

Tender ID: 2023\_GRIHA\_IT\_EOI

Dated: 16/01/2023

## **Invitation of Expression of Interest (EOI)**

**From**

**Software Development / Consultancy Organizations**

**For Providing**

**Development, Operations & Management Support**

**To**

**IT-Activities of GRIHA Council**

**Green Rating for Integrated Habitat Assessment (GRIHA) Council**



# GRIHA

Date of Issue: 16/01/2023

Last date of Submission: 01/02/2023

## 1. Invitation to Expression of Interest (EOI)

### 1.1 Invitation

GRIHA is a rating tool that helps people assess the performance of their building against certain nationally acceptable benchmarks. It evaluates the environmental performance of a building holistically over its entire life cycle, thereby providing a definitive standard for what constitutes a 'green building.' The rating system, based on accepted energy and environmental principles, will seek to strike a balance between the established practices and emerging concepts, both national and international.

The assessment of these building parameters and basic functioning of GRIHA's rating framework heavily depend on the robust panels / tool that have been developed over the last decade. The online panels are the backbones of the GRIHA rating framework. These online portals regulate the entire rating process (from Registration, payment, document submission, evaluation to the final award of the rating) of thousands of registered projects covering millions of building footprint area.

Through this EOI, GRIHA Council is interested in short listing qualified Information Technology (IT) consultancy organizations for providing Operations and Management (O&M) support to its existing and upcoming proposed IT activities, through deployment of the required human resources, having required skills and experience in software development, training, implementation, maintenance, management, and user support. The selected organization shall also be responsible for the complete turnkey operation of the IT systems (software only) to ensure a minimum of 99.9% uptime availability of all the applications under this project.

GRIHA Council invites Expression of Interest (EOI) from organizations with experience in successfully executing similar projects. The detailed EOI document is available at GRIHA website [www.grihaindia.org](http://www.grihaindia.org). The EOI shall be submitted along with the necessary supporting documents and a processing fee of ₹ 5,000 /- only as per the date and time given in the document.

This EOI document indicates the scope of work, qualifying requirements, forms, and procedure for submission of proposal for interested organizations. The short-listed organizations shall be provided with further opportunities for interaction with GRIHA Council to study and submit a detailed technical and financial proposal for the objectives set forth in this EOI document. The selection of the successful bidder among the short-listed ones shall be based on technical and financial criteria, with 70% weightage for technical competency/capability and 30% weightage for financial proposal. GRIHA Council 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. May please visit GRIHA's website at [www.grihaindia.org](http://www.grihaindia.org) or contact the undersigned for more details:

**Deputy CEO-Cum-Secretary & Treasurer**  
**Green Rating for Integrated Habitat Assessment (GRIHA) Council,**  
GRIHA Council  
3rd Floor, Core 1B  
India Habitat Centre, Lodhi Road  
New Delhi – 110 003, India  
Tel: (+91 11) 46444500/24339606-08  
Email: [info@grihaindia.org](mailto:info@grihaindia.org)

## **1.2 GRIHA's approach for Selection of a suitable Consultancy Organization for Operations & Management Support**

The selected consultancy organization shall provide software development, Operations and Management (O&M) support to IT activities of GRIHA Council, through deployment of the required human resources, having required skills and experience in software development, training, implementation, maintenance, management, and user support. The selected organization shall also be responsible for the complete turnkey operation of the IT systems (software only) to ensure a minimum of 99.9% uptime availability of all the applications under this project.

The O&M support shall be extended to all the IT systems of GRIHA Council given in Section 2.2 developed on Microsoft .NET platform and other latest/open-source technology for mobile and web-based portals.

Apart from the above, it shall also include additional activities to be automated, as per the requirements of GRIHA Council in future.

The O&M support of GRIHA related applications shall be extended not only to GRIHA Council, but also to its external stakeholders like consultants, evaluators, and other clientele etc. as per requirements of the system for its effective usage and implementation.

## **1.3 SELECTION METHOD:**

### **1.3.1 Stage I: Expression of Interest (EOI)**

- a) GRIHA Council invites Expression of Interest (EOI) only from experienced Systems Integrator/Software Consultancy Companies with expertise in

Software Development, Customization, Maintenance, Management and User support for e-Governance systems, in the sustainable development sector.

b) GRIHA Council shall short-list only those companies who fulfil the following criteria:

- i. 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 for the last 3 years.
- ii. The agency must be registered in India with appropriate tax and other administrative authorities.
- iii. The organization should have had an annual financial turnover of at least *Rs. 1 Crore* in the last three fiscal years (preferably from Software Consultancy Services), certified by the Chartered Accountant of the Organization.
- iv. The organization should have successfully executed at least any one of the following in the last five years:
  - Three similar completed projects costing not less than ₹ 15 lakhs each, or
  - Two similar completed e-Governance projects costing not less than ₹ 50 Lakhs each, or
  - One similar completed e-Governance project costing not less than ₹ 1 Crore
- v. Any one of the projects mentioned in point no. (iv), should be in the field of certification/ assessment/ rating tool for a company working in the field of sustainable development. *(Optional requirement)*
- vi. Experience in creating and managing large databases (at least one million records size databases) for information dissemination or data analysis in India.
- vii. The firm should have either ISO 9001:2015 for Software Development/Software Maintenance or CMM Level 3 Certification. *(Optional requirement)*
- viii. Should have executed minimum one software development project, which has been preferably audited and certified by CERT-IN empanelled Internet Security Auditors in the last five years.
- ix. Should have deployed more than 2 technical resources in one project *onsite* in a government / semi government organization. *(Optional requirement)*
- x. The applicant should furnish an undertaking to the effect that the firm has not been blacklisted in India.

- xi. A Processing fee of Rs. 5,000/- shall be in the form of Demand draft in favour of the “GRIHA Council”, payable at New Delhi. This processing fee is to cover the application processing cost and is non-refundable.
- xii. The consultant organization or its office should be preferably situated /located within the Delhi & NCR.

**Note:** Documentary Support for all the above, with copies of documents / purchase orders & letter of completion from customers for projects completed in the last five years.

- c) GRIHA Council shall shortlist the companies, based on evaluation of the Expression of Interests submitted by them for further selection.

### **1.3.2 Stage II: Request for Proposal (RFP)**

- a) GRIHA Council shall circulate a detailed RFP among the short-listed consultants.
- b) The short-listed companies may also carry out the required study of the requirements, at their own cost, based on the TOR of GRIHA Council.
- c) The short-listed consultants shall submit a detailed Technical and Financial Proposal as per RFP document.
- d) The technical proposals submitted by the Consultancy Organization shall include all details as per RFP shared with them (to be provided later to the short-listed companies only) and shall be evaluated by a Technical Evaluation Committee and marks assigned to a maximum of 70.
- e) The financial proposals shall be submitted as per RFP format shared with them (to be provided later to the short-listed companies 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.
- f) The combined score of technical and financial will be taken into consideration and the organizations shall be ranked as per the combined score and shall be selected for further contract discussion.

## **2. Brief Introduction & Scope of Work**

### **2.1. Introduction to GRIHA Council**

GRIHA is an acronym for Green Rating for Integrated Habitat Assessment. GRIHA is a Sanskrit word meaning – ‘Abode’.

With an overall objective to reduce resource consumption, reduce greenhouse gas emissions and enhance the use of renewable and recycled resources by the building sector, TERI has

played a crucial role in convergence of various initiatives, essential for effective implementation and mainstreaming of sustainable habitats in India. With over two decades of experience on green and energy efficient buildings, TERI has developed GRIHA (Green Rating for Integrated Habitat Assessment), which was adopted as the national rating system for green buildings by the Government of India in 2007.

Human Habitats (buildings) interact with their surroundings in a variety of ways. They consume resources in the form of energy, water, materials, and so on throughout their life cycles, from construction to operation and then demolition, and emit wastes either directly as municipal wastes or indirectly as emissions from electricity generation. GRIHA strives to keep a building's resource consumption, waste generation, and overall environmental impact within certain nationally acceptable limits / benchmarks.

With its motto of 'what gets measured, gets managed', GRIHA attempts to quantify aspects such as energy consumption, waste generation, renewable energy adoption, etc. to manage, control and reduce the same to the best possible extent.

GRIHA is a rating tool that helps people assess the performance of their building against certain nationally acceptable benchmarks. It evaluates the environmental performance of a building holistically over its entire life cycle, thereby providing a definitive standard for what constitutes a 'green building'. The rating system, based on accepted energy and environmental principles, will seek to strike a balance between the established practices and emerging concepts, both national and international.

Internationally, voluntary building rating systems have been instrumental in raising awareness and popularizing green design. However, most of the rating systems devised have been tailored to suit the building industry of the country where they were developed.

This tool has been adopted by the Ministry of New and Renewable Energy. This tool, by its qualitative and quantitative assessment criteria, is able to 'rate' a building on the degree of its 'greenness'.

### **2.1.1 The activities of GRIHA Council are as follows: -**

#### **a) Award of rating certification:**

All activities related to the issuance of GRIHA rating and all its variants are carried out by GRIHA Council,

#### **b) Technical development:**

A dedicated team at the Council constantly updates and revises the GRIHA rating system to go hand in hand with the present market conditions and to create new benchmarks for pushing the market further.

Other variants of GRIHA that focus on small- and large-scale developments, existing building stock, and affordable building segment have also been developed to add/increase the sustainability quotient of projects of varying scales and segments,

**c) Training and capacity building:**

The Council conducts capacity building programmes with a commitment to educate different segments of the society regarding green building practices and the rising threat to the planet owing to unsustainable construction practices. The programmes are conducted at multiple levels as follows:

- **Project team:** Awareness workshops are conducted on green buildings and GRIHA rating system for all the registered project teams. The online certification tool at [www. grihaindia.org](http://www.grihaindia.org) further helps the project teams to educate themselves on their specific roles in developing project-specific documentation.
- **Field professionals:** For the design and development of the green infrastructure a large pool of qualified professionals is required in all parts of the country. To enable the active dissemination of knowledge and skills necessary for designing new green buildings, GRIHA Council organizes a series of workshops across the country. These workshops are aimed at practicing professionals such as architects, engineers, developers, policymakers, and sustainability analysts who have been working in the field of green building and sustainability and are interested in GRIHA certification. Exams are conducted to certify professionals who have attended the workshops and proved to be well-equipped to further take up similar programmes in their regions. Professionals with considerable experience in green buildings are encouraged to become GRIHA evaluators and certified professionals.
- **Sustainability enthusiasts:** Training programmes are organized for teachers and students working/studying on the subjects related to building science and construction. Further, sustainability awards were introduced by the Council to motivate students to design sustainable structures.
- **Residents Welfare Association (RWA):** One day programmes are conducted for residents of housing societies to raise awareness regarding conservation and optimal utilization of natural resources and waste management practices.

**d) Advisory:**



The role of policymakers is imperative in transforming the society towards sustainability. GRIHA Council works with policymakers (from different fraternities) to form frameworks for the adoption of sustainable practices for resource and construction management at different levels of the society. The aim is to lay foundation for clean energy economy and healthy communities.

**e) Advocacy:**

- **National Conference:** The annual event organized by GRIHA Council in association with key stakeholders in the construction industry is a platform to discuss and deliberate on furtherance of green habitat development in India. The event brings together national as well as international experts from different industries in the field of construction and sustainability to develop and drive new initiatives, provide insights, and showcase sustainable products and green business opportunities. It is, further, aimed to facilitate sharing of international best practices from all over the world to elicit practical applications that are most relevant in the Indian context.
- **Media Outreach:** Professionals from GRIHA Council and TERI are frequently requested by the print and electronic media for expert articles and updates on the green building front. These engagements ensure that GRIHA Council is in continuous touch with the end users either directly through its own efforts or through the media.

**f) Facilitating market transformation:**

The Council has created an online catalogue of products and materials which have lower environmental impact as compared to the conventional materials available in the market. The catalogue, known as GRIHA Product Catalogue, was launched by GRIHA Council in association with TERI, and was developed to provide green building designers and clients with all the necessary information on green building products which can be used in order to make buildings GRIHA compliant. In recent times, the market of green building products has grown manifold. On the one hand, this has helped in increasing the availability of green building products, but on the other hand, the ever-increasing range of products has made the building professionals unsure about whether a certain product meets the GRIHA parameters or not. In such situations, the catalogue provides information to the architects, engineers, builders, and other building professionals about products which meet GRIHA parameters for use in their GRIHA-registered buildings.

**g) Stewardship and monitoring:**



The Council conducts one day orientation workshops for the entire team of the projects registered with GRIHA. During the workshop, a detailed presentation on GRIHA rating by the Council officials is done, followed by a rigorous exercise of target setting through a checklist.

The workshop serves the dual purpose of awareness of the GRIHA system for all involved and identification and evaluation of the optional criteria and applicability check to enhance the rating of the project. The outcome of the workshop is a roadmap for the GRIHA rating process along with identification of responsibilities within the project team for various GRIHA criteria. The targeted level of rating is identified for all in the team to design the project and implement accordingly.

In addition, interim site visits become a crucial part of the rating process that are included to guide the project team and monitor the project site.

## **2.2. Scope of Work**

The selected Consultancy Organization shall provide new software development, Operations and Management Support to existing and planned IT activities of GRIHA Council, through deployment of the required human resources as consultants, having required skills and experience in software development, maintenance, management, and user support. The selected organization shall also be responsible for the complete turnkey operation of the IT systems (including system software requirement, Application performance deployment/hosting over the cloud servers/instances, security, SSL certification etc.) to ensure a minimum of 99.9% uptime availability of all the applications under this project.

The Operations and Management support shall be extended to the all the mentioned IT systems of GRIHA developed on Microsoft .Net Platform and other latest/open-source technology for mobile and web-based portals. Apart from the above, it shall also include additional activities to be computerized, as per the requirements of GRIHA in future.

The Operations and Management Support of GRIHA related application shall be extended not only to GRIHA, but also to its external stakeholders like Clients, other central government Organizations, state government organizations, international Organizations, Consultants, external evaluators, etc., for effective usage of GRIHA's systems.

The selected Consultancy Organization will take over the software systems development, through the following services:

- a) Deploy dedicated resources onsite for software development & extending O&M support (The minimum number of resources required, and their educational

- qualification, experience and skill sets required shall be shared through the RFP to the short-listed Consultancy Organizations)
- b) Provide Software Maintenance, Enhancements and User Support
  - c) Provide management services for cloud servers, cloud instances at GRIHA and TERI's Information Technology and Services (Software & Application Management part only, the hardware support shall not be part of this contract.)

The objective of O&M support is to provide software application development, maintenance, and support services (from Monday to Saturday, during regular business hours at GRIHA Delhi HQ), including request-based services (problem requests/defect fixes), feature enhancements, configuration management and post release support for the activities covered in the scope of work.

As part of these services, Consultancy Organization shall provide support for bug fixes, feature enhancements, operational support, application & database backup and assistance to GRIHA. The services include:

**a) Bug-Fixes and End-User Problem Resolution:**

The end user support would include all activities related to resolving the bugs / defects reported by application users. Every bug / defect should be logged in Helpdesk portal and categorized on the severity levels. Consultancy Organization shall identify the solution and take necessary approvals from GRIHA and release the patch for User Acceptance Test (UAT) after fixing the defects. Consultancy Organization shall document defects / bugs encountered as well as document the resolution of the same and ensure re-installations, in the event of system crash/failures.

**b) New Development and Enhancements:**

GRIHA applications may require modifications or enhancements in the process and functionality. The enhancements or new development may also be required to fix some complex problem requests or defect fixes and upgrades the application performance. The selected Consultancy Organization shall ensure that correct version of the application / program units is being considered to carry out application enhancements / new development through configuration management plan for configuration management and version control using the version control software.

The selected Consultancy Organization shall obtain the necessary UAT approvals from respective stakeholders within GRIHA for the modifications / enhancements.

**c) Configuration Management and Version Control:**

As the application undergoes enhancements and modifications due to problem requests, defect fixes and change requests, it becomes increasingly important to keep the source code under version control and the system under configuration management. Consultancy Organization shall assist GRIHA in ensuring that a copy of the production environment is backed up and stored in the repository before the new / modified components are copied to production.

**d) Release Management:**

As part of the release management, selected Consultancy Organization shall perform the following activities:

- Group the related change requests, assess their development progress and accordingly prepare a schedule for their release
- Prepare a detailed release plan for every release. This plan should include the release number and date of release. It should also contain details about the change request to be released.
- Provide Helpdesk support for the resolution of technical queries by end users
- Conduct Application training for the users in outstation locations as and when required.

**e) Helpdesk and End User Support:**

This includes following activities:

- Implementation support to users
- End-user problem resolution
- User Training

**f) Administration Support:**

This includes following activities:

- Latest source code, application deployment files, configuration files for entire solution
- System
- Storage
- Security
- Database
- Backup/restore etc.

### **g) Reporting:**

This includes following activities:

- Weekly & monthly, reports with Project Status & open issues
- Weekly/fortnightly/monthly Performance Monitoring Reports for the Application
- Updated system design documents, specifications
- Updated user manuals, administration manuals, training manuals etc.
- Call Log /emails & Resolution Reports for Helpdesk
- Software change logs etc.

### **h) Upgradation of Existing applications:**

In future, if GRIHA will upgrade its existing running application to new emergent technologies/ Open-source technologies/ Blockchain technologies, then selected consultancy organization will provide their support in upgradation of these applications.

As per the scope of work defined above, The O&M Project covers maintenance and upgradation of the above-mentioned applications. However, the consultant may be awarded additional activities of new application development and its O&M. The team has to follow complete Software Development Life Cycle (SDLC) for each of the application developed and implemented in GRIHA. The onsite deployed team may be involved in the new assignment. If needed, additional manpower may be hired for the additional activity after assessment of the actual manpower requirements. The additional manpower charges would be sought in the RFP from the shortlisted organizations.

## **2.3. Expected Deliverables**

### **2.3.1. Team that may be required to be deployed by the Software Consultant**

- a) Team Leader
- b) Sustainability Specialist (preferably GRIHA CP/ Evaluator)
- c) System Architect
- d) Database Administrator
- e) System Analyst
- f) Business Analyst
- g) Software Programmer (Web and Mobile)
- h) Web/Graphics Designer
- i) Quality Assurance/ Software Tester
- j) Data Entry Operator

This list is shared here as a tentative list; The minimum requirements of the type and number of resources to be deployed shall be proposed by GRIHA Council in the RFP document; however, the short-listed bidders can propose their estimates in their technical proposal as a part of RFP.

### **2.3.2. Key Deliverables**

The Consultancy Organization shall be responsible for all the development, implementation, testing, maintenance, support, feature enhancements, documentation, operations, and management of applications. The agency should carry out all the modifications/updation/additions/deletions in the applications and portal as and whenever required by GRIHA Council. The applications have to be maintained in bilingual (Hindi and English) wherever required. GRIHA Council will provide information in English. The consultant has to provide translated document duly typed in Hindi which will be verified by GRIHA Council before implementation.

The agency before performing updation in the online application should carry out an impact analysis and the report should be submitted to GRIHA Council for its approval. After getting the approval there should be changes made in the system. If a re-design of the application is required, then the Consultancy Organization should take up this task with the consent of GRIHA Council. Any changes in the team/team members should be approved by GRIHA Council.

The consultant shall be responsible for the complete turnkey operation of the IT systems (software only) to ensure a minimum of 99.9% uptime availability of all the applications under this project. It shall also ensure following deliverables from the team-deputed onsite or by deploying additional resources if situation arises:

- a) Complete Software Development Life Cycle (SDLC) should be followed for each application.
- b) Proper Documentation with versioning of all the applications should be maintained like SRS, High Level Design, Low Level Design, functionality document (process document), user manual, test case report, test evaluation report, Impact Analysis Report, Change Document etc.
- c) All the changes in the applications should be properly documented and reflected in respective documents.
- d) Any change in the application should be done through change request form. After completing the change, a request closure form should be filled.
- e) A log should be maintained for all the changes done in the application or database.

- f) Proper coding standards should be followed in all the applications.
- g) Periodic code review should be done for improvement in source code.
- h) Code & query optimization should be done to the extent possible.
- i) Proper testing should be done for the changes done in the application or database. Testing should be done on exhaustive test cases. These test cases should be reviewed by the team leader and a test report should be maintained.
- j) Ensure proper backup of application and database as per the approved backup policy.
- k) In case of any eventuality, it has to be ensured that the downtime is minimum, and system is restored with minimum data loss.
- l) It should also be ensured that all the security measures are undertaken to prevent vulnerabilities / threats /hacking of application or data theft.
- m) The agency shall be responsible to maintain the confidentiality of application, data and any other information and make sure that information is not shared outside the GRIHA Council. The required confidentiality agreement shall be signed by the Agency as well as by each team member deployed at GRIHA Council.
- n) Source Code will be handed over to Council along with compiled version and executable.
- o) Any software developed shall be the property of GRIHA Council. Software, Documents, Information, and other elements of the project shall have the copyrights of GRIHA Council unless any copyright material is used with due permission of any third party.
- p) Proper versioning of source code should be maintained.
- q) It should be ensured that uploading of the modified application on the live servers is carried out with due care to avoid any wrong upload or accidental file replace.
- r) Security audit of the application should be done for removal of any security flaws and for hosting provider requirements.
- s) The onsite team shall also be responsible for giving demo & presentation of application as and when required.
- t) Preventive maintenance shall be carried out on the database and functioning of the program to handle large volume of traffic.
- u) Customer support should be provided for user problem and queries.

### 3. Instructions to Consultants

#### 3.1. 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 will 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 respects 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.

#### 3.2. Sealing of Envelopes & Submission

- a) The Expression of Interest along with Bank Draft is sealed in an envelope super scribing **"Expression of Interest – Development and O&M Support for IT Activities of GRIHA Council"**.

OR

Through online application form available on the GRIHA website.

- b) This envelope shall be addressed to Deputy CEO-Cum-Secretary & Treasurer, GRIHA Council, GRIHA Council, 3rd Floor, Core 1B, India Habitat Centre, Lodhi Road, New Delhi – 110 003, India and submitted on or before 01/02/2023 by 01.00 P.M.

OR

Through online application form available on the GRIHA website, submitted on or before 01/02/2023 by 01.00 P.M.

- c) The Expression of Interests will be opened on 02/02/2023 at 11.00 A.M. in presence of the bidders who may wish to be present.
- d) GRIHA Council reserves the right to reject any or all the EOIs without assigning any reasons.

#### 3.3. Documents to accompany EOI

The applications shall be complete with the following documents:

- a) Processing Fee of Rs. 5,000/- in the shape of Demand draft drawn in favour of the "GRIHA Council", payable at New Delhi.
- b) Each page of the EOI document should be duly signed and stamped by the authorized person.



- c) Expression of Interest in Form – I.
- d) Details of experience in similar type of project in Form-II
- e) Affidavit or Self declaration in Form –III.
- f) Supporting documents as per Eligibility Criteria
- g) Any other information likes to provide.

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.

### **3.4. Amendment to EOI**

At any time prior to the last date for receipt of proposals, GRIHA Council 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, GRIHA Council 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 'News and Updates' Section of GRIHA website for any changes or amendments in the EOI before submitting their Expression of Interests.

### **3.5. Preliminary examination for the applications**

The preliminary examination of application will be as follows:

- a) The GRIHA Council 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 GRIHA Council 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, GRIHA Council 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 bidder, or any right of the employer as required in this document. GRIHA Council may waive any minor non-conformity 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 agency in the first instance. No account will be taken of any further documents or clarifications, or any such additional information furnished subsequently by the consultant agency. However, GRIHA Council 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 in evaluation.

### **3.6. Evaluation**

The procedure of evaluation of the applications is indicated below:

- a) GRIHA Council has specified the Pre-Qualification Criteria (Section 4) in the EOI document with minimum qualifying requirement for each of the criteria i.e. minimum years of experience, minimum number of assignments executed, the minimum size of the assignments, minimum turnover etc. The applicant shall submit the proposals in the same sequence indicating the qualification criteria on each certificate.
- b) GRIHA Council shall apply pass-fail test and short list all the consultants who meet the minimum requirement as specified.
- c) After completion of EOI evaluation, the qualified bidders 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.

### **3.7. Time Period**

The O&M contract shall be valid for a period of 1 year; the same shall be reviewed every year and will be renewed annually subject to satisfactory performance. GRIHA Council reserves the right to extend the contract further or terminate early without assigning any reason whatsoever.

### **3.8. Presentation**

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

### **3.9. Rejection of EOI**

The application is liable to be rejected if:

- a) The application is not covered in proper sealed cover with superscription as indicated in Section 3.2 above.
- b) Not in prescribed forms and not containing all required details.
- c) Not properly signed and stamped as per requirements.
- d) Received after the expiry of due date and time.
- e) Offer is received by fax, telegram, or e-mail.
- f) Bid received without the processing fees.
- g) Missing of any supporting document(s) with the EOI

### **3.10. Disclaimer**

Following points are to be considered by the applicant:

- a) The GRIHA Council shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b) The GRIHA Council reserves the right,
  - To reject any/all applications without assigning any reasons thereof.
  - To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the GRIHA Council without assigning any reasons thereof.
  - To include any other item in the Scope of work at any time after consultation with applicants or otherwise.



GRIHA

#### 4. Pre-qualification Criteria

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

S.No.	Eligibility Criteria	Supporting Document Required	Yes /No
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 for the last 3 years	Company Incorporation Certificate or Registration Certification from ROC	
2	The agency must be registered in India with appropriate tax and other administrative authorities.	Service Tax Registration VAT Registration PAN Card	
3	The organization should have had a business turnover of at least Rs. 1 Crore in the last three years (preferably from Software Consultancy Services)	Certificate from the Chartered Accountant of the Organization. Audited Balance sheets for the years mentioned.	
4	Should have successfully executed at least any one of the following in the last five years: <ul style="list-style-type: none"> <li>i. Three similar completed projects costing not less than Rs. 15 Lakhs each, or</li> <li>ii. Two similar completed projects costing not less than Rs. 50 Lakhs each, or</li> <li>iii. One similar completed project costing not less than Rs. 1 Crore.</li> </ul>	Letter from Customers indicating value of the services provided for the project	
5	Any one of the projects mentioned in point no. iv, should be in the field of certification/ assessment/ rating tool for a company	Work Order copies from customers and a Form II (filled up)	

	working in the field of sustainable development. <i>(Optional Requirement)</i>		
6	Shall have either valid ISO 9001:2015 for Software Development or valid CMM Level 3 Certification <i>(Optional Requirement)</i>	Copy of Certificate	
7	Should have executed minimum one software development project, which has been preferably audited and certified by CERT-IN empanelled Internet Security Auditors in the last five years.	Copy of Certificate or Letter from Customers indicating the name of the CERT-IN empanelled Consultancy Organization who have carried out the vulnerability audit and certified the web applications developed	
8	Copies of documents / purchase orders & letter of completion from customers for projects completed in the last five years.	Copies of the major projects completed during the last 5 years.	
9	The applicant should furnish an undertaking to the effect that the firm has not been blacklisted in India.	Letter of undertaking as in Form II	
10	Processing fee of Rs. 5,000/- (non-refundable.)	Demand draft drawn in favour of the "GRIHA Council", payable in New Delhi.	
11	The consultant organization or its office should be preferably situated /located within the Delhi & NCR.	Provide a copy of the address proof	

## 5. Formats for Submission

### FORM I

#### EOI Letter Proforma

To  
Deputy CEO-Cum-Secretary & Treasurer, GRIHA Council,  
3rd Floor, Core 1B  
India Habitat Centre, Lodhi Road, New Delhi – 110 003, India

#### **Sub: Expression of Interest for short-listing of Consultancy Organizations for Operations & Management Support to IT activities of GRIHA Council**

Sir/Mam,

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.

S. No.	Description	Response
1	Name of the Consultancy Organization	
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	
7	Fax No. (with STD code)	

We have enclosed the following:

1. Processing Fee of Rs. 5,000/ in the form of a Demand draft drawn in favour of the GRIHA Council, payable at New Delhi.
2. Expression of Interest in Form – I.
3. Details of experience in similar type of project and sustainable development sector in Form-II
4. Affidavit or Self Declaration of eligibility in Form- III
5. 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:

Designation:

Seal:

Date: \_\_\_\_\_ Place \_\_\_\_\_

Witness by - Signature:

Name:

Address:

Date: \_\_\_\_\_

## FORM II

### DETAILS OF EXPERIENCE IN E-GOVERNANCE AND SUSTAINABLE DEVELOPMENT SECTOR

**A. Customer References related to e-Governance Projects that the applicant has been engaged during the last Five years:**

S. No.	Name & Address of the client	Date of start of the work	Date of Completion	Website Address	Value of the Project
1					
2					
3					
4					

**B. Customer References related to the sustainable development Sector that the applicant has been engaged during the last Five years:**

S. No.	Name & Address of the client	Date of start of the work	Period of work to be Completed	Value of the Project
1				
2				
3				
4				

**Note:**

1. Please also note that the copies of work orders and satisfactory completion certificate from the customers shall be required to be submitted for all the references mentioned above.

GRIHA



## FORM III

### AFFIDAVIT or SELF-DECLARATION

Ref: Call for Expressions of Interest for short listing of Software Consultancy Organizations by GRIHA Council

Candidates 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 contracts.
2. Agree to abide by the highest ethical standards in the profession and, in particular, have no potential conflict of interest.
3. Will inform the Authority immediately if there is any change in the above circumstances at any stage during the tender procedure or during the implementation of the project.
4. Fully recognize and accept that any inaccurate or incomplete information deliberately provided in this tender may result in my/our exclusion from this or other contracts funded by the Authority.

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