



**Request for Proposal
for**

**Hiring of IT agency for development and up-gradation of the dotnet and CRM portal along with IT
related consultancy**

XX Oct, 2024

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1 LETTER OF INVITATION

Project Title: **Development/up-gradation of the PATNet and D-CRM platform along with IT related Consultancy work.**

Name of the Ministry / Department: **Ministry of Power/ Bureau of Energy Efficiency**

Letter of Invitation

Project Name: **Development/up-gradation of the PATNet and D-CRM platform along with IT related Consultancy work.**

This Request for Proposal (RFP) for the hiring of IT Agency for the development/up-gradation work PATNet and D-CRM portal and IT related consultancy which is under the PAT (Performance, Achieve and Trade) scheme of NMEEE. Government of India set up Bureau of Energy Efficiency (BEE) on 1st March, 2002 under the provisions of the Energy Conservation Act, 2001. The mission of Bureau of Energy Efficiency is to assist in developing policies and strategies with a thrust on self-regulation and market principles, within the overall framework of the Energy Conservation Act, 2001 with primary objective of reducing energy intensity of the Indian economy. Overcoming barriers for financing of energy efficiency is a key policy goal.

National Mission for Enhanced Energy Efficiency

The National Action Plan on Climate Change (NAPCC), released by the Prime Minister on 30 June 2008, recognizes the need to maintain a high growth rate for increasing the living standards of the vast majority of people and reducing their vulnerability to adverse impacts of climate change. The Action Plan enunciates the following principles.

- Protecting the poor and vulnerable sections of society through an inclusive and sustainable development strategy sensitive to climate change
- Achieving national growth objectives through a qualitative change in direction that enhances ecological sustainability, leading to further reduction in emissions of GHGs
- Devising efficient and cost-effective strategies for end-use demand-side measures
- Deploying appropriate technologies for both adaptation to and mitigation of the adverse effects of emissions of GHGs extensively as well as at an accelerated pace
- Engineering new and innovative forms of market, regulatory, and voluntary mechanisms to promote sustainable development.

The National Action Plan outlines eight national missions that represent multi-pronged, long-term, and integrated strategies for achieving key goals in the context of climate change. These missions are listed below.

1. National Solar Mission
2. National Mission for Enhanced Energy Efficiency
3. National Mission on Sustainable Habitat
4. National Water Mission
5. National Mission for Sustaining the Himalayan Ecosystem

6. National Mission for a Green India
7. National Mission for Sustainable Agriculture
8. National Mission for Strategic Knowledge for Climate Change

The National Mission for Enhanced Energy Efficiency (NMEEE) is one of the eight national missions with the objective of promoting innovative policy and regulatory regimes, financing mechanisms, and business models which not only create, but also sustain, markets for energy efficiency in a transparent manner with clear deliverables to be achieved in a time bound manner. NMEEE spelt out the following four new initiatives to enhance energy efficiency, in addition to the programs on energy efficiency being pursued. These include:

- 1. Perform, achieve, and trade (PAT)**, a market-based mechanism to make improvements in energy efficiency in energy-intensive large industries and facilities more cost-effective by certification of energy savings that could be traded. Bureau of Energy Efficiency (BEE) under Ministry of Power (MoP) is implementing this scheme in 13 industrial sub-sectors namely- Thermal Power Plant, Aluminum, Pulp & Paper, Chlor- Alkali, Cement, Iron & Steel, Textile, Fertilizer, DISCOM, Railways, Refinery, commercial & residential Building and petrochemicals.
- 2. Market transformation for energy efficiency (MTEE)** by accelerating the shift to energy-efficient appliances in designated sectors through innovative measures that make the products more affordable.
- 3. Energy efficiency financing platform (EEFP)**, a mechanism to finance DSM programs in all sectors by capturing future energy savings.
- 4. Framework for energy efficient economic development (FEEED)**, developing fiscal instruments to promote energy efficiency.

For the 1st 3-year cycle of PAT scheme (2012- 2015), 478 designated consumers (DCs) were notified who would be required to reduce the Specific Energy Consumption (SEC) from their baseline values. The expected energy saving from this scheme is about 6.686 million ton of oil equivalent (million TOE) over this cycle. Upon completion of the PAT Cycle I in March,2015, realized saving of 8.6 MToE that amounted to about 30% more than the target.

PAT Cycle II & III are also completed 2016-2019 and 2017-2020. Now, PAT Scheme is in phase of rolling PAT Cycle i.e. every year new PAT Cycle is being notified and till date total of 1333 DCs are included under PAT covering 13 sectors.

The "Request for Proposal (RFP)" applies to all agencies/organizations having a proven track record in the field development and maintenance of such type of portals and having good experience in the field of CRM Portal /Trading/Auction Platform development. Detailed information regarding the services required is given in the section 3 - Terms of Reference (ToR).

The RFP includes the following: -

- Section 1– Letter of Invitation
- Section 2 – Background Information
- Section 3 – Terms of Reference
- Section 4 – Eligibility Criteria for Bidding Agency
- Section 5 – General Terms and Conditions
- Section 6– Proposal
- Section 7 – RFP Letter Proforma
- Section 8 – Contact Details

The last date for receipt of proposals is hrs at the BEE address mentioned in the clause6.2.

Yours sincerely,

Secretary
Bureau of Energy Efficiency

1.1 Critical Information

1.	Availability of RFP	T0
2.	Date of pre-bid meeting	T0+07 Days
3.	Last date for receipt of proposal	T0+23 Days
4.	Mode of selection	Open tender on GeM
5.	Type of proposal required	Technical + Financial (QCBS Method)
6.	Language for submitting proposal & reports	English
7.	Validity	Proposals must remain valid for 120 days after the closing date of RFP submission
8.	Lead time for commencement of work	15 days from the date of issue of work order
9.	Submission of RFP	Secretary, Bureau of Energy Efficiency, 4 th Floor, Sewa Bhawan, Sector -1, R.K. Puram, New Delhi-110066
10.	Contact details	Bureau of Energy Efficiency, 4 th Floor, Sewa Bhawan, Sector -1, R.K. Puram, New Delhi-110066
11.	Email address for any clarification/ information	a.srivastava22@beeindia.gov.in/ rsprajapati@beeindia.gov.in;
12.	Phone No.	011- 26766700-841

2 BACKGROUND INFORMATION

2.1 About the project

One of the components of NMEEE is Perform, Achieve and Trade (PAT), which is a market-based mechanism to enhance cost effectiveness of improvements in energy efficiency in energy-intensive large industries and facilities, through certification of energy savings that could be traded.

Targets for improvements in energy efficiency will be set under Section 14 of the Energy Conservation Act, 2001 in a manner that reflects fuel usage and the economic effort involved. The Government, in March 2007, notified units in nine industrial sectors, namely Aluminium, Cement, Chlor-Alkali, Fertilizers, Iron and Steel, Pulp and Paper, railways, Textiles and Thermal Power Plants, as Designated Consumers (DCs).

PAT scheme has completed its 2nd PAT Cycle (2015-2018). DCs have submitted their forms like FORM '1' for the 3 years, FORM 'A', FORM 'B', FORM 'C' & FORM 'D' on the PATNet portal. Evaluation of the FORMS at BEE's end has been done.

DCs who are over achievers have been issued Energy Saving Certificates (ESCerts) and DCs who are under achievers have been entitled to purchase ESCerts by MoP on CRM portal and the same has been automatically got reflected in PATNet portal where DCs have been given the access. Trading of the

ESCerts is taking place on IEX i.e. Power Exchange between the under achievers and over achievers via **D-CRM**. Both the PATNet portal and D-CRM are active. The DCs have access to the PATNet portal but not to the **CRM 365**. Similarly, for the PAT Cycle II and PAT Cycle III, DCs will register themselves on PATNet and submit the forms online.

The CRM 365 is totally dedicated for the stakeholders like Registry (Grid India formerly known as POSOCO), BEE, CERC and Power Exchanges (IEX, PXIL & HPX).

Bureau of Energy Efficiency (BEE) is planning to upgrade and further developed existing PATNet portal and D-CRM. The main aim is to make the PAT Scheme i.e. online submission of the Energy Return forms by the DCs completely digital. Both these applications are hosted currently in NIC e-cloud.

3 TERMS OF REFERENCE

3.1 Scope of work

Existing PATNet and CRM

PATNET:

1. Existing PATNet having URL www.escerts.gov.in is in LIVE condition.
2. It gives access to all the designated consumers (DCs), state designated agencies and EmAEA firms.
3. It is developed on dot.net and currently hosted on NIC e-cloud.
4. Energy Return forms like Form 1, Sector Specific Proforma, Form A, Form B, Form C and Form D is already available on the PATNet which DCs needs to fill in PAT Cycle wise.
5. Approx 3000 users have credentials on the PATNet and expected to increase in future.
6. Filling up of the forms by the DCs, approval by the SDAs is a sequential process which is done on the PATNet portal. For more details, all the user manuals are available on the bottom of the homepage of PATNet.
7. Existing helpdesk to resolve the queries is manually operated. Tickets are generated manually and once resolved a manual reply goes to the complainant.
8. SDA Dashboard in which State have a single snapshot of the progress/compliance of state.

D-CRM:

1. Existing CRM is the CRM 365 which is the latest version as on 2019.
2. URL for CRM is www.dcrm.escerts.gov.in
3. BEE, Grid India formerly known as POSOCO, CERC and Power Exchanges have logins to the CRM.
4. All the credentials are having the user licenses which were bought separately.
5. CRM is dynamically linked to the PATNet and vice versa.
9. Approx 40 users have login to the CRM365 and expected to increase in future.
6. It is hosted on NIC e-cloud.
7. No form filling is happening on CRM platform.
8. Evaluation of the Forms, applications are done on the CRM.
9. CRM is also having the sequential process being developed for evaluation of the forms, Issuance of ESCerts, registration of DCs as Eligible Entity.
10. For more details user manuals are uploaded on the bottom of the home page of PATNet.

New development/up-gradation work:

It is to be noted that the development work is not to be started from scratch. It shall be including the new development and further modification to existing platform. The details of the expected modifications and further development is given below:

1. The Agency will provide time bound end to end managed and support services for the period of TWO YEARS under the PAT Scheme.
2. The up-gradation, new development work will remain valid till the period of the contract. AMC will be done in parallel to it starting from the date on which work order will be issued.
3. Agency needs to follow the procedure, regulations and PAT rules while doing the development work. Non-compliance to these important documents in development/ up-gradation work shall not be accepted.
4. Designing and development of all the activities related to online filling of the Energy Returns forms for our Designated Consumers in current PAT Cycles and subsequent rolling cycles.
5. Energy return forms/sector specific proforma etc shall include detail development of the proforma for all 13 sectors and upcoming new sectors in future under PAT Scheme.
6. Agency shall be having at least two expert persons in Excel which shall be supporting the developer in development of the proforma's.
7. From 1 /sector specific proforma etc to be developed for all the DCs to be filled in every year irrespective they are the part of current running Cycle or not. This shall be a new development which has to be integrated with existing PATNet and CRM. Currently, DCs on PATNet portal are filling the form 1 in their notified PAT Cycles period of 3 years.
8. Agency needs to develop the helpdesk mechanism automatic on existing PATNet and CRM. This shall be similar to the other IT companies where issues are raised by the concern and for the same ticket is generated and assigned to the associated department.
9. Agency shall be responsible for the maintaining the Disaster Recovery System (DRS) system. Any further modification required in the DRS server will be the responsibility of the agency.
10. Agency needs to facilitate banking of ESCerts process and extinguishment process for each PAT Cycle.
11. Agency needs to integrate the online payment gateway with existing PATNet and CRM. For the same if any development needs to be done, agency shall be doing the same.
12. Agency has to develop and maintain the Registry homepage as and when required which is linked with the PATNet.
13. Database management and backup of the data is the responsibility of the agency.
14. Support in training and capacity building of all the stakeholders. This shall be continued during the 2 years of the project.
15. Travel cost & logistic cost of trainer will be paid separately based on actual if training and capacity building is done outside the Delhi-NCR.
16. The agency is required to provide the weekly status report, along with the quarterly status report of the analysis and work done for BEE both in soft copy and hard copy.
17. Intellectual proprietorship of the source code and other documents related.
18. Agency shall carry out UAT and resolve bugs / deficiency found in the application before declaring any new development/features for Go Live. After making it live if any debugs are found, agency has to resolve the same on immediate basis.
19. Training would be given to administrator for the admin related sections in CMS. The CMS architecture should be made in a systematic format which should be in the same form as designed on the portal.
20. Agency shall conduct the security audit of BEE's PATNet & CRM portal. Software should be designed for the failsafe mode of operation. Software should be compatible for exchanging data with other related applications through standard data exchange formats.
21. Once developed, the system will be installed and deployed on the designated hardware/NIC cloud. Consultant will then assist key users to perform User Acceptance Testing (UAT) of the solution. BEE will test system using proxy users, and actual users will be added later. Consultant has to make proxy users for all major category and demonstrate to BEE.
22. Agency needs to integrate WhatsApp Business facilities in the PATNet portal for smooth implementation.
23. Agency needs to developed infographics for the submitted data.

24. Agency needs to develop online compliance monitoring system.
25. Agency needs to develop online reports/forms analysis system uploaded by DCs and integrate monitoring and follow-up mechanism.
26. Agency needs to develop/do modifications on PATNet & DCRM as per instructions given by BEE time to time.
27. For better monitoring and coordination, bidder shall have team of 8 members. Brief detail are as follows:

S. No.	Team Member	Minimum experience in similar type of project	Deployment and Nos.
1	Project Leader (Technical & Consultant IT)	14 years with UG degree (PG degree shall be given preference)	Agency office 1 Nos.
2.	Developer for PATNet	7 years with min. UG degree	2 Nos. In Agency office.
		8 years with min. UG degree	1 Nos. In BEE office.
3.	Developer for CRM	10 years with min. UG degree	1 Nos. In BEE office.
		7 years with min. UG degree	1 Nos. In POSOCO office.
		7 years with min. UG degree	2 Nos. In Agency office.

Note: The agency is required to submit monthly timesheets for the manpower specified in points 1 to 3, assigned to this project. If the performance of the manpower is deemed unsatisfactory, BEE reserves the right to request a replacement or deduct the corresponding amount from the project cost.

28. Any software/ licenses required for the new development shall be the responsibility of the agency. BEE shall reimburse agency on actual. The software/ licenses being procured shall be in the name of the BEE.
29. Travelling expenses occurred for manpower (if manpower asked to travel from Delhi to any other state) provided by agency will be reimburse on actual basis. The limit of travelling cost will be 2A (by train) or Economy airfare whichever is less.

3.2 Pre-bid meeting

A pre-bid meeting shall be organized through virtual mode. The interested agencies/bidders to discuss and clarify any concerns which bidders may have regarding the documents required, scope of work and other details of the requirement of work. BEE shall be sharing the link with all interested bidders.

3.3 Timelines

The payment process is linked with the deliverables. BEE shall process the payment after the receipt of the invoice at each stage. The payment process might take some extra time; however, work shall not be affected due to payment related process.

The payment breakdown is as follows:

S.No	Deliverables	Timeline
1	<ol style="list-style-type: none"> a). Submission of the understanding and review report, work plan along with time schedule. This will include the PATNet/ CRM up-gradation and development b). Suggestions and review to up-grade the platform. c). AMC. 	Year 1 Quarter 1

	d) as per instruction given by BEE time to time captured in Quarterly Plan	
2	<p>a). All major development of PATNet portal and D-CRM portal like PAT DCs registration, Cycle 1-8 and other upcoming cycles, development of all the Energy return Forms/sector specific proforma/ Dashboard/Infographics which are need to be developed as per Scope of work. Submission of the same online.</p> <p>b) Data Analysis provisions</p> <p>c) AMC</p> <p>d)as per instruction given by BEE time to time captured in Quarterly Plan</p>	Year 1 Quarter 2-4
3	<p>a). Submission of Technical reports and suggestions on development and up-gradation in comparison with the old platform.</p> <p>b). completion of training relevant of individuals, stakeholder on the new development and continuing with AMC.</p> <p>c). up-gradation of user manual and operational manuals for PATNet and D-CRM.</p> <p>e). Development of the dynamic and automatic helpdesk mechanism.</p> <p>f) as per instruction given by BEE time to time captured in Quarterly Plan</p>	Year 2 Quarter 1-3
4	<p>a). Other developments/ up gradations, suggest modifications.</p> <p>b). AMC.</p> <p>c). Final Successful operationalization conclusion of AMC. Submission of the final report on all work flows and transfer of source code.</p> <p>d) as per instruction given by BEE time to time captured in Quarterly Plan</p>	Year 2 Quarter 4

3.3.1 Terms of payment

The payment shall be given to the agency on quarterly basis (of the actual quoted amount). The quarterly payment shall include the development cost and AMC charges. The AMC shall be accompanied with the reports including suggestions given, work completed as AMC during that quarter.

No extra payment shall be given to the agency, all the up-gradation and development or any other work will be done under the amount quoted by you.

4 ELIGIBILITY CRITERIA FOR BIDDING AGENCY

Agency interested in the above work must fulfil the following eligibility criteria for participation in the bidding process:

1. India The bidder company shall be a Reputed Software Development Company incorporated in India (registered company under the Companies Act 1956/2013 with Registrar of Companies) and should have been operation in India for minimum of Ten (10) years.
2. Must be reputed agency/organization with credible background with at least 7 years of experience in the field of Energy Efficiency related projects, Energy related consultancy work, work experience related to the MoP, MNRE/Central Govt/State Government departments working in the field of Energy.
3. Should have been profitable over last three financial years with minimum annual turnover of INR 4 Crore in last three (3) financial years i.e. 2021-22, 2022-23 and 2023-24.
4. The bidder company shall have a valid GST Registration Number, PAN, EPF and ESIC.

5. The proposal can be submitted as a sole agency only, no consortium with other agency/ organisation will be allowed. The agency shall be having experience in development of the Trading/Auction Platform.
6. Agencies/organization must have a proven track record in the field of development and maintenance of portals and having good experience in development of Trading/Auction Platform development.
7. Agency should not be debarred/ blacklisted by any of the government organizations/agencies. Further the agency should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this RFP.
8. Agency should have at least 100 nos. of professional manpower on its permanent pay-roll.
9. The Bidders must have ISO 9001- 2008/2015 or ISO 27001 certifications at the time of bidding.
10. The bidder will have to submit EMD of Rs 10,00,000 (No exemption allowed).
11. The bidder should have Office/Development Centre in Delhi/NCR at least last 3 years
12. Preference shall be given to the agency having 5 CRM System implementation & 3 Microsoft CRM certified resources.
13. Preference shall be given to the agency having Certified Energy auditors/ Certified Managers.

5 GENERAL TERMS AND CONDITIONS

5.1 Cost of RFP

The agency shall bear all costs associated with the preparation and submission of its RFP. BEE will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

5.2 Contents of the RFP

The agency is expected to examine all instructions, forms, terms & conditions and scope of work in the RFP document. Failure to furnish all information required or submission of an RFP document not substantially responsive to the RFP in every respect will be at the agency's risk and may result in the rejection of the proposal.

5.3 Language of RFP

The technical proposal and financial bids submitted by the agency and all correspondence and documents relating to this assignment exchanged by agency and BEE shall be written in English language, provided that any printed literature furnished by the agency may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation, the English translation shall govern.

5.4 Amendment of RFP

At any time prior to the last date for receipt of bids, BEE, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective agency, modify the RFP document by an amendment. In order to provide prospective agency reasonable time in which to take the amendment into account in preparing their bids, BEE may, at their discretion, extend the last date for the receipt of bids and/or make other changes in the requirements set out in the invitation for proposals.

All future information regarding amendments and/or clarifications shall be uploaded on the BEE website (www.beeindia.gov.in) only.

5.5 Power of attorney

The "Consultant" as used in this RFP shall mean the one who has signed the RFP document forms. The Consultant should be the duly Authorized Representative of the agency/organization, for which a certificate of authority should be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative.

The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Consultant shall be annexed to the bid. BEE may reject outright any proposal not supported by adequate proof of the signatory's authority.

5.6 Force Majeure

Force Majeure shall mean and be limited to the following:

- a) War/hostilities
- b) Riot or Civil commotion
- c) Earthquake, flood, tempest, lightening or other natural physical disaster.
- d) Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the Contract by bidder.

In the event of any force majeure, the bidder or the BEE shall not be liable for delays in performing their obligations under this order and the completion dates may be extended, for a period not exceeding the period of delay attributable to the causes of force majeure. Neither BEE nor bidder shall be liable to pay extra costs provided it is mutually established that force majeure conditions did actually exist.

5.7 Indemnity

The Bidder shall at all times keep indemnified BEE and its officers/ employees, from and against all/any claims whatsoever, arising as a consequence of, or in the course of execution of the work (including but not limited to property loss and damage, personal accident, injury or death of or to property or person or agents of the agency/bidder).

5.8 Copyright

BEE will hold the copyrights over any of the data collected, documents, DPRs, reports, training materials etc. prepared under or as a part of this assignment.

5.9 Confidentiality

BEE shall hold the copyrights over any of the data collected or compiled during the course of the work. The agency/agencies selected for the work will have to maintain the confidentiality of the information compiled. In no case the agency/agencies would be allowed to use the data or share the information with anyone else without written permission by BEE.

5.10 Disqualification

BEE at its sole discretion and at any time during the process of bidding may disqualify any bidder from the tendering process if the bidder has –

- Submitted the proposal after the schedule date and time.
- Firms not meeting eligibility criteria.

- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
- If found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- Failed to provide clarifications related thereto, when sought.
- Not followed the prescribed formats suggested in the RFP for submission of proposal

5.11 Termination of contract

Bureau has its rights, under the conditions of this RFP, to terminate the contract of the agency by giving notice of three months in advance. The contract may also be terminated if the agency's performance or competence fails to meet the standards required for the assignment.

5.12 Bank Guarantee

Within Seven (07) days of the receipt of notification of award from BEE, the successful agency/firm/institution shall furnish the Performance Security in the form of RTGS/NEFT in the account of BEE. The account details are mentioned at annexure-I. The value of Performance Security would be 3% of the total contract value. The Performance Security would be valid till the completion of the assignment or any such extended period as decided by BEE. EMD will be refunded to the successful bidder on receipt of Performance Security.

5.13 Penalty for delay in deliverables

A penalty of 1% per week or part of the week, subjected to a maximum of 10% of the total work order value, will be imposed for delay in submission of deliverables after the stipulated time frame from the date of issue of work order.

5.14 Others

BEE reserves the right to cancel the RFP process at any time/stage or relax/amend/withdraw any of the terms and conditions relating to scope of work, deliverables, time-line, eligibility criteria etc. without giving any reason whatsoever. No enquiry, after submission of the quotation, shall be entertained.

5.15 Disclaimer

BEE and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of BEE and/or any of its officers, employees.

Except where otherwise specified in the contract, the decision of BEE shall be final, conclusive and binding on all the agencies upon all questions relating to the meaning of the RFP specifications, scope of work, terms & conditions etc. herein before mentioned or thing whatsoever in any way arising or relating to the contract, specifications, terms & conditions, orders, or otherwise concerning the works or the execution or failure to execute the same, whether arising, during the progress of the work or after the completion or abandonment thereof.

Further, BEE shall not be responsible for non-receipt / non-delivery of the proposals due to any reason whatsoever.

6 PROPOSAL

6.1 Preparation of proposal

The agencies are requested to submit technical proposals and financial bids as detailed in the subsequent clauses.

Technical Proposal:

The technical proposal shall comprise the following components:

- RFP Form 1: RFP letter proforma (refer section7).
- RFP Form 2: Prior experience (refer section 7.1.1).
- RFP Form 3: CV of the members in the proposed team (refer section 7.1.2).
- RFP Form 4: Eligibility & other details (refer section7.2).
- RFP Form 5: Capability statement including the proposed team structure(refer section 7.3).
- RFP Form 6: Approach & methodology(refer section7.4).
- RFP Form 7: Time schedule & work-plan(refer section7.5)
- RFP Form 8: EMD Declaration form (refer section 9)

6.2 Submission of Technical proposal

The technical proposal should include-

- a) Organization background
- b) Organization’s suitability for this activity
- c) Required details mentioned at Point4 & Point 6.
- d) Proposed Methodology for carrying out this work
- e) CVs of team members including their roles in the project.
- f) An organization with an **annual turnover of Rs. 400 lakhs** in any one year during the last 3 completed financial years.
- g) Non-refundable Bid processing fees of Rs. 5,000/- (Five thousand rupees) through online. The account details are attached at annexure- I
- h) Refundable Bid Security / Earnest Money Deposit (EMD): 10 Lakhs through online. The account details are attached at annexure- I
- i) An agency/bidder registered under Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department, is exempted to submit the EMD. However, agency/bidder has to submit the MSEs registration certificate in support of EMD exemption claim. The particular clause in support of EMD exemption must be highlighted.

6.3 Technical Evaluation

The number of points to be given under each of the evaluation criteria is:

S.No.	Criteria	Parameters	Max. Score
1	Organization	Technical & managerial capabilities of organization	15
		Geographical presence of the organization in India	
		Experience in working with Government organizations	
3	Manpower	Accredited/Certified energy auditor and energy manager	20
		Academic qualifications and professional experience of key personnel relevant to this assignment as per table given in ToR.	
		Experience in developing Trade/Auction related portals with reputed organizations/ government projects.	

S.No.	Criteria	Parameters	Max. Score
		Experience in dot net development in reputed organization/ government projects.	
3	Experience of agency	Minimum 3 years of Experience in carrying out similar projects.	15
		Agency shall be a profit making in last 3 financial years.	
		Minimum turnover of the company shall be minimum of Rs 4 crores in last 3 financial years.	
4	Experience of bidder in similar types of activities either in any reputed form/ government projects.		10
5	Experience of working with Central/State government or Multilateral agency. Preference shall be given to the agency who has worked in any of the project related to Power Sector.	Experience of working with central government	5
		Experience of working with both central and state government	7
		Experience of working with central, state and multilateral agency	10
6	Experience of the organization in preparing the Trade/Auction platforms for organisations	Number of Platforms between 1-2	5
		Number of Platforms more than 2	10
7	The bidder should have experience of managing, configuring and installing NIC servers for any Central/State Government / Government Undertaking / PSU Sector in last three financial years including current financial year.	Number of projects between 1-2	5
		Number of projects more than 2	10
8	Bidder must have experience of security audit form Cert-IN Empanelled agencies in last three financial years including current financial year	Number of projects between 7-10	5
		Number of projects more than 10	10
		Total Marks	100

*Bidder Shall be qualified for financial bid if they scored 80 marks.

Final Evaluation

Financial bids of those bidders shall be opened who scored 80 marks and above (i.e. 80% and above) in technical evaluation. Final Evaluation shall be based upon QCBS (Quality Cost Basis Selection) in which there will be 80:20 ratio for technical and financial score respectively. Proposals are ranked according to their combined technical and financial scores using the above ratios. The bidder with the highest score (H1) shall be awarded the work.

7 RFP LETTER PROFORMA¹

To

The Secretary
Bureau of Energy Efficiency
4thFloor, SewaBhawan,
Sector -1, R.K. Puram,
New Delhi -110066

Subject: *Proposal for hiring IT Agency for the development and up-gradation work of the dotnet and CRM portal along with IT related consultancy.*

Sir,

¹To be printed on Company Letter-head. Format to be strictly adhered

In reference to your RFP on above mentioned subject, we hereby express our interest to provide the required services as specified in the scope of work.

In this regard, we are enclosing our technical and financial bids in separate sealed envelopes.

Our correspondence details are:

S. No.	Particulars	Details
1.	Name of the Agency	
2.	Address of the Agency	
3.	Name of the contact person to whom all references shall be made regarding this RFP	
4.	Designation of the person mentioned at S. No. 3	
5.	Address of the person mentioned at S. No. 3	
6.	Telephone (with STD code)	
7.	E-mail of the contact person	
8.	Fax No. (with STD code)	

We hereby declare that this application has been made as a sole organization and we have neither formed any consortium with some other organization/agency nor we shall sublet the work to any agency or contractor. We also declare that our proposal is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully

(Seal & Signature of the authorised representative)

Name :
Designation :
Date :
Place :

7.1 Technical proposal details

The interested agencies need to submit the following details indicating the required qualifications and relevant experience to carry out the above work, adhering to the following sequence:

1. Experience in carrying out similar projects in any reputed company/ government organization.
2. Experience in development of dot net portal.
3. Experience in development of the mobile based app of similar type or any other project.
4. Experience in development of CRM portal.

5. Academic and professional qualifications of key personnel of the organization and personnel relevant to this work assignment
6. Capability statement to carry out the proposed work, including the technical & managerial structure of the agency and proposed team structure (also indicate the number and locations of offices in India and employee strength at respective locations)
7. Year and place of registration of the agency
8. Annual turnover and annual profits of the agency for last three financial years.

7.1.1 Format for prior experience²

1.	Name of Agency/Firm			
2.	Assignment name			
3.	Nature of assignment			
4.	Description of project			
5.	Approx. value of the contract (in INR)			
6.	Location & Country			
7.	Total duration of assignment		Start date	Completion date
8.	Name of employer			
9.	Address & contact details of employer			
10.	Total no. of staff months of the assignment			
11.	Name of associated consultant(s), if any			
12.	Approx. value of the assignment provided by your firm under the contract (in INR)			
13.	Start date			
14.	Completion date			
15.	No. of professional staff months provided by associated Consultants			
16.	Name of senior professional staff of your firm involved and functions performed			
17.	Description of actual assignment /job provided by your staff:			

{Please attach letter of intent/purchase order/certificate of successful completion for each project from respective client(s)}

²Format to be strictly adhered

7.1.2 Format for academic and professional experience of the key personnel(s)³

1.	Name					
2.	Agency/Organization					
3.	Nature of job	Permanent / Contractual				
4.	Date of Birth					
5.	Nationality					
6.	Education	Degree obtained	College/ University	Year	Specialization	
7.	Membership of Professional Associations					
8.	Training					
9.	Countries of Work Experience					
10.	Languages	Language	Speak	Read	Write	
11.	Employment Record:	Company Name	Last position	Period	Nature of Job	Key projects / activities
12.	Tasks Assigned (Detailed):					
13.	Work undertaken that best illustrates capability to handle the tasks assigned					
14.	Any other details:					

³Format to be strictly adhered

15.	I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.
Signature	Date

7.2 Eligibility & other details⁴

Please furnish details, along with supporting documents, indicating the fulfilment of all the eligibility criteria. Please use the following table as cover sheet:

S. No.	Particulars	Details		
1.	Name of Firm/Company *			
2.	Year and Place of Registration/Incorporation *			
3.	Prior experience in the field of energy efficiency or Power (Yes/No)			
	If yes, years of experience			
	Number of projects undertaken			
	Number of projects undertaken for IT related consultancy			
	Number of other similar kinds of projects undertaken			
4.	Total years of work experience in the field of development of the dot net / Trade/Auction projects.			
5.	Number of pay-role employees in India as on 30 th June, 2021			
6.	Whether debarred/blacklisted by any government organization	(If yes, details to be furnished)		
7.	Any major litigation having impact or compromising the delivery of services under this contract	(If yes, details to be furnished)		
		FY 2021-22	FY 2022-23	FY 2023-24
8.	Annual turnover from consulting and energy auditing activities**			
9.	Annual Profits **			

* *Enclose a copy of Registration document*

** *Enclose a copy of Audited Financial Statement*

7.3 Format for Financial Proposal

[Location, Date]

FROM: (Name of Firm)

TO: (Name and Address of Client)

⁴Format to be strictly adhered

Subject: Financial proposal for RFP for hiring IT Agency for the development and up-gradation work of the dotnet and CRM portal along with IT related consultancy.”

I / We, the undersigned, offer to provide the services for the above in accordance with your Request for Proposal dated [Date], with our Financial Proposals.

Our Financial Proposal is for " hiring IT Agency for the development and up-gradation work of the dotnet and CRM portal along with IT related consultancy" is as follows.

S. No.	Activity	Cost (inclusive of all taxes)	Total
1	hiring IT Agency for the development and up-gradation work of the dotnet and CRM portal along with IT related consultancy		

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We confirm that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of the Firm:

Seal:

7.4 Capability statement

[Please state your understanding of the terms of reference (in respect to scope of work and deliverables) and your capability to carry out the proposed work, including the technical & managerial structure of the agency (also indicate the number and locations of offices in India and employee strength at respective locations)]

7.5 Approach and Methodology

[Explain your understanding of the objectives of this assignment, approach to the assignment, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of

such output. Please highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach]

(Maximum four pages)

7.6 Time schedule and Work plan

[Provide the time schedule and work plan to complete the assignment]

8 CONTACT DETAILS

For further details and clarifications, please contact:

Bureau of Energy Efficiency,
4thFloor, Sewa Bhawan,
Sector -1, R.K. Puram,
New Delhi-110066

Ph: 011-2619700 ext:841

E-mail: a.srivastava22@beeindia.gov.in;

9 EMD declaration form.

To

The Secretary,
Bureau of Energy Efficiency
4th Floor, SewaBhavan,
R.K. Puram Sector-I, New Delhi -110066 India

Sir,

Sub: “hiring IT Agency for the development and up-gradation work of the dotnet and CRM portal along with IT related consultancy.”

The undersigned agency declared that if we withdraw or modify the Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, we will be suspended for the period of time specified in the request for bids document from being eligible to submit Bids for contracts with the entity that invited the Bids.

Thanking you,

Yours faithfully
(Signature of the Officer)

	Name	:
	Designation	:
Seal	Date	:
	Place	:

Business Address:

Annexure-I

Bank Details

Name of the Beneficiary : Bureau of Energy Efficiency
 Bank A/c No. : 89830100010654
 Name of the Bank : Bank of Baroda
 Branch Address : Bhikaji Cama Place, New Delhi-110066
 E Mail ID : divaccounts@beeindia.gov.in
 A/c Type : Saving
 Branch Code : 6020
 IFSC Code : BARB0VJBCPL
 MICR Code : 110012308
 Swift Code : BARBINBBNND
 PAN No. : AAAAE0631J

Bank of Baroda
 B C PLACE, DELHI
 RTGS / NEFT IFSC CODE: BARB0VJBCPL
 CBS
 D D M M Y Y Y Y
 VALID FOR THREE MONTHS FROM THE DATE OF ISSUE
 Pay : _____ Or Bearer
 Rupees रुपये : _____ या धारक को
 अदा करें ₹ _____
 अ/c No. 89830100010654
 FOR BUREAU OF ENERGY EFFICIENCY
 Payable at par at all branches in India
 000001 110012308 010654 31