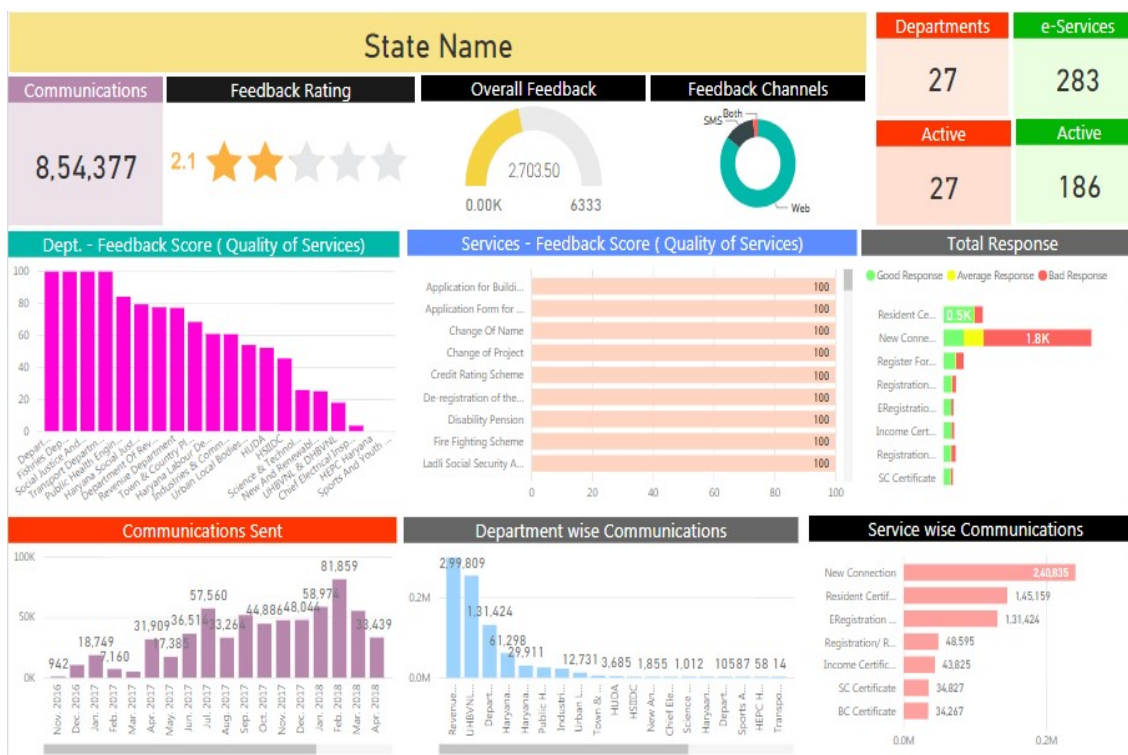
Date:

Place:

Authorized Signatory

Name:

COMPANY SEAL

ANNEXURE - 7

SAMPLE DASHBOARD

State Name

Departments	e-Services
27	283
Active	**Active**
27	186

Communications
8,54,377

Feedback Rating
2.1 ★★☆☆☆

Overall Feedback
2,703.50
0.00K — 6333

Feedback Channels
SMS / Both / Web

Dept. - Feedback Score (Quality of Services)

(bar chart with axis 0–100: Depart., Fishries Dept., Social Justice And..., Transport Departm., Public Health Engin., Haryana Social Just., Department Of Rev..., Revenue Department, Town & Country P..., Industries & Comm..., Haryana Labour De..., Urban Local Bodies..., HUDA, HSIIDC, Science & Technol..., New And Renewable..., UHBVNL & DHBVNL, Chief Electrical Insp..., HEPC Haryana, Sports And Youth...)

Services - Feedback Score (Quality of Services)

Service	Score
Application for Buildi...	100
Application Form for ...	100
Change Of Name	100
Change of Project	100
Credit Rating Scheme	100
De-registration of the...	100
Disability Pension	100
Fire Fighting Scheme	100
Ladli Social Security A...	100

Total Response
(Good Response / Average Response / Bad Response)
Resident Ce... 0.5K
New Conne... 1.8K
Register For...
Registration...
ERegistratio...
Income Cert...
Registration...
SC Certificate

Communications Sent
100K / 50K / 0K
942, 18,749, 7,160, 17,38..., 31,909, 36,51..., 33,26..., 44,88..., 48,044, 57,560, 58,97..., 81,859, 38,439
(Nov. 2016 – Apr 2018)

Department wise Communications
2,99,809
1,31,424
61,298
29,911
12,731 3,685 1,855 1,012 10587 58 14
(Revenue..., UHBVN..., Depart..., Haryana..., Public H..., Industri..., Urban L..., Town &..., HUDA, HSIIDC, New An..., Chief Ele..., Science..., Haryan..., Sports A..., HEPC H..., Transpo...)

Service wise Communications

Service	Value
New Connection	2,40,835
Resident Certif...	1,45,159
ERegistration ...	1,31,424
Registration/ R...	48,595
Income Certific...	43,825
SC Certificate	34,827
BC Certificate	34,267

(0.0M – 0.2M)

CURRENT DATA STATISTICS

Current data statistics of above mentioned NeGD projects (as on 12 November 2018)	
Rapid Assessment Systems (RAS)	
No of States Integrated:	28
No. of services integrated:	1,613
No. of feedback requests:	6.2 crore
No. of feedbacks:	13.9 Lakh
Monthly No. of feedback requests:	60 Lakh
Monthly No. of feedbacks:	1.5 Lakh
Unified Mobile Application for New-age Governance (UMANG)	
No. of Registrations:	87,45,916
No. of downloads:	89,79,525
Monthly downloads:	5.5 Lakh
Monthly Hits:	4 crore
Monthly transactions:	25 Lakh
No of States Integrated:	17
No. of applications integrated:	69
No. of services integrated:	313
DigiLocker	
No. of Registered Users:	1,60,58,012
No. of uploaded documents:	2,16,14,396
No. of available documents:	3,36,19,55,872
No. of Issuer organizations:	69
No. of Issuer organizations:	27
Monthly new signups:	5,25,000
Monthly hits/ Logins:	5 crores