

Network for Certification and Conservation of Forests (NCCF)

Invites Expression of Interest (Eoi)

From

Technology Consultancy Organizations

For IT Services

(Business process, Application and Infrastructure services)



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1. Introduction to NCCF

Network for Certification and Conservation of Forests (NCCF) came into existence in January 2015 as a non-profit organisation, registered as a Society, to have a globally aligned certification program developed within India and addressing the concerns for sustainable management of natural resources, including forests and the plantations, while at the same time making the Indian wood and forest fibre based industry competent globally.

NCCF is working towards developing national sustainability certification standards in diverse areas of natural resource management, majorly forestry, trees outside forests, protected areas and wetlands, non-wood forest products, quality planting material, ecotourism, biofuels, sustainable mining and water quality etc. and also engaged in policy advocacy and diverse conservation activities.

NCCF has got support from the key forest based stakeholders such as the Ministry of Environment, Forest and Climate Change (MoEFCC) through its premier institutes like Indian Institute of Forest Management (IIFM), Indian Council for Forestry, Research and Education (ICFRE) and Indian Plywood Industries Research and Training Institutes (IPIRTI), Ministry of Agriculture and Farmers Welfare, Ministry of Commerce and Industry Export Promotions Council for Handicrafts (EPCH), ITC Ltd., Green Initiatives Certification & Inspection Agency(GICIA), Indian Paper Manufacturers Association (IPMA), Greenply, Dabur, Arya Vaidyasala, Kottakal ,Paper and Plywood Industries and many more in furtherance of its objectives

Key Initiatives at NCCF are given below:

- a) Forest Management Certification Standard
- b) Trees Outside Forest Certification Standard
- c) NWFP Certification Standard
- d) Protected Areas and Wetlands Certification Standard
- e) Carbon Registry-India
- f) Quality Planting Material Certification Standard
- g) Ecotourism Certification Standard
- h) Biofuel and Biomass Certification Standard
- i) Safeboards Certification Standard
- j) Online Training and Workshops

2. Objectives for outsourcing IT services

The broad objectives outsourcing business process services, application services and infrastructure services

- a) Efficient delivery of IT services (Business process, Application and Infrastructure services) to NCCF employees, users and Stakeholders
- b) Empower NCCF and its audience, customers, stakeholders through dissemination of information about various initiatives and other relevant information.
- c) Design, develop, implement, and maintain management Information System, content management system and Decision Support System
- d) Provide and manage 3rd party software / license e.g. emailing system, team collaborative platform, learning system.

3. Scope of Work

The scope of work under IT services would cover following services for NCCF

- a) Business Process - Provide expertise to develop new and improve existing processes taking advantage of technology communication, program management, resource management, Collaboration with internal and external teams.
- b) Application Services - Design, develop custom and maintain software to be used various initiatives.
- c) Infrastructure Services – Provide required hardware for users, servers, network services for hosting applications, websites etc.

*Each custom development will have a separate timeline and detailed scope to be formalised with Program owner.

The successful bidder shall also provide Operations & Maintenance (O&M) for 10 (years) to NCCF. The broad scope of Operations & Maintenance Support shall include the following activities:

- Management & Maintenance, bug-fixes and end-user problem resolution

- Upgradations
- Configuration management and Version Control
- Release management
- Training & Implementation Support to Regional, Zonal & Field Offices of NCCF
- Helpdesk Support to Users
- Administration (System, Storage, Security, Database, Backup/restore etc)
- Weekly / monthly reporting with Project Status
- Relevant Documentation

4. Expression of Interest (EOI)

Through this EOI, NCCF is interested in short listing qualified Information Technology Consultancy Organizations for providing Business process, application, and infrastructure services.

The selected vendor shall also be responsible for the complete turnkey operation of the IT systems to ensure 24 X 7 operations.

- NCCF invites Expression of Interest (EOI) from vendors with experience in successfully executing similar projects. The shortlisted vendors shall be provided with further opportunities for interaction with NCCF to study and submit a detailed technical and financial proposal for the objectives set forth in this EOI document.
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- The selection of the successful vendor among the short-listed ones shall be based on technical and financial criteria. NCCF reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained. The vendors may please visit NCCF website at <https://www.nccf.in/> or e-mail for technical details at info@nccf.in .

5. Selection Method

5.1 Stage I: Expression of Interest (EOI)

NCCF invites Expression of Interest (EOI) from experienced Software Consultancy Organizations with expertise in Software Development, Customization, Maintenance, Management and User support. NCCF shall short-list only those organizations who fulfil the criteria as per Table 1 of pre-qualification criteria given at 9.1.

5.2 Stage II: Request for Proposal (RFP)

1. NCCF shall circulate a detailed RFP among the shortlisted vendors only.
2. The shortlisted vendors may also carry out the required study of the requirements, at their own cost, based on the RFP.
3. The shortlisted vendors shall submit a detailed Technical and Financial Proposal as per RFP document. The bidding process shall be a two-stage process.
4. The technical proposals submitted by the vendors shall include all details as per RFP shared with them (to be provided later to the shortlisted vendors only) and shall be evaluated by Technical Evaluation Committee and marks assigned, to a maximum of 70.
5. The financial proposals shall be submitted as per RFP format shared with them (to be provided later to the shortlisted vendors only) and shall be evaluated by the Evaluation Committee and marks assigned to a maximum of 30, with the Lowest bidder getting 30 and all other bidders getting marks relative to the Lowest bid.

The combined score of technical and financial will be taken into consideration and the vendors shall be ranked as per the combined score and shall be selected for further contract discussion.

The vendor should have technically qualified and well experienced strong in-house resource base.

6. Instructions to Vendors

Vendor may visit the official website of NCCF <https://www.nccf.in/> to understand the activities carried out by NCCF

6.1 Authorized Signatory

- The 'Applicant' mentioned in the EOI document shall mean the one who has signed the EOI document forms. The applicant should be the duly Authorized Representative, for which a certificate of authority should be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative.
- Every sheet and all forms complete in all respect shall be signed by the person/ persons duly authorized to sign on behalf of the applicants with affixing the applicant's rubber stamp. The Power (s) of Attorney supporting/authorizing of the signatory shall be enclosed with the offer. Any / all corrections made in the offer shall be duly authenticated by the signature of the Authorized Signatory.

6.2 Online Submission

- a) Duly signed scan copy of Expression of Interest(EOI) along with payment to be made online at <https://www.nccf.in/eoi/>. Kindly follow the steps as displayed on the page.
- b) EOI along with payment to be submitted on or before 08.12.2020 till 5 P.M. (IST)
- c) The submitted Expression of Interests will be reviewed on 10.12.2020.
- d) NCCF reserves the right to reject any or all the EOIs without assigning any reason whatsoever.

6.3 Documents to accompany EOI

The applications shall be complete with the following documents:

- a) Processing Fee of Rs. 10,000/-
- b) Letter of Authorization.
- c) Each page of the EOI document duly sealed, signed and stamped by the authorized signatory.
- d) Expression of Interest in Form – I.
- e) Details of Experience of key resources as per Form-II.
- f) Affidavit or Self declaration in Form –III.
- g) Any other information which applicant may like to provide.
- h) The applicant, in addition to furnishing complete information in the Forms appended with the documents, shall furnish a detailed document on proposed approach, methodology & work plan for the assignment. The work plan shall include full justification for procedures to be adopted.

6.4 Amendment to EOI

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

The applicant is required to visit the NCCF website for any changes or amendments in the EOI before submitting their Expression of Interests.

7. Preliminary examination for the applications

- a) NCCF shall examine the applications to determine whether they are complete, whether the documents have been signed as indicated in this document, whether all Forms as asked have been filled in properly, whether applications are generally in order and all information as indicated under various clauses have been furnished.
- b) The NCCF reserves the right to waive minor deviations in the proposal application if they do not materially affect the capability of the bidder to perform the assignment.
- c) Prior to detailed evaluation formalities, NCCF shall determine the substantial responsiveness of each application to the Invitation documents. A substantially responsive proposal is one, which conforms to all the terms and conditions of the Invitation document without any material deviation. A material deviation is one, which limits in any way responsibilities and liabilities of the vendor or any right of the NCCF as required in this document. NCCF may waive any minor nonconformity in an application, which does not constitute material deviation. Non-responsiveness shall run the risk of rejection.
- d) The evaluation shall be carried out based on data available in the application documents received from the vendor in the first instance. No account will be taken of any further documents or clarifications or any such additional information furnished subsequently by the vendor. However, NCCF reserves the right to call for such clarifications confined in scope to the contents of the application, should such a clarification become necessary for proper judgment during evaluation.

8. Evaluation

The procedure of evaluation of the applications is indicated below:

- a) NCCF shall apply pass-fail test and short list all the vendors who meet the minimum requirement as specified.
- b) After completion of EOI evaluation, the qualified vendors shall be provided with further details of the project in an RFP and through a Pre-bid meeting, to enable them to submit a detailed technical and financial proposal for the services desired in the project in a sealed envelope superscribed as “Technical Proposal” and “Financial Proposal” respectively.
- c) Time Period
 - a. The O&M contract shall be valid for a period of five years; maintenance should include maintenance, upgradation, and development of new software; the same shall be reviewed every year and will be renewed annually subject to satisfactory performance. NCCF reserves the right to extend the contract further or terminate early without assigning any reason whatsoever.

d) Presentation

- a. As a part of Evaluation of Expression of Interests submitted by the applicants, NCCF may seek further information or a presentation from the vendor at a short notice for evaluation purposes.

e) Rejection of EOI

- a. The application is liable to be rejected if:
- i. Not in prescribed forms and not containing all required details.
 - ii. Received after the expiry of due date and time.
 - v. Offer is received by fax, telegram or e-mail.
 - vi. Bid received without the processing fees.
 - vii. Missing of any supporting document(s) with the EOI
- a. NCCF shall not be responsible for any late receipt of applications for any reasons whatsoever.
- b. The NCCF reserves the right:
- i. To reject any/all applications without assigning any reasons thereof.
 - ii. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the NCCF without assigning any reason thereof.
 - iii. To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

9. Pre-qualification Criteria

9.1 Table 1 - Eligibility Criteria and supporting documents

Eligibility Criteria and supporting documents required for submission of Expression of Interest

S.No	Eligibility Criteria	Supporting Document Required	Yes / No and Deviation, if any
1.	The applicant shall be a single entity, registered as a Company, Firm or Society under respective acts in India & should have been in existence in India.	Company Incorporation Certificate or Registration Certification from ROC	
2.	The vendor must be registered in India with appropriate tax and other administrative authorities.	Service Tax Registration/ GST Registration	

3.	The applicant should furnish an undertaking to the effect that the firm has not been blacklisted in India.	Letter of undertaking as in Form III	
4.	Should have technically qualified and well-experienced strong in-house resource.	List of key resources available to be available on company website.	
5.	A Processing fee of Rs. 10,000/- shall be in the form of Demand draft in favour of the "Network for Certification and Conservation of Forests (NCCF)" payable "Delhi/NCR."	Demand draft drawn in favour of the "Network for Certification and Conservation of Forests (NCCF)" payable "Delhi/NCR".	
6.	Form I, II, III duly filled-in		

10. Formats for Submission

10.1 Form I – EOI Letter Performa

(should be submitted online on the scanned copy of company's letterhead duly signed by the authorized signatory)

To

The Director General
Network for Certification and Conservation of Forests (NCCF)
EPCH House, Pocket 6, Sector C
Vasant Kunj, New Delhi – 110070

Sub: Expression of Interest for "Outsourcing of Business process, application and infrastructure services in NCCF"

Sir/ Madam,

The undersigned having read and examined in detail all the EOI documents pertaining to your assignment; do hereby express the interest to do the work as specified in the scope of work.

Sl. No.	Description	Response
1.	Name of the Vendor/ Consultancy Organization/ Company	
2.	Address	
3.	Name, designation & address of the person to whom all references shall be made	
4.	Telephone (with STD code)	
5.	Mobile No. of the contact person	
6.	E-mail of the contact person	

We have enclosed the following documents:

1. Letter of Authorization.
2. Processing Fee of Rs. 10,000/ in the form of a Demand draft drawn in favour of the "Network for Certification and Conservation of Forests (NCCF)" payable "Delhi/NCR" .
3. Pre-qualification eligibility criteria as per Table 1.
4. Details of experience in Business process, Application, and Infrastructure services sector in Form-II.
5. Affidavit or Self Declaration of eligibility in Form- III.
6. Self-Attested copies of Supporting Documents.

I/ We hereby declare that my/ our EOI is made in good faith and the information contained is true and correct to the best of my/ our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature of the Applicant)

Name:

Witness by - Signature:

Designation:

Name:

Seal:

Address:

Date: _____ Place: _____ Date: _____

Form II – Details of Experience of key resources.

a) Resource details along with experience and key achievements:

Sno	Resource Name	Years of experience in Technology	Key Achievements	Nature Work of
1.				
2.				
3.				

b) References that the applicant has been engaged in past:

Sno	Name	Designation	Company	Contact number
1.				
2.				
3.				

10.2 **Form III – Affidavit or Self Declaration**

Ref: Call for Expressions of Interest for short listing of Software Consultancy Organizations by Certification and Conservation of Forests (NCCF)

Vendors shall be excluded from participation in the selection procedure if:

1. They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matter, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
2. They have been convicted for an offence concerning their professional conduct by judgment, which has the force of res judicata.
3. They have been guilty of grave professional misconduct proven by any means, which the contracting authority can justify.
4. They have not fulfilled obligations in respect of payment of social security contribution or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is performed;
5. They have been the subject of a judgment, which has the force of res judicata for fraud, corruption, and involvement in a criminal organization or any other illegal activity detrimental to the communities' financial interests.
6. Following another procurement procedure or grant award procedure financed by the community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

In response to your call for expression of interest, I/We hereby declare that I/we:

1. Am/are not in any of the situations excluding me/us from participation in the contracts.
2. Agree to abide by the highest ethical standards in the profession and have no potential conflict of interest.
3. Will inform Certification and Conservation of Forests (NCCF) immediately if there is any change in the above circumstances at any stage during the procedure or during the implementation of the project.
4. Fully recognize and accept that any inaccurate or incomplete information deliberately provided in this document may result in my/our exclusion from this or other contracts funded by the Certification and Conservation of Forests (NCCF).

(Signature of the applicant or of authorized signatory with company seal)