



National Intelligence Grid (NATGRID)

Ministry of Home Affairs, Govt. of India

**1st Floor, Shivaji Stadium Annexe, Connaught Place,
Shaheed Bhagat Singh Marg, New Delhi - 110001**

Expression of Interest (EoI)

Selection of Systems Integrators for Implementing Entity Extraction, Visualization & Analytics (EVA) System

EoI No.: 22011/1/2015-OIS

Date of Issue: 01/02/2017

Last Date and Time of Submission: 28/02/2017 by 1800 hrs.

Date of Opening: 02/03/2017

Bid Validity: 180 days from the date of opening of bids

(Note: Kindly see all clarifications/corrigendum on website & read Bid Document carefully before submission & ensure that all documents are fully authenticated by the Authorized Signatory with his Digital Signature)

Table of Contents

PROPRIETARY.....	4
1. INTRODUCTION.....	5
1.1. Background.....	5
1.2. Implementation Plan.....	5
1.3. Purpose of EoI.....	5
2. BROAD SCOPE OF WORK.....	6
3. INSTRUCTION TO BIDDERS.....	8
3.1. EOI Document.....	8
3.2. Completeness of Response.....	8
3.3. EoI Proposal Preparation Costs & related issues.....	8
3.4. Pre-Bid Meeting.....	8
3.5. Responses to Pre-Bid Queries and Issue of Corrigendum.....	9
3.6. Right to Terminate the Process.....	9
3.7. Submission of Responses.....	10
3.8. Special Instructions to Bidders for e-Tendering.....	10
3.9. Broad Outline of activities from Bidders prospective for e-Tendering.....	10
3.10. Key Instructions for Bidders.....	11
3.11. EoI Submission Format.....	12
3.12. Deadline for Online Submission.....	12
3.13. Date and Place of Opening of Bids.....	12
3.14. Validity of Bids.....	12
3.15. Place of Opening of EoI Bids.....	12
3.16. Short Listing Criteria.....	13
3.17. Evaluation Process.....	13
4. PRE-QUALIFICATION CRITERIA.....	14
Appendix I - Bid Submission Forms.....	16
Form 1: Covering Letter with Correspondence Details.....	17
Form 2: Details of the Bidder's Operations and IT Implementation Business.....	19
Form 3: Compliance Sheet for Pre-Qualification Criteria.....	20

PROPRIETARY

This EoI is proprietary to NATGRID, and NATGRID reserves the right to recall the EoI in its entirety or in part. All responses to the EoI will become the property of NATGRID and will not be returned.

1. INTRODUCTION

1.1. Background

- 1.1.1. A number of advanced systems exist today that can scan through large number of structured & unstructured data in various formats to extract and link contextual information on a real time basis. These systems use Natural Language Processing (NLP) tools with cognitive capability to extract entities (namely Person, Event, Place, and Organization) and link each other through relationships based on domain specific ontologies and can further be visualized using analytical tools as per the operational requirement.
- 1.1.2. NATGRID is intending to set up an Entity Extraction, Visualization and Analytics (EVA) system that would collect and analyse information available from various data sources.

1.2. Implementation Plan

- 1.2.1. The EVA system is planned to be implemented through a System Integrator (SI) who would be responsible for providing the software solution, recommend hardware specification for running the solution and integrating and implementing the composite EVA solution. The SI would be required to provide software solution in the first stage along with the recommended hardware specifications. The software solution recommended by the SI would have to be implemented in the NATGRID Lab Environment to enable testing of various functionalities.
- 1.2.2. As part of next stage, NATGRID would procure the hardware based on the specifications provided by the SI. The SI would then have to integrate both the hardware and software and implement the solution. It is imperative that the EVA solution implemented by the SI should be customizable throughout its deployment lifecycle to meet the evolving requirements of the users.

1.3. Purpose of EoI

- 1.3.1. The purpose of this Expression of Interest (EoI) is to shortlist reputed Systems Integrators (SI) for the implementation of the EVA system envisaged by NATGRID. The objective of the document is to provide indicative information on the EVA project and the scope of work for this project. The detailed scope of work, terms and conditions and parameters for selection of the SI will be provided in the Request for Proposal (RFP). RFP will be provided to only those firms who have cleared security verification and shortlisted as per the pre-qualifying criteria provided in this EoI.

2. BROAD SCOPE OF WORK

2.1. The broad scope of work to be executed as part this project is as given below:

2.1.2. Designing the solution

- a) Prepare High Level & Low Level Design for the Proposed Solution based on Functional Requirements.
- b) Develop & Customize the EVA Software Solution that would have the following capabilities:
 - i. Access, store, and analyse structured & unstructured data from various sources;
 - ii. Extract entities and their relationships and perform all analytics that can be done using NLP techniques and data mining algorithms;
 - iii. Create and update Ontologies defining the entities, their attributes and their relationships;
 - iv. Support multiple languages including English and Hindi;
 - v. Allow user to perform various types of search such as free text search, parametric search, entity-based search, and timeline based search;
 - vi. Present information to users in visually intuitive manner in the form of network graphs;
 - vii. Map available information on GIS interface and allow user to perform location based query;
 - viii. Automatically generate alerts based on pre-defined rules;
 - ix. Allow user to create custom dashboards/ reports based on their analysis;
 - x. Integrated security features to protect the solution from external threats;
 - xi. Create and manage Users through a User Management Interface for controlling access, enforcing rules, and auditing usage;
 - xii. Tune system parameters and performance to improve accuracy of results.

2.1.3. Supplying the Solution

- a) Supply necessary software for the proposed solution.
- b) Provide specifications and Bill of Material (BOM) of the hardware required for solution deployment.

2.1.4. Implementing the Solution

- a) Configure and Deploy the Software Solution in the test/lab environment for testing purpose
- b) Configure and Deploy the Software Solution on the Hardware procured by NATGRID based on the specifications and Bill of Material (BOM) provided by the System Integrator.

- c) Coordinate and carry out the intermediate and final testing of the configured solution.
- d) Coordinate and provide necessary support for conduct of acceptance testing.
- e) Prepare & provide necessary documentation in the form of User Manuals and Trouble Shooting manuals for the solution.

2.1.5. Operating and Maintaining the Solution

- a) Adhere to the contracted Service Level Agreements to ensure necessary uptime of the solution during the Warranty & AMC period.
- b) Train specific groups of users to be able to manage and optimally utilise the solution.

2.1.6. Providing enhancements, post commissioning of the Solution

- a) Suggest desirable features to maximize the usefulness of the solution over and above the basic user requirements.
- b) Design and develop/ customize modules/features as per evolving User Requirements during the Warranty & AMC period. The custom code developed will be owned by NATGRID.
- c) Carry out testing of customized modules/ features and coordinate acceptance testing.
- d) Integrate the new customized modules / features in the live solution.
- e) Train the users and provide necessary documentation.

2.2. The broad timelines of this project is as given below:

S. No.	Project Activity	Timelines (in months)
1	Award of Contract	T
2	Design and Customization	T + 4
3	Deployment and Testing on Test Environment	T + 5
4	Issue of Tender and Procurement of Hardware	T + 7
5	Deployment and Testing on Production Environment	T + 9
6	Go-Live of the EVA Solution	T + 9

3. INSTRUCTION TO BIDDERS

3.1. EOI Document

- 3.1.1. As this EoI document shall be following the e-tendering process, the bidders may download the EoI bid document from www.eprocure.gov.in . No physical copy of the EoI document would be made available.

3.2. Completeness of Response

- 3.2.1. Bidders are advised to study all instructions, forms, terms, requirements and other information in the EoI documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the EoI document with full understanding of its implications.
- 3.2.2. The response to this EoI should be full and complete in all respects. Failure to furnish all information required by the EoI documents or submission of a proposal not substantially responsive to the EoI documents in every respect will be at the Bidder's risk and may result in rejection of its EoI Proposal.

3.3. EoI Proposal Preparation Costs & related issues

- 3.3.1. The bidder is responsible for all costs incurred in connection with the participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/presentations, and preparation of EoI along with providing any additional information required by NATGRID to facilitate the evaluation process.
- 3.3.2. NATGRID will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 3.3.3. This EoI does not commit NATGRID to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this bid.
- 3.3.4. All materials submitted by the bidder will become the property of NATGRID and may be returned completely at its sole discretion.

3.4. Pre-Bid Meeting

- 3.4.1. NATGRID shall hold a pre-bid meeting with the prospective bidders on 13/02/2017, 1100 hrs. at

National Intelligence Grid (NATGRID)
Ministry of Home Affairs, Govt. of India

1st Floor, Shivaji Stadium Annexe, Connaught Place,
Shaheed Bhagat Singh Marg, New Delhi – 110001

- 3.4.2. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to

NATGRID Nodal Officer

Sh. Saumitra Sahar
Deputy Director

Through Facsimile or email on or before 09/02/2017, 1800 hrs.

Fax: +91-11-23444280/ 281

Email: ddrmnig@nic.in

- 3.4.3. All queries to be raised in the pre-bid meeting will relate to the EoI alone and no queries related to detailed analysis of Scope of work, payment terms and mode of selection will be entertained. These issues will be amply clarified at the RFP stage.

3.5. Responses to Pre-Bid Queries and Issue of Corrigendum

- 3.5.1. The Nodal Officer notified by NATGRID will endeavor to provide timely response to all queries. However, NATGRID makes no representation or warranty as to the completeness or accuracy of any response made in good faith.
- 3.5.2. At any time prior to the last date for receipt of bids, NATGRID may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the EoI Document by a corrigendum.
- 3.5.3. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the www.eprocure.gov.in and emailed to all participants of the pre-bid conference.
- 3.5.4. Any such corrigendum shall be deemed to be incorporated into this EoI.
- 3.5.5. In order to afford prospective Bidders reasonable time in which to take the corrigendum into account in preparing their bids, NATGRID may, at its discretion, extend the last date for the receipt of EoI Bids.

3.6. Right to Terminate the Process

- 3.6.1. NATGRID may terminate the EoI process at any time and without assigning any reason. NATGRID makes no commitments, express or implied that this process will result in a business transaction with anyone.

3.6.2. This EoI does not constitute an offer by NATGRID. The bidder's participation in this process may result in NATGRID short listing the bidder to submit a complete technical and financial response at a later date.

3.7. Submission of Responses

3.7.1. The bids shall be submitted online using single envelope methodology. The envelope shall contain documents of bidders satisfying the eligibility / Technical conditions requirements.

a) Bids shall consist of supporting proofs and documents as defined in the Pre-qualification section

b) Bidder shall submit all the required documents as mentioned in the Appendix. It should be ensured that various formats mentioned in this EoI should be adhered to and no changes in the format should be done.

3.7.2. The document should be page numbered, must contain the list of contents with page numbers and shall be initialled by the Authorized Representative of the bidder.

3.7.3. EoI document submitted by the bidder should be concise and contain only relevant information as required under this EoI.

3.7.4. Bids must be submitted online by the bidder no later than the specified date and time indicated in the covering letter of this EoI.

3.7.5. **Late Bids:** No bids shall be accepted online by the online portal after the specified deadline for submission of bids prescribed by NATGRID.

3.8. Special Instructions to Bidders for e-Tendering

3.8.1. E-Tendering is a new methodology for conducting public procurement in a transparent and secured manner. Suppliers/Vendors will be biggest beneficiaries of this new system of procurement. For conducting electronic tendering, NATGRID has decided to use the portal (<http://www.eprocure.gov.in>) through Central Public Procurement Portal, Government of India. Benefits to Suppliers are outlined in the home page of the portal.

3.9. Broad Outline of activities from Bidders prospective for e-Tendering

3.9.1. Procure a Digital Signing Certificate (DSC)

3.9.2. Register on Central Public Procurement Portal (CPPP)

3.9.3. Create Users and assign roles on CPPP

3.9.4. View EoI notice on CPP

3.9.5. Download Official Copy of the EoI Document from CPPP

3.9.6. Bid Submission on CPPP

- a) Please take care to scan documents that total size of the documents to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150dpi. However it shall be sole responsibility of bidder that the uploaded documents remain legible.
- b) Utmost care may be taken to name the files/documents to be uploaded on CPPP. There should be no special character or space in the name of the file. Only underscores are allowed.
- c) It is advised that all documents to be submitted are kept scanned or converted to PDF format in a separate folder on your computer before starting online submission.

3.9.7. **Digital Certificates** – For integrity of data and its authenticity/non-repudiation of electronic records, and be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>]

3.9.8. **Registration** – To use the Central Public Procurement Portal (<https://www.eprocure.gov.in>). Vendors need to register on this portal. The vendor should visit the home-page of the portal (www.eprocure.gov.in) and go to the e-procure link and then select Bidders Manual Kit.

Note: Please contact NIC helpdesk (as given below), to get your registration accepted/activated

NIC Helpdesk	
Telephone Number	0120-4200462, 0120-4001002
Email Id	support-eproc[at]nic[dot]in

3.10. Key Instructions for Bidders

- 3.10.1. Bidders must obtain Digital Signing Certificates well in advance of their EoI submission deadline on CPPP.
- 3.10.2. Register your organization on CPPP well in advance
- 3.10.3. Get your organizations concerned executives trained on CPPP using online training module well in advance.
- 3.10.4. Submit your bids well in advance of tender submission deadline on CPPP. NATGRID would not be responsible for any breakdown/non-responsiveness of the portal or internet connectivity issues.

3.11. EoI Submission Format

- 3.11.1. The entire EoI proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the EoI proposal. The scanned copies of the documents or pdf versions only need to be uploaded on the CPP portal.
- 3.11.2. The scanned versions of the documents or pdf versions of the following documents need to be uploaded on CPP portal.

Form 1: Covering Letter with Correspondence Details

Form 2: Details of the Bidder's Operations and IT Implementation Business

Form 3: Compliance Sheet for Pre-Qualification Criteria

Form 4: Project Citation Format

Additional: a) Power of Attorney in the name of Authorized Signatory

- b) All Documents mentioned in the Pre-Qualification Criteria Table (Section 4 of EoI Document) under the heading – **Documents Required**

3.12. Deadline for Online Submission

- 3.12.1. Date and Time of Online Submission of EoI bid: 28/02/2017, 1800 hrs.
- 3.12.2. Any EoI received by NATGRID after the above deadline shall be rejected and returned unopened to the Bidder.
- 3.12.3. NATGRID reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

3.13. Date and Place of Opening of Bids

- 3.13.1. Online Opening of EoI Bids: At 1100 hrs. 02/03/2017

3.14. Validity of Bids

- 3.14.1. The validity of the bids shall be 180 days from the date of opening of bids.

3.15. Place of Opening of EoI Bids

- 3.15.1. NATGRID has adopted e-tendering process which offers a unique facility for 'Public Online Tender Opening Event. NATGRID's EoI opening officers as well as authorized

representatives of bidders can attend the Public Online Tender Opening Event from the comforts of their office.

3.16. Short Listing Criteria

- 3.16.1. NATGRID will shortlist bidders who meet the PRE-QUALIFICATION CRITERIA mentioned in this Invitation to Expression of Interest.
- 3.16.2. Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of its EoI Proposal.

3.17. Evaluation Process

- 3.17.1. NATGRID will constitute an EoI Proposal Evaluation Committee to evaluate the responses of the bidders.
- 3.17.2. The Proposal Evaluation Committee constituted by NATGRID shall evaluate the responses to the EoI based on supporting documents & documentary evidence. Inability to submit requisite supporting documents may lead to rejection of the EoI. Each of the responses shall be evaluated to validate compliance of the bidders according to the Forms and the supporting documents specified in this document.
- 3.17.3. The Proposal Evaluation Committee may seek clarification in writing to the bidders through NATGRID to evaluate suitability of the bidder for the assignment.
- 3.17.4. The decision of NATGRID in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- 3.17.5. NATGRID reserves the right to reject any or all proposals.

4. PRE-QUALIFICATION CRITERIA

4.1. The table below details the required pre-qualification criteria.

S. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	Should be Company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008 Registered with the Service Tax Authorities Should have been operating for the last three years.	Certificates of incorporation and Registration Certificates
2.	Annual Sales Turnover	Annual Sales Turnover during each of the last three financial years (as per the last published Balance sheets), should be at least Rs. 100 Crores	Certificate from the statutory auditor
3.	Net Worth	Net Worth during each of the last three financial years should be positive	Certificate from the statutory auditor
4.	Technical Capability	Must have successfully completed one of the following covering the entire life cycle of implementation: <ul style="list-style-type: none"> i. One Project costing not less than Rs. 8 Crores, which includes Core Module ii. Two Projects costing not less than Rs. 5 Crores, which includes Core Module iii. Three Projects costing not less than Rs. 4 Crores, which includes Core Module Core Module should comprise the following: <ul style="list-style-type: none"> i. NLP based entity extraction and ii. Visualization/Analytics 	Work Order + Proof of 80% Payment Completion for all projects
5.	Software Certification	Should have been assessed and must possess a valid certification for SEI CMMI (Capability Maturity Model Integration) Min Level 5 as on the date of submission of bid	Copy of certificate valid on the date of submission of the EOI response
6.	Quality Management Certification	Should have latest ISO 9001 certification as on the date of submission of bid	Copy of certificate valid on the date of submission of the EOI response
7.	Information Security Management Certification	Should have ISO 27001 certification as on the date of submission of bid	Copy of certificate valid on the date of submission of the EOI response

8.	Blacklisting	The Bidder should not be convicted, blacklisted, or prosecuted on any ground by the central government/ state government or any government undertaking/ institution under their control in India.	Notarized affidavit by authorized signatory to this effect.
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- 4.2. In addition to the documents required for pre-qualification, Power of Attorney in the name of the Authorized Signatory is required.

Appendix I - Bid Submission Forms

The bidders are expected to respond to the EoI using the forms given in this section and all documents supporting Pre-Qualification / EoI Criteria.

Proposal / Pre-Qualification Bid shall comprise of following forms:

Form 1: Covering Letter with Correspondence Details

Form 2: Details of the Bidder's Operations and IT Implementation Business

Form 3: Compliance Sheet for Pre-Qualification Criteria

Form 4: Project Citation Format

Form 1: Covering Letter with Correspondence Details

<Location, Date>

Sh. Saumitra Sahar
Deputy Director

National Intelligence Grid (NATGRID)
Ministry of Home Affairs, Govt. of India
1st Floor, Shivaji Stadium Annexe, Connaught Place,
Shaheed Bhagat Singh Marg, New Delhi – 110001

Dear Sir,

We, the undersigned, offer to provide the Systems Integrator services for “Implementation of Entity Extraction, Visualization and Analytics (EVA) System”.

Our correspondence details with regard to this EoI are

S. No.	Information	Details
1.	Name of the Contact Person	<Insert Name of Contact>
2.	Address of the Contact Person	<Insert Address>
3.	Name, designation and contact, address of the person to whom, all references shall be made, regarding this EoI.	<Insert Name of Contact>
4.	Telephone number of the Contact Person.	<Insert Phone No.>
5.	Mobile number of the Contact Person	<Insert Mobile No.>
6.	Fax number of the Contact Person	<Insert Fax No.>
7.	Email ID of the Contact Person	<Insert Email>
8.	Corporate website URL	<Insert Website URL.>

We are hereby submitting our Expression of Interest online on CPP portal. We understand you are not bound to accept any Proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favors our company in the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project.

We hereby declare that our proposal submitted in response to this EoI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Bidder's Name with seal]

<Applicant's Name with seal>

Name: <<Insert Name of Contact>>

Title: <<Insert Name of Contact>>

Signature: <<Insert Signature>>

**Form 2: Details of the Bidder's Operations and IT
Implementation Business**

S. No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate authorities for service tax	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

Form 3: Compliance Sheet for Pre-Qualification Criteria

S. No.	Basic Requirement	Required	Provided	Reference & Page Number
1.	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory	Yes/No	
2.	Covering Letter with correspondence details	As per given COVERING LETTER WITH CORRESPONDENCE DETAILS in this Appendix.	Yes/No	
3.	Legal Entity	Copy of Certificate of Incorporation; and Copy of Service Tax Registration Certificate	Yes/No	
4.	Annual Sales Turnover	Certificate from the statutory auditor	Yes/No	
5.	Net Worth	Certificate from the statutory auditor	Yes/No	
6.	Technical Capability	Work Order + Proof of 80% Payment Completion for all projects	Yes/No	
7.	Software Certification	Copy of certificate	Yes/No	
8.	Quality Management Certification	Copy of certificate	Yes/No	
9.	Information Security Management Certification	Copy of certificate	Yes/No	
10.	Blacklisting	Notarized affidavit by authorized signatory to this effect.	Yes/No	

Form 4: Project Citation Format

Relevant System Integration project experience needs to be mentioned (provide no more than 3 projects)

General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project, including details of Core Module (Ref. Para 4.1, point 4 under Technical Capability)	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	