



REQUEST FOR PROPOSAL

Notice inviting EOI/RFQ/RFP for providing services for
additional deduplication of ration card data
on the basis of information like Name ,Relation Name, Address etc.

**Commissioner of Civil Supplies Department
Government of Andhra Pradesh
Hyderabad**

1. Objective of this RFP:-

The Department of Civil Supplies, Hyderabad, Andhra Pradesh invites RFQ/ RFP for providing services for deduplication of ration card data on the basis of information like Name, Relation Name, address etc, and carry out other related work as outlined in the scope of work from well established and reputed Companies/Concerns/Firms having experience in identity resolution / deduplication technologies: The last date for submission of this RFP is 4th July 2009 11.00 AM.

Award will be made to the bidder whose proposal is found to be most advantageous for the department. A consortium consisting of a maximum of two concerns is allowed. However the department will enter into agreement with the principal bidder who must own the name matching technology. The department reserves the right to reject all or any proposals submitted in response to this RFP.

The purpose of this RFP is to invite vendors having a proprietary name and address search engine and demonstrated technology capability in a large installation in India. The vendor must fully understand the concepts and complexities involved in matching names and addresses in Indian context. In the data available with the department, names of persons, father's names, age as well as addressees etc are expected to have large variations and no presumption can be made on the structuring of raw data. The software solution should have a search engine to search the data on name and address with the capability to overcome different variations in the names and addresses on account of spelling mistakes, initials/ expansions, sequence variation, typos, missing/extra parts, concatenation etc. The solution should be able to handle the data on "as is available" basis.

The department wants de duplication only a service and does not propose to purchase the license of name matching tool from the vendor as a part of this RFP. Hence it is open for the vendor to choose the operating system, hardware and the database.

2. Scope of work

1. District wise Deduplication of ration card data consisting of 2 crore household records and 6.5 Crores of family records on the basis of available information like Name, Relation Name, Age, Address etc. using identity search technologies.
2. The department wants de duplication only a service and does not propose to purchase the license of name matching tool from the vendor as a part of this EOI.
3. The search shall be on name, father name, age and address using any two or three parameters. The proposed solution should keep in mind the extensive data volumes and the ability to search on name, father name, age, address accurately on such volumes with high speed.
4. Integration with the results of the bio metric deduplication
5. Clustering and Categorization of results into appropriate categories
6. Design and development of reports for field verification
7. Design and development of application for entering the data collected from field.

3. Deliverables

The department will provide the district wise database along with the photographs and the vendors should give back the most probable duplicates for the district. The entire de duplication activity for all the districts must be completed in 5 days.

4. Technical bid

The vendor should submit the technical bid in separate sealed envelope. The following details which are mandatory must be submitted along with technical bid without which the bid will be rejected.

4.1 Vendor information Provide an overview of the company including a brief history of the company, products and service portfolio, skills, experience, and/or knowledge of your company.

4.1.1. Vendor Information

Organizational structure

Years in business

Number of employees

Number of staff with expertise on the recommended solution

4.1.2. Solution overview

(Not more than 5 pages) The architecture of the solution and approach for detecting the duplicate ration cards using name search.

4.1.3. Strengths

How the solution is superior to other solutions available in the market
(Not more than 2 pages)

4.1.4. Installed Base/ Current Customers in India

(Not more than 2 pages)

4.1.5. Experience in handling similar projects in India

(up to two case studies as annexure)

4.1.6. Contact Information

(like Name of contact person, address, telephone and e-mail)

4.2 The vendor should

4.2.1 All the bidders of the consortium must have PAN/TAN.

4.2.2 The principal bidder should have a proprietary and existing Search engine for matching names and addresses in Indian context which is demonstrable. The bids of any vendors with only a theoretical approach to name and address search will be rejected at the technical evaluation stage itself.

4.2.3 Should have implemented Identity Resolution (Deduplication / Matching) on name , with specific reference to Indian names on at least 5 million records with any customer in India. Proof which is duly certified by the concerned customer should be enclosed. This may be verified by the department at its discretion which should be confirmed by the customer.

The requirements at 4.2.1 and 4.2.3 are mandatory and any bid not satisfying any of these will be rejected at the technical evaluation stage.

5. Commercial bid

The vendor should submit the commercial bid in a separate sealed envelope. As mentioned earlier, the department wants de duplication only as a service and does not propose to purchase the license of name matching tool from the vendor as a part of this RFP. The price should be quoted for the complete activity incorporating all the requirements mentioned in this RFP.

The commercial bid should be in the following format and the amount quoted should be inclusive of all taxes

S. No.	Item	Amount (in Rupees)
1	District wise deduplication of ration card data on the basis of Name, Relation Name etc., Clustering and Categorization of results , Integration of results with the results of bio metric deduplication and reports in print ready format Design and Development of Web based Data Entry Application for entering the data collected from field.	

6. Processing and evaluation of the RFP

6.1 Preliminary technical evaluation - All the bids received would be first processed to ensure compliance with the mandatory technical requirements set out in Section 4 of RFP. This would include analysis of the strength of the search technology for name and address, the data size of the existing customers where the application is used etc. The department may also take feedback from the current customers on the performance of the software installed with them.

6.2 Final Evaluation –

- The solution under this RFP is technology intensive. The software solution is heavily dependent on availability of an efficient and powerful name search engine for Indian names.
- **The vendor should present in detail their approach towards the problem and the proposed solution for the same.**
- **The vendor should participate in a proof of concept and deduplicate the data of one district on name, relation name etc, handling all possible variations on account of spelling mistakes, initials/expansions, sequence variation, typos, missing/extra parts, concatenation etc with optimum recall and precision, within two hours.**

The department will have its own internal assesement process for the technical evaluation of the solution proposed by the vendor and the commercial bids of only those technically qualified vendors will be opened.

7. Other terms and conditions

7.1 EMD – All bidders have to submit a demand draft for Rs 2,00,000 /- drawn in favor of Commissioner , Civil Supplies , AP, Hyderabad along with the technical bid as EMD.

8. Submission of Proposals-

The technical and commercial bid duly signed by the authorized signatory of the principal bidder should be in separate sealed covers. Both these must be put in another sealed cover and must be delivered by 4th July , 2009, 11.00 am at the following address: The Commissioner of Civil Supplies, CCS Bhavan,
Somajiguda, Hyderabad, AP.

Important dates

S.NO	Event	Date
1.	Invitation for EOI -RFQ - RFP	26 th June 2009
2.	Last Date of receipt of EOI-RFP-RFQ	4 th July 2009 at 11.00 AM
3.	Opening of Technical Bids	4 July 2009 at 12:00 PM
4.	Opening of Financial Bids	6 th July 2009 at 11:00 AM
5.	Award of contract	7 th July 2009

1. GENERAL TERMS & CONDITIONS:

Following are key contract terms and conditions required by Department to enter into a relationship with the vendor. This is not intended to be exclusive or exhaustive. This Contract is intended to sensitize the Bidder to various clauses, which may be reflected in the final Contract. This draft does not form an executable copy.

1. The Agency selected should maintain the confidentiality and integrity of the data of the Filed Verification process at each and every stage.
2. The Department expects from bidders to provide professional, objective and impartial advice at all times and the Government interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. The firms should not take up any assignment that would be in conflict with their prior or current obligations.
3. Unsuccessful Bidder's bid security will be discharged/ returned as promptly as possible but not later than 30 days after the award of the contract to the successful bidder. The successful Bidder's bid security will be discharged upon the Successful Bidder signing the Contract and furnishing the Performance Bank Guarantee No interest will be payable on the amount of the Bid Security.

The bid security may be forfeited

- o If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or

- In the case of a successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee
4. The tender forms are not transferable.
 5. The tender shall remain valid for a period of 6(Six) months after the date of opening. No modification to the tender form or price is permitted during the period of validity of the tender. The bidder shall execute the work at the premises specified by the Department in this regard.
 6. The tender forms will be submitted at the address specified and not later than the time specified in the tender notice. Any tender received after the due date and time prescribed will be rejected.
 7. The Commissioner, Department of Civil Supplies, Andhra Pradesh reserves the right to give the entire contract to one vendor or split the order as per his discretion. He is not bound to accept the lowest quotation and his decision in regard to acceptance of quotations shall be final and conclusive.
 8. The Commissioner, Department of Civil Supplies, Andhra Pradesh reserves the right to accept or reject any bid or reject all bids at any time prior to award of contract without assigning any reasons.
 9. The successful bidder shall enter into a contract within 3 days after receipt of order duly furnishing Performance Bank Guarantee (PBG) from a Schedule Bank for an amount of Rs 2 Lakhs (Rupees Two lakhs only) in favor of The Commissioner, Department of Civil Supplies, Andhra Pradesh. This will be in addition to the EMD amount of the bidder entering into the contract.
 10. The services of the bidder shall be rendered at the places specified by the Department of Civil Supplies, Andhra Pradesh.
 11. Failure on the part of successful Bidder to enter into an agreement within the time limit shall entail to forfeit the security deposit besides liable for suitable legal action by the Department and the firm will kept under black list.
 12. No advance payment will be made.
 13. The bidder should carry out the instruction given from time to time to the entire processing to meet the time schedule of the Department.
 14. All the disputes shall be subject to the jurisdiction of High Court of A.P., Hyderabad.
 15. If in the opinion of the Department, the work entrusted has not been executed to meet the requirement of Department as per the scope & time schedule, the department will be at liberty to cancel the order and to take back all the materials given to Bidder at any time. In such case, the security deposit will be forfeited.
 16. If any of the services / deliveries cannot be made in accordance with the time schedule prescribed from time to time, the department has sole right either to cancel the contract and the cost involved by getting the work elsewhere will be charged from the defaulter or to impose penalties on the bidder firm as decided by the Department.

17. Prices

- a. The bidder shall quote the prices inclusive of all taxes, duties, etc...
- b. The bidder shall quote in the prescribed Commercial Bid format for the entire project on a single responsibility basis.
- c. The prices, once offered, must remain firm and must not be subject to escalation for any reason whatsoever within the period of validity of tender.

18. Payment Schedule

- a. The bidder will be paid 75% of the contract amount after delivery of results in Print ready format defined by the department.
- b. The bidder will be paid balance 25% of the contract amount after the successful completion of project.

19. Project Management

The bidder should specify the hierarchy of the various project executing authorities from the bidder side for the better management of the project.

20. Quality assurance

The bidder should maintain the standards bound by them for the quality assurance of the project .

21. Risk management

The bidder should specify the expected risks during the project execution period and suggest the risk management methodology adopted for the risk aversion.

22. Liquidated damages

If the bidder firm fails to deliver any or all of the Services within the period(s) specified in the Contract, the Department shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, as decided by the Department. Keeping in view the sensitiveness involved in this project and the failure of the bidder in some important services, the Department will also have the right to terminate the contract.

In the event, Bidder fails to provide the Services in accordance with the Service Standards the Bidder shall be liable for penalty. The department is entitled to withhold (deduct) from the Performance Security the liquidated damages that have become due.

23. All the bidders have to quote their rates for all the items in the Tender Schedule. Any bid with quotes for only some of the items in the Tender Schedule is liable for rejection.

24. The Bidder firm should not subcontract any part of this project to any other firm.

25. Language of Proposals

The Proposal and all correspondence and documents shall be written in English.

26. Correction of errors

Bidders are advised to exercise greatest care in entering the pricing figures. No excuse that mistakes have been made or requests for prices to be corrected will be entertained after the

quotations are opened. All corrections, if any, should be initialed by the person signing the bid form before submission, failing which the figures for such items may not be considered.

Arithmetic errors in bids will be corrected as follows:

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.

The amount stated in the bid form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case the bid price shall be considered.

27. Disqualification: The bid is liable to be disqualified in the following cases :

- The Bid not submitted in accordance with this document.
- Bid is received in incomplete form.
- Bid is not accompanied by all requisite documents
- Information submitted in Technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- Commercial bid is enclosed in the same envelope as Technical bid.
- Bidder fails to deposit the Performance Bank Guarantee and security deposit or fails to enter into a contract **within 3 working days** of the date of notice of award of contract.

28. Patent Rights

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder firm shall expeditiously extinguish such claim. If the bidder firm fails to comply and the department is required to pay compensation to a third party resulting from such infringement, the bidder firm shall be responsible for the compensation including all expenses, court costs and lawyer fees. Such amounts will be deducted from bidder firm claim, without notice.

29. Use of Contract documents and information

All project related documents issued by the department, other than the Contract itself, shall remain the property of the Department and shall be returned (in all copies) to the department upon completion of the Bidder's performance under the Contract if so required by the BIE.

30. Confidentiality

The Bidder shall not use or disclose to any third party, except for the purpose of the observance of these terms and Conditions any confidential information of the department.

FORM NO 1

General Information of the Bidder

The Bidder shall furnish details on the following lines:

The Registered name of the firm	
Address of Registered office	(Registration Number and Registration authority)
Year of Incorporation	
Legal Status	Public Ltd. Co / Private Ltd. Co. / Partnership firm / Society / Trust / Cooperative, etc.
Technological Collaborations	
Business address for correspondence in India	Location
	Street
	City
	Pin Code
	Telephone / Facsimile
	Email
	Other (URL etc.)
Business Structure	
Quality Certifications	(Enclose Certificates copy)
Details of EMD furnished in the form of Demand Draft	Amount Rs.2,00,000
	DD No and date:
	Bank & Branch:

NOTE: The EMD should be kept in the Technical bid envelope.

Signature of M.D. (or) Authorised person

FORM NO 2

Local presence and Organizational strength during last one year.

1. Contact details of office in A.P	
2. No. of staff employed in A.P. (category wise) a) Managerial b) Technical c) Support staff	

Signature of M.D. (or) Authorised person

FORM NO 3

COMPOSITION OF THE TEAM PERSONNEL AND TASKS OF EACH TEAM MEMBER TO BE DEPLOYED FOR THIS WORK

1. Technical Staff

SI.No	Name	Position	Task	Experience	Qualification
1.					
2.					
3.					

2. Support Staff

SI.No.	Name	Position	Task
1.			
2.			
3.			

Signature of M.D. (or) Authorised person

FORM NO 4

No. of projects taken up in India on Identity Resolution(Deduplication / Matching) on name , with specific reference to Indian names during the last one year.

Client	Year of Implementation	Description of the project	Value of order		Remarks
			As per contract	Actual	
1	2	3	4	5	6

Signature of M.D. (or) Authorised Person

FORM NO 5

Experience and track record of the bidder in the field of the Identity Resolution(Deduplication / Matching) on name , with specific reference to Indian names. A brief description of the company's experience (if any) in designing similar solutions for government or reputed private companies in India.

The details to be provided in this regard are:

Sl.No	Organization and Project Location	Volume of records Handled for matching / deduplication involving name	Year of Implementation	Narrative description of the project	Name of the Contact Person / Desgination/ Address/ Tel.No./ e-mail

Note:

Bidder must list the names of all the clients to whom it has provided services. The Bidder shall be solely responsible for providing references that are available to be contacted. If upon verification, no confirmation is received from the customer about the data volume, , the bid will be rejected.

Signature of M.D. (or) Authorised Person

FORM NO 6

Methodology And Work Plan For Performing The Assignment

Please write brief project plan on how you would be completing the entire scope of work in this project

The Bidder has to furnish a brief note covering the broad methodology and plan in order to perform the assignment prescribed in this tender document.

Signature of M.D. (or) Authorised Person.

FORM NO 7

Particulars of Turnover

Name of the Bidder	
Particulars of Turnover in the following years as per audited accounts	
Financial Year	Total Turnover (in lakhs)
2006-07	
2007-08	
2008-09	
Average Turnover of the 3 Years	

Note:

1. Please attach audited Balance Sheets
2. Provide sufficient evidence to support information provided in the above table.

Signature of M.D. (or) Authorised person

FORM NO 8: FINANCIAL BID
(To Be Kept In Separate Sealed Cover)

Work	Rate (In Rupees)
District wise deduplication of ration card data on the basis of Name, Relation Name etc., Clustering and Categorization of results , Integration of results with the results of bio metric deduplication and reports in print ready format Design and Development of Web based Data Entry Application for entering the data collected from field.	

(In Words _____)

Note: The rate quoted should take into consideration and should include in itself Service Tax, surcharge, sales tax, freight and other levies that may be applicable.

Signature of M.D. (or) Authorised person