



निदेशालय

महिला सशक्तिकरण एवं बाल विकास विभाग, उत्तराखण्ड
निकट नन्दा की चौकी, सुद्धोवाला चकराता रोड़, देहरादून
ईमेल—dir.icds.ua@gmail.com



पत्रांक 1921/आई0टी0सेल-7074/2023-24

दिनांक 05 सितम्बर, 2023

-: Expression of Interest (EOI):-

निदेशालय, महिला सशक्तिकरण एवं बाल विकास विभाग, उत्तराखण्ड के अन्तर्गत चल रहे विभिन्न पोर्टलों के रखरखाव/अपडेशन/कोडिंग व तकनीकी सहायताओं हेतु विभाग में आई0टी0 सेल स्थापित किये जाने हेतु तकनीकी एवं प्रौद्योगिकी के क्षेत्र में कार्य कर रही अनुभवी फर्म का अभिव्यक्ति की अभिरुचि Expression of Interest (EOI) के माध्यम से चयन किया जाना है। सम्बन्धित अभिव्यक्ति की अभिरुचि Expression of Interest (EOI) की शर्तों एवं जानकारी से सम्बन्धित प्रपत्र विभागीय वेबसाईट www.wecd.uk.gov.in पर दिनांक 06 सितम्बर, 2023 प्रातः 11:00 बजे से उपलब्ध रहेंगे।

Plays
निदेशक



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Expression of Interest (EOI)

Interesting Agencies/ Firms should complete form in all respects as specified in detail in the EOI (formats & Annexures) along with a notarized affidavit of being non-blacklisted from any of the Departments (Govt/semi govt/PSU etc), in sealed envelope latest by the 15 September upto 01:00 pm at the directorate, WECD, Uttarakhand ,Dehradun, addressed to “ The Director, Directorate of Women Empowerment & Child Development, Uttarakhand” containing duly filled and self- attached EOI with non- refundable fee of Rs. 50000/- (Rupees Fifty Thousand only) in the form of Demand Draft, payable at Dehradun., clearly mentioning the title of the EOI on the envelope.

The received EOI will be checked/ scrutinized by the formed committee on date 15 September, 2023 at 02:00 pm. The Applicants meeting the qualification criteria (as mentioned in EOI) will be invited for detailed presentation.

Thereafter, the shortlisted applicants need to submit their financial details against their deliverables before the selection committee of the Directorate of Women Empowerment & Child Development, Uttarakhand, Dehradun either on same day or next working day, in a sealed envelope.

The details containing the qualification criteria, submission requirement , brief objective & scope of work and evaluation criteria etc. can be downloaded from the department's website wecd.uk.gov.in
Further details, if any, may be obtained from the Directorate of Women Empowerment & Child Development, Uttarakhand, Dehradun during working hours 10 am- 5 pm.

Note: The Director, Women Empowerment & Child Development, Uttarakhand, Dehradun or any of its designates reserves the right to cancel this request for EOI and/ or invite a fresh with or without amendments , without liability or any obligation for such request for EOI and without assigning any reason. Information provided at this stage is indicative and the Director, Women Empowerment & Child Development, Uttarakhand, Dehradun reserves the right to amend/ add further details in the EOI.

Persons may contact to Shri Vikram Singh, Deputy Director, Mob- 7455933268, Shri Vijay Singh Rana, Chief Administrative Officer, Mob- 7830603101 for any Query related to EOI in Official hours or can visit to Directorate, Women Empowerment & Child Development, Uttarakhand, Dehradun in working Day.

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Scope of work:

Brief: Directorate of Women Empowerment & Child Development, Govt of Uttarakhand (WECD), desires to engage a credible professional “Software Development Agency” on EOI basis for content creation & operationalization, improvisation, Development, Testing, analyzing and transformation into new interface as per department needs. Agency also manage department official website /different portals which is running now. Department of WECD Govt. of Uttarakhand, for dissemination of information and creating awareness about the various schemes & programs of WECD. Govt of Uttarakhand for apt information, education, and communication for the period of 3 year, which may be further extended depending upon the quality of the output delivered.

The scope of work under this contract shall be on a single source responsibility basis completely covering all the services and works required for the comprehensive maintenance of the portal, update and creating new portal. It will inter-alia include the following:

Objective of Scope of work:

1. Activities and Setup:

- Assessment of the current website and portals with the dynamic Interface: according to the requirements of department bigger mange, update, modified and reconstructed if required.
- Development & design of new interface or application/module according to department needs.
- To create new portals/module or integrate with different API as per the requirements of department.
- Situation Assessment, analyzing of data follow and change or modification accordingly.
- Update functions and features of running applications day by day.
- Google backlining, sitemap, Google analytics, Google verification.
- Coding of applications for creating new sources of data follows.

2. Designing, Development and Testing:

- Create a new layout of the department official website and all department portals according to department need or reconstruction.
- Create different creatives for websites /portals or department schemes.
- Debugging of applications time to time and validate client level, server level and database level.
- Coding of Applications or Interface.
- Error handling and data security.
- Linking of portals and integration of API or Gateway (SMS or Email etc.).
- Data Encryption/Decryption.
- Provisions for Audits of various activities in developed applications.

3. Maintenance:

- To manage (edit, update, modify) department official website and portals (Develop by State Government) which is running in WECD Department of Uttarakhand.
- To manage module of portals time to time on the bases department regular requirements.
- Testing of all applications pages with follow all security rules of cyber security.

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- Create file uploading system based on requirement and activate or deactivate accordingly, create security check point of each uploading system.
 - Session authorization via login phase of each application/portals/module of programs.
 - Manage program's function, method, events, threat time to time and resolve issues on time with security features.
 - Maintaining and analyzing audits Logs application access and database access.
 - Technical support 24X7.
 - Technical helpdesk for management of queries & support.
4. Training & Support:
- Develop and maintain training and other technical documents.
 - Provide training to DPO, CDPO, Statistical ,supervisor, clerical who are avail of services of portal.
 - To Providing training sessions according to scheme s which is display on portals as per the department needs.
 - To create an online meeting link for departmental training based on the services of portals.
5. Database Management & Configuration:
- Data handling and normalization.
 - Data base security, Remote access, and Remote API Configuration.
 - Remove redundancies.
 - Database backup and recovery plan
 - Database backup and backup testing and management of backup databases.
 - Create, update, and modify connection string according to data follow structure based on department requirements.
 - User and Password Management.
 - Configuration of different databases.
6. IT Help Desk:
- Technical support system with digital interface.
 - Grievance management system with database connectivity.
 - Reports in different format with custom services.
 - Application/Portals testing.
 - Planning, processing, and implementation.
7. Security Audit:
- Security audit by each application which will be create in future or all running portal.
 - Follow all instructions of Cyber laws.
 - Produce Error free application with all validation.
 - Controlling of SQL Injection.
 - Gateway integration with security features.

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Work	Nature of Work	Annual Rate
Website/ Portal Maintenance, Update, create new page, hyperlink, modification, create new interface, application coding, cyber security features, database handling, Database management, IT Cell Development, Technical support at 24X7, Development support 24X6. Data validation, Data Encryption, Manpower deploys at department HQ, different	Development: Create new application module according to needs, change interface time to time, add or remove services or functions etc.	
	Maintenance: website /portal content, debugging, testing, validation process, security check, remove unauthenticated files or pages, update etc.	
	Support Services: technical support 24X7, query handling, development support, manpower supply (if any), Onside/ offside services via remote system or visit location.	
	Training & Hand Holding: Providing training session according to schemes which is display on portals, training of uses process of application, pdf, training video creation which is describe the working process of application.	
	Data Base Management: Data handling, normalization, remove redundancy, backup wizard, provide sucre data connection strings, database validation, database security, password protection and so on.	
	IT Help Desk: technical support 24X7, at least two persons available to resolve issues come from state related to different portals, report generation, system integration, application testing, processing, and implementation.	

Note-

- 1- Agencies/ Firms are requested to quote the rate for the above-mentioned details for release for payment as per actual norms.
- 2- You are also informing that L-1 rate will be considered of the agency whose rate is lowest in total for the above mentioned declare detail above.
- 3- Portal content or requirements will be following all rules of cyber security, if any changes are required for audit clearance that should be done immediately- without any charges.

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Technical Specifications:

1. The bidder should have **05 years' experience in the field of Information Technology.**
2. The professional should be an **oracle or Microsoft certified professional.**
3. The bidder team(programmer) must have Good Knowledge of **PHP, Python, .Net, JSON, MYSQL, CMS, Node JS, AJAX, jQuery, and Database management.**
4. The bidder professionals have more than five years of experience in Information technology and Organization/ Agenesis should have **ISO: 9001:2015 Quality Management, Certification.**
5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 03-years-old, the average turnover in respect of the completed financial years after the date of constitution shall be considered for these criteria.
6. The bidder must have knowledge of **database security and handling complex algo method.**
7. Experience of Similar Services: The Bidder must have successfully executed / completed at least one project to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

GENERAL TERMS & CONDITIONS

1. The bidders must submit documentary evidence in support of their claim of having adequate capability, technical know-how and experience of design & development of website/web portals.
2. The bidder should have completed from start to finish, at-least one single work of website design & development in the last three financial years (i.e., current year and three previous financial years). The bidder is required to submit detailed report of similar work done & proof of payments.
3. The bidder should be belonging to Uttarakhand and Firm Should be registered in **MSME or Startup India Schemes or both.**
4. The bidder should be **ISO Certified 9001:2015 with Quality Management System.**
5. The bidder has permanent residence in Uttarakhand and have residential certificate.
6. The bidder should have more the 03-year experience in Government sector in the field of web portal development and AMC services handling.
7. The bidder average turnover three financial year **(2020-21, 2021-22, 2022-23) up to Rs. 25 Lakh**
8. The bidder programmer has Oracle or Microsoft professional certified team.
9. The bidder must be registered in Income Tax (GST Certificate).
10. The bidder must have their in-house programming team and registered office at location.
11. The bidder must have at least 10 employees.
12. The proposals should be in the prescribed format appended here with as Annexure-I. Proposals not in the format will be rejected.
13. The bidder should provide the complete details of Bank Account like Name of the account holder, Account No., Name of the Bank and Branch, IFSC code for online transaction.

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14. The Institute reserves the right to amend/ append any requirement during the period of the Project.
15. The bidder programmer should be willing to work with department according to needs and requirements. The team of bidder should be well qualified and experienced professionals in the field of IT sector.
16. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) then choose next one accordingly.
17. In the IT Cell bidder must provide min two dedicated programmer with 5-year experience in related field.
 1. Sr. Programmer having qualification MCA/ B-tech and 5yr experience and well knowledge of programming.
 2. programmer having qualification MCA/ B-tech and 3yr experience and well knowledge of programming.

Settlement of Disputes:

All disputes or differences of any kind whatsoever arising out of or in connection with execution of this contract, whether during the progress of the supply or after their completion, shall be referred by the supplier to the Director of the Institute and the competent authority of the institute shall within reasonable time shall examine the case on its merit and on basis of any representation made in this context and notify decisions thereon in writing. The decision of the Director of the Institute shall be binding upon the supplier. If the supplier is not satisfied with the decision of the competent authority of the Institute, on any matters in question, dispute/difference to be arbitrated upon shall be the jurisdiction of District Court. The Court will only be the jurisdiction to deal with and decide on any dispute whatsoever arising out of this tender.

In addition to above, all other terms & conditions will also be binding as applicable in Govt. of India

Purchase Rule

The above conditions are stipulated without any prejudice.

BIDDER MUST FURNISH THE BELOW MENTIONED DETAILS IN THE TECHNICAL BID

- ✓ Details of experience in Web tools.
- ✓ Experience certificate or work detail of last organisation.
- ✓ Annual Turnover of the organization for the last three years
- ✓ Organization's Experience Profile
- ✓ Bidder must fulfil the Application Format and Check List which is attached and same must be uploaded in the technical bid.

Qualifications Criteria: Following will be the minimum pre-qualification criteria for the participation agencies, which should possess all the following qualifications criteria. Responses not meeting the following minimum pre-qualification criteria will be considered.

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Sr.	Pre-Qualification Criteria	Supporting Compliance document
1.	The Agency (Firm/Company/Partnership/proprietorship etc.) must be registered in Uttarakhand	Copy of Registration Certificate (if any)
2.	The agency must be in business of IT Services, Portal Development, testing, Graphic designing, hosting etc. activity more than 3 years as 31.03.2023	Udyog Adhar Certificate
3.	The agency must be registered under GST in Uttarakhand	GST Registration Copy
4.	The agency must be registered in MSME or Startup India Schemes	Registration Copy
5.	The average turnover of the agency for last 3 financial year (2020-21, 2021-22, 2022-23) should be at least Rs. 25 Lakh.	The turnover certificate duly signed and attested by the Chartered Accountant
6.	The agency should not be blacklisted by any Central Govt./State Govt./PSU/Govt. Bodies	Notarized affidavit to be attached
7.	The agency must have their in-house production/ Development setup with minimum 10 employees	1. Copy cv employee with work detail and current passion
8.	The agency must have Certification ISO: 9001:2015 Compliance and Quality Management System both	Copy of registration
9.	Weightage shall be given to agency having prior experiences of Govt. sector	Related work order copies
10.	If agency have any other rewards and certificate, then consider	Related Certificate or reward copies attached
11.	The agency has Permanent residential of Uttarakhand	Copy of residential certificate i.e., address proof, domicile(owner)

Evaluation Criteria and Method of Evaluation:

- Screening of EOIs shall be carried out as per eligibility conditions mentioned in this document (EOI), based on verification of testimonials submitted.
EOI will be evaluated for short listing inter alia based on their pas experience of handling similar type of project, strength of their manpower, financial strength of the agency to the selection committee, whose decision will be final.
- EOIs meeting the pre- Qualification criteria need to give their detailed presentation in front of the committee on the basis of which the agency will be shortlisted for further process.
- The shortlisted agency/ agencies, based on their presentation given, will be asked to submit their financial statements against the deliverables as mentioned in the EOI, in sealed envelopes, addressed to The Director, Directorate of Women Empowerment & Child Development, Govt. of Uttarakhand, mentioning “Financial proposal” on the envelope.
- The Director, Directorate of Women Empowerment & Child Development, Govt of Uttarakhand will take up references and reserves the right to cancel any or all the proposals.
- All pages including formats, annexure or any other relevant documents to be duly signed and attested by the authorized signatory.

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Format 1:

Sr.	Organization Contact Details
1.	Name of Organization:
2.	Main Area of Business
3.	Type of Organization Firm/ Company/Proprietorship /partnership firm
4.	Whether the firm has been blacklisted by any Central Govt./State Govt./PSU/ Govt. Bodies/ Autonomous? if yes, detail there of
5.	Address of the registered office in Uttarakhand with Contact detail, email id and website link
6.	Details of the Contact Person (Attach CV)
7.	Address of City office/branches (if any)
8.	Contact Person with Telephone or mobile no with email ID
9.	*Cancelled Cheques of the firm, address to the director, Women Empowerment & Child Development, Govt of Uttarakhand

Note: All required documents to be self- attested, signed and duly stamped by the authorised Signatory.

Signature of Auth -Signatory

Full name & Designation

Stamp & Date

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FORMAT-2

Experience of Related fields

Overview of the experience of the Organization in all aspects				
Sr.No	Items	Number of Assignments during last 5 year	Work Order Copy	Mention the name of Client/ Organization (Enclosed Completion certificates)
1.	Experience of assignment of similar nature			
2.	Experience in carrying out similar assignments in Government			
3.	Decision of Evaluating Committee in ascertaining “Similar nature” and “similar assignment” will be final. Signature of Auth Signatory Full name & Designation Stamp & Date			

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FORMAT-3

List of professional in the agency (Mini 6)

Sr.	Name	Mobile No	Designation	Qualification	Relevant Experience
1.			Software Developer		
2.			Frontend Designer (UI & UX)		
3.			Data Administrator		
4.			Testing Administrator		
5.			Project Analyst		
6.			Project Coordinator		
7.			Application Developer		
8.			Operations Executive		

Signature of Auth Signatory
Full name & Designation
Stamp & Date

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Format :4

Financial Strength of the Organization			
Sr.	Financial Year	Whether profitable Yes/No	Annual turnover in Rupees
1.	2020-21		
2.	2021-22		
3.	2022-23		
4.	The average of the turnover of the last 3 year		

Note: Kindly enclose CA Certification as well

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Section 1: General:

Directorate of Women Empowerment & Child Development, Govt of Uttarakhand (WECD) desires to engage a credible professional “Information & Technology “on EOI basis for management, maintenance, services support to department official website and portals which was integrated with different API, Gateway, and databases. The Women Empowerment & Child Development, Govt of Uttarakhand, for dissemination of digital services, maintenance of different portals like “Maha Luxmi kit, MAM/SAM Child Report, THR Reports, Manday Generation, Budgeting management and official website content”.

In this context, Expression of Interest (EOI) is invited from credible professional agencies. For this purpose, scope of work to be taken care by the agency has been broadly spelt out in Annexure 1. The agency must have in-house production/development unit. All other requirements such as manpower, tools, System, Software Requirement, Internet connectivity, data security, Cyber law Security feature met by the agency.

The Agency must have expertise in these activities. The entire data will also be stored/ contain by the cloud server and department server. The firm has responsibility to provide it to WECD, Govt. of Uttarakhand and maintain the backup storage and recovery mechanism.

D.S.