

Minimum Eligibility Criteria

This invitation to bid is open to all entities meeting the following minimum eligibility pre-qualification criteria.

S.No.	Eligibility Criteria	Proof Required
1.	<p>This invitation to bid is open to all companies registered in India, who fulfill pre-qualification criteria.</p> <ul style="list-style-type: none">In case of consortium, the Prime bidder and all members must be companies registered in India.The Prime Bidder should have been in operation for a period of atleast 5 years in India.	<ul style="list-style-type: none">Certificate of IncorporationCertificate of Commencement of Business issued by the Registrar of Companies.Memorandum and Articles of AssociationAnnual Reports for the last 5 years.
2.	<p>In case of a consortium bid, the Prime bidder would need to submit an Agreement with the other members of consortium for the contract clearly indicating the division of work with respect to the Scope of Work (naming relevant clauses and sub-clauses) and their relationship. The agreement should be prepared on a stamp paper of requisite value,</p> <p>The Agreement concluded by the Prime bidder and consortium members should also be addressed to the ITD clearly stating that the Agreement is applicable to this RFP and shall be binding on them for the contract period.</p>	<ul style="list-style-type: none">Consortium Agreement on a stamp paper.
3.	<p>The Bidder (Prime Bidder in case of a consortium) should have an annual turnover of atleast INR Rs. 400 Crore (Rupees Four Hundred Crore) from operations in India, during the last two financial years (i.e. 2008-2009 & 2009-2010).</p> <p style="text-align: center;">OR</p> <p>The Bidder (Prime Bidder in case of a consortium) should have an annual revenue of atleast INR Rs. 100 Crore (Rupees One Hundred Crore) for providing IT services to Direct/Indirect Tax Department of central government in India, during the last two financial years (i.e. 2008-2009 & 2009-2010).</p>	<p><u>For Annual Turnover</u></p> <ul style="list-style-type: none">Audited Profit and Loss Statement and Balance sheet along with statutory auditor certificate OR certificate from Company Secretary of the Bidder clearly specifying the turnover for the specified years from operations in India. <p style="text-align: center;">OR</p> <p><u>For Annual Revenue</u></p> <ul style="list-style-type: none">Statutory auditor certificate OR certificate from Company Secretary of the Bidder clearly specifying the revenue from providing IT services to Direct/Indirect Tax Department of central government for the specified years from operations in India along with the proof of receipts for the same.

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4.	<p>The Bidder (Prime Bidder in case of a consortium) should have a consolidated minimum positive *net worth of at least INR 50 Crores (Rupees Fifty Crores), as on the last day of preceding financial year (2009-2010).</p> <p><i>[Net Worth=Paid-up share capital + Reserves and surpluses (Excluding Revaluation Reserves) - Preliminary and pre-operative expenditure and miscellaneous expenditure to the extent not written off, as per the annual report and as adjusted with any qualifications in the Auditors' Report]</i></p>	<ul style="list-style-type: none"> • Audited annual accounts or statutory auditor certificate/certificate from Company Secretary of Bidder specifying the net worth for the specified year.
5.	<p>The Bidder (prime bidder in case of a consortium) should have positive Net Cash Accruals (Profit after Tax + Depreciation - Dividends) in each of the previous three financial years (i.e. 2007-2008, 2008-2009 & 2009-2010).</p>	<ul style="list-style-type: none"> • Audited Profit and Loss Statement for the last three financial years. • Certificate from statutory auditor/Certificate from Company Secretary of Bidder clearly mentioning the net profit as mentioned by the bidder.
6.	<p>Bidder [Member of consortium responsible for development and integration of technical /solution for CPC(TDS)] should have valid CMMI Level-4 or above Certification as on date of submission of the proposal.</p>	<ul style="list-style-type: none"> • Copy of the valid CMMI Certificate issued from the accreditation organization to be submitted as documentary proof.
7.	<p>Bidder (Prime Bidder in case of a consortium) should have *successfully implemented/completed at least 1 IT Project (software development / implementation including maintenance /procurement & installation of hardware/procurement & commissioning of network) of atleast INR 50 crores in value within the last 5 years.</p>	<ul style="list-style-type: none"> • Copy of Work order and • Certificate of completion or successful implementation by the client OR self-certificate attested by the client • Documentary proof for the stated project value attested by the client or certified by the Company Secretary of the bidder.

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8.	<p>Bidder (Prime Bidder in case of a consortium) should have *successfully implemented/completed at least 1 IT Project for Government /PSU, as a System Integrator (software development / implementation) of at least INR 10 crores in value within the last 5 years in India.</p> <p>OR</p> <p>Bidder (Prime Bidder in case of a consortium) should have *successfully implemented (but not completed) at least 1 IT Project for Government /PSU, as a System Integrator (software development / implementation) with atleast INR 2 crores as average revenue generated per annum from the stated project for post Go-Live period, within the last 5 years in India</p>	<ul style="list-style-type: none"> • Copy of Work order and • Certificate of completion or successful implementation by the client OR self-certificate attested by the client • Documentary proof for the stated project value/average revenue generated attested by the client or certified by the Company Secretary of the bidder.
9.	<p>Bidder (any member in case of a consortium) should have *successfully implemented / completed at least 1 Portal development project for delivering services involving transactions with atleast a total registered user base of 5,000 within the last 5 years.</p>	<ul style="list-style-type: none"> • Copy of Work order and • Certificate of completion or successful implementation by the client OR self-certificate attested by the client. • Documentary proof for the stated number of users of the portal attested by the client or certified by the authorized signatory of the Sole/Prime Bidder.
10.	<p>Bidder (any member in case of a consortium) should have *successfully implemented / completed at least 1 Document Management System (DMS) project within the last 5 years. The implementation should have handled at least ten Lakh documents (i.e. pages/images) centrally.</p>	<ul style="list-style-type: none"> • Copy of Work order and • Certificate of completion or successful implementation by the client OR self-certificate attested by the client, clearly stating that the client's accounts have been audited for the relevant period. • Documentary proof for handling the stated number of documents centrally, attested by the client or certified by the authorized signatory of the Sole/Prime Bidder.
11.	<p>Bidder (any member in case of a consortium) should have *successfully implemented / completed at least 1 Customer Relationship Management (CRM) project within the last 5 years. with the total named users of CRM being at least 50.</p>	<ul style="list-style-type: none"> • Copy of Work order and • Certificate of completion or successful implementation by the client OR self-certificate attested by the client. • Documentary proof for the stated number of named users of the CRM, attested by the client or certified by the authorized signatory of the Sole/Prime Bidder.

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12.	<p>Bidder (any member in case of a consortium) should have *successfully implemented / completed at least 1 Business Intelligence Solution within the last 5 years.</p> <p>The implementation should have handled at least 1Tb of records centrally.</p>	<ul style="list-style-type: none"> • Copy of Work order and • Certificate of completion or successful implementation by the client OR self-certificate attested by the client. • Documentary proof for handling the stated size of data/records centrally, attested by the client or certified by the authorized signatory of the Sole/Prime Bidder.
13.	<p>Bidder (any member in case of a consortium) should have experience of successfully operating a call centre with a seating capacity of at least 50 call centre agents within the last 5 years.</p>	<ul style="list-style-type: none"> • Copy of Work order and • Certificate of successful operation by the client OR self-certificate attested by the client. • Documentary proof for the stated number of call centre agents, attested by the client or certified by the authorized signatory of the Sole/Prime Bidder.
14.	<p>As on date of submission of the proposal, the bidders (any member in case of a consortium) should not be blacklisted by any Central Government entity in India for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices.</p>	<ul style="list-style-type: none"> • Certificate from the Company Secretary to the effect that the bidder (from each member in case of consortium) is not blacklisted by any Central Government entity in India.
15.	<p>The bidder (prime bidder) should provide an undertaking from the OEMs for all the COTS solution being proposed, stating that the OEM takes the full responsibility for providing complete technical support for all aspects of project implementation, solution maintenance and support. The OEMs through this undertaking shall signify its agreement, support and vetting of the technical solution as proposed and implemented by the Bidder (Prime Bidder).</p>	<ul style="list-style-type: none"> • Undertaking from the authorized signatory of the OEM(s).
16.	<p>The bidder (prime bidder) should provide an undertaking from the OEMs stating that they have support mechanism in India, either directly through their support office in India or through their authorized channel partners in India. (web support or remote support would not be considered.)</p>	<ul style="list-style-type: none"> • Undertaking from the authorized signatory of the OEM(s).
17.	<p>The bidder (prime bidder) should provide the existence of the proposed COTS solution for BI tool including Data quality</p>	<ul style="list-style-type: none"> • Copy of the Magic Quadrant with supporting details attested by the OEM for the following COTS solution:

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	tool, Reporting Tool, Enterprise Application Server, RDBMS in the leader's category in Gartner's Magic Quadrant, in any of the last two financial years (i.e. 2009-10 or 2010-2011).	<ul style="list-style-type: none"> ○ Data Quality Tool ○ BI Tool ○ Reporting Tool ○ Enterprise Application Servers ○ RDBMS of the Data Warehouse Database Management Systems <ul style="list-style-type: none"> ● The OEMs should also comply with pre-qualification criteria no. 16
18.	The bidder (Prime Bidder in case of a consortium) should have implemented and managed the hardware including networking and security components in tier III data centre for at least one year in India, within the last 5 years.	<ul style="list-style-type: none"> ● Certificate of successful implementation and management of hardware, networking and security components of Tier III data centre: <ul style="list-style-type: none"> ○ by the client or self-certificate attested by the client. <p style="text-align: center;">OR</p> ○ by the Company Secretary of the bidder in case the Data Centre is implemented by the bidder for itself.
<p><i>Note: The bidder needs to adhere to the Format provided in Form 1, Annexure II of this RFP.</i> <i>* successful implementation in criteria 7 to 13 refers to atleast 18 months of successful operation from the date of Go-Live/implementation of the system.</i></p>		

Any bid failing to meet the above stated eligibility /pre-qualification criteria shall be summarily rejected and will not be considered for Technical Evaluation.