REQUEST FOR PROPOSAL (RFP)

FOR

RE-DESIGNING, DEVELOPMENT & MAINTENANCE OF MULTILINGUAL INTOSAI COMMUNITY PORTAL

MAY 2023

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SECTION – I

Request for Proposal (RFP)

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1. Office of the Comptroller and Auditor General (C&AG) of India is in the process of awarding the work of Re-designing, Development & Maintenance of Multilingual INTOSAI Community Portal. The complete scope of the project is detailed in Section II & III of this RFP document.

2. A firm will be selected under Quality cum Cost Based System (QCBS) Method and procedures described in this RFP.

3. The tender document may be downloaded from the Central Public Procurement Portal (CPPP) https://eprocure.gov.in/eprocure/app. The tender document will also be available on the CAG's official website i.e. https://cag.gov.in/en for information.

4. Bids shall be submitted online only at CPP portal: https://eprocure.gov.in/eprocure/app. Manual bids will not be accepted.

5. Bidders are advised to visit the CPP portal regularly to keep themselves updated as any addendum/corrigendum in the tender will be intimated through this portal only. The addendum/corrigendum in the tender will also be available on the office of the CAG's website (https://cag.gov.in/en).

6. The Bidder shall not tamper/modify the tender form including downloaded price bid template in any manner.

7. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. And all the documents submitted by the bidder should be legible.

8. Tenderers are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer at https://eprocure.gov.in/eprocure/app'.

9. The following table provides a quick overview of the key activities and important dates about this RFP.

S.No	Particular	Details
1	RFP Reference	Web Cell/2022/05 – Re-designing, Development & Maintenance of Multilingual INTOSAI Community Portal
2	RFP issuing Authority	O/o Comptroller and Auditor General of India, New Delhi
3	Name of the Project	Re-designing, Development & Maintenance of Multilingual INTOSAI Community Portal
4	Cost of Tender Document	Nil
5	Earnest Money Deposit	Rs 60,000/ (Rupees Sixty Thousand Only)
6	Date of issue of RFP	24.05.2023 05.00 PM
7	Bid document download date	24.05.2023 05.00 PM
8	Last date and time for submission of suggestions/ recommendations and seeking clarifications on the RFP by email/ correspondence only	31.05.2023 05.00 PM
9	Last date & time for issue of clarifications	05.06.2023 05.00 PM
10	Pre-bid Conference	07.06.2023 12.00 AM
11	Start date of submission of bids	09.06.2023 10.00 AM
12	End date and time for submission of proposals	07.07.2023 05.00 PM
13	Date of opening of Pre-qualification and Technical bid	10.07.2023 11.00 AM
14	Date of Presentation by bidders at O/o the Comptroller and Auditor General of India	Will be communicated later
15	Declaration of Technical Evaluation	Will be communicated later
16	Opening of Commercial Bids	Will be communicated later

17	Address of communication/Submission of Proposals	Director (International Relation - II) O/o CAG of India 9, Deen Dayal Upadhyaya Marg New Delhi- 110124
18	E-mail Id	ir@cag.gov.in
19	Contact Person	Director (International Relation - II) O/o the CAG of India, 9, Deen Dayal Upadhyaya Marg New Delhi

Director (IR-II)
O/o the CAG of India, New Delhi

SECTION - II

INSTRUCTION TO BIDDERS

1. Bidder Related Conditions

a) The bidder should confirm unconditional acceptance of full responsibility of executing the 'Scope of Work' of this RFP. This confirmation should be submitted as part of the Technical Bid. The bidder shall also be the sole point of contact for all purposes of the Contract.

b) The bidder shall be responsible for the execution of the scope of work.

c) The bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this contract.

d) The bidder should not have been black-listed by any Central / State / Union Territory Government, Autonomous bodies working thereunder or Public Sector Undertakings. If at any stage of the bidding process or during the currency of the Contract, any suppression / falsification of such information is brought to the knowledge of the CAG, the CAG shall have the right to reject the bid or terminate the contract, as the case may be, without any compensation to the bidder.

e) The Proposal shall be based on the number of Professional staff-months estimated by the Bidders. While making the proposal, the Bidder must ensure that it proposes the minimum number and type of experts as sought by the CAG, failing which the proposal shall be considered as non-responsive. Only one curriculum vitae (CV) may be submitted for each position of Professional staff sought by the CAG for the purpose of Technical evaluation.

2. Bid Rejection Criteria

Even though the Bidders may meet the above qualifying criteria, they may be disqualified if they have:

a. Made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or

b. Record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.

c. Any change made in the structure or formation of the Bidder after submission of the bid which will have material effect of altering the documents submitted.

d. Not submitted all requisite supporting documents.

3. Dispute Resolution

a. If during the subsistence of this Contract or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this Contract or regarding any question, including as to whether the termination of this Contract by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably and/or by Conciliation to be governed by the Arbitration and Conciliation Act, 1996 or as may be agreed to between the Parties. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts;

which attempt shall continue for not less than thirty (30) days, gives thirty (30) days' notice to refer the dispute to arbitration to the other Party in writing.

b. In case of such failure as is referred to above, the dispute shall be referred to an authority chosen by the two parties by mutual agreement for the purpose of the above clause who shall act as the sole Arbitrator for settlement of such dispute.

c. The Arbitration and Conciliation Act, 1996, shall govern the Arbitration proceedings.

d. The Arbitration proceedings shall be held in Delhi, India and the cost of arbitration will be shared equally by the parties to contract and the decision of the Arbitrator shall be final and binding upon the Parties.

e. The substantive laws of India shall govern the Arbitration proceeding.

f. The proceedings of Arbitration shall be in English language.

g. Continuance of the Contract: Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this Contract.

h. Bidders' companies who have or had business relations with Employer are advised not to employ serving Employers' employees without prior permission.

4. Bidder Evaluation Criteria

4.1 Pre-Qualification Criteria
a. Pre-Qualification Criteria: The interested Bidders should meet the below pre-qualification criterion:

Sl. No	Pre-Qualification Criteria	Documents to be submitted
1	The company should be registered in India.	Certificate of Incorporation / Registration Certificate
2	Bidder must be registered with the GST authorities, and it should have a PAN card	Copy of GST Registration Certificate and Copy of PAN card
3	Proof of authorization for signing on behalf of the Bidder.	Copy of the authorization letter/power of Attorney
4	Blacklisting: The Bidder should not be blacklisted by any Central/state Government, Ministry or Agency for breach of Contractual Conditions as on bid calling date. The Bidder should also not be entangled in any legal disputes with any Govt. / PSU body.	Bidder should submit a self-declaration that it is not blacklisted and is not in any legal dispute as on the bid calling date. Self-Declaration Certificate to be enclosed in the bid duly signed by the authorized signatory on its company letter head.
5	Earnest Money Deposit (EMD)	Proof of EMD (Submission of Demand Draft)
6	The Bidder shall have sufficient technical expertise, relevant experience to quote for the project. Bidders	An undertaking in this regard should be submitted by the

Sl. No	Pre-Qualification Criteria	Documents to be submitted
	have to ensure that the IT professional in-charge of development / maintenance of application will be off-site available on call during 9 AM to 6 PM during warranty /O&M period.	Bidder.
7	The Bidder shall not have conflict of interest that may affect the bidding process or the Bidder.	An undertaking in this regard should be submitted by the Bidder.
8	Total Turnover of the Company during last five financial years i.e. 2018-2019, 2019-2020, 2020-2021, 2021-2022, 2022-2023 **should not be less than Rs. 7 Crore.**	Proof of CA certificate conforming Annual Turnover during stated financial years.

Note: Any Bidder who offers discounts/ benefits suo moto after opening of commercial bid(s) will be automatically disqualified from the current bidding process without any prior notification.

b. Bidder should have a Local office (i.e. in Delhi/NCR) as on the date of bidding. An undertaking in this regard should be submitted by the bidder. The Agency should be Indian Origin based only (Outside India Agencies are not allowed to participate in tender process).

c. Bids can be submitted by the Bidder (**through the firm only and not by partners etc.,**) only. The bidder shall attach a copy of the authorization letter/power of Attorney as proof of authorization for signing on behalf of the Bidder. And all the prequalification and technical criteria to be met by the Bidder with sufficient proof.

d. Representations received from the Bidders within 3 days from the date of opening of technical bids on the issues related to Pre-qualification/Technical bids evaluation and within a day from the date of opening of commercial bids on the issues related to the commercial bid evaluation will only be accepted. Representations received beyond this period will not be considered and strictly rejected.

e. The Bidder should submit all the required documents with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, CAG reserves its right in seeking clarification from the Bidder and may disqualify the Bidder for the bidding mistakes, missing documents and for the documents that are not clear.

f. Bids shall be valid for 180 days after the date of bid opening. A bid for shorter period shall be rejected as non-responsive.

g. Once the contract is awarded to the Bidder, the Composition of the Bidder organization including the ownership and individual stakes in it cannot be changed till completion/extended period including maintenance period.

4.2 Technical Evaluation Criteria

The Technical proposal evaluation process would focus on the ability of bidder to satisfy technical requirements of the project, quality assurance procedures and ability to meet the project timelines. Bidders are requested to make their presentation on following evaluation parameters and enclosed documents along with technical proposal (viz. work orders etc.) and submit effort estimation.

Technical proposals will be evaluated based on the following criteria:

S. No.	Description	Supporting Documents	Maximum Marks
1	**Previous Experience:** Agency should have experience in design & development (including minimum two years O&M) of websites. Details of minimum 10 publicly hosted websites in last 5 years to be provided with completion certificate duly signed by the website owners concerned. The Marks would be awarded based on the quality of work quoted as previous experience.	Work Order and Completion Certificate Copy	10
2	Bidder should have designed & Developed website/ Portal for any Govt. Dept. (Govt. of India or State Govt.) in last 5 years as per Guidelines for Indian Government Websites (GIGW) and completed a minimum of 5 Projects. (Minimum cost of each product of not less than 10 lakhs) **<= 5 Projects – Maximum 10 Marks** **6 to 10 Projects – Maximum 20 Marks** **> 10 Projects – Maximum 30 Marks**	Work order and Completion Certificate	30
3	**Technical Presentation:** Requirement Understanding - 05 Marks Proposed Solution (Design) - 25 Marks Proposed Technology/Platform - 15 Marks Project Approach & Quality of Resources – 15 Marks	Technical Presentation	60
	Total Marks		100

1. If the bidder proposes to use any proprietary / COTS software, the same shall be disclosed in the Technical Bid.
2. Manpower work orders will not be considered for evaluation. Only project mode work orders will be considered for evaluation.

Only bidders who **score at least 60 (Sixty) marks** in Technical Evaluation process will qualify for Commercial Evaluation process.

4.3 Commercial Evaluation Criteria

Component A			
S.No.	**Particulars**	**Price in ₹**	**GST in ₹**	**Total Cost in ₹**
1	Requirement analysis, Design, Development and testing of application and hosting of application in the NIC server.			
2	One Time 3rd Party Cost (Security Audit Charges + STQC Charges + SSL Charges)			
	Total Cost in Words (Including GST)			

Component B*				
S.No.	Particulars	Price in ₹	GST in ₹	Total Cost in ₹
1	Cost of 1 year warranty support (Warranty period of one year starts from the date on which all phases of the contract have been delivered successful i.e. **after the website is made Go Live**- Year 1).			
2	Cost of Operation & Maintenance support (refer Post-warranty) INTOSAI community portal for 2 years after completion of 1 year warranty support.			
	Total Cost in Words (Including GST)			

The final commercial quote shall be calculated as per the following:

Final Commercial Quote = Commercial Quote for Component A+B (Including GST). If the vendor does not quote GST separately, it will be assumed that the quote includes GST and the value quoted would be used for financial evaluation. In case of variation in figures and words, the value quoted in words would be taken as final.

*Component B should not be less than 30% of the Final Commercial quote (i. e. Component A Plus Component B).

The financial evaluation will be done taking the following components into consideration.

The commercial scores will be calculated as $F_n = F_{min} / F_b * 100$, where

   F_n = Normalized financial score of the Bidder under consideration

   F_b = Evaluated cost for the Bidder under consideration

   F_{min} = Minimum evaluated cost for any Bidder

*The bidder's score in the Commercial Evaluation will be determined by dividing the lowest financial quote arrived on the basis of comparison of the financial quote of each of the bidders. For example, if four agencies A, B, C and D have quoted Rs. 40/-, Rs. 30/-, Rs. 50/- and Rs. 60/- respectively then the bidders' score will be 75, 100, 60 and 50 respectively (**30/40*100, 30/30*100, 30/50*100 and 30/60*100**)*

4.4 Overall Evaluation

The overall score will be calculated as follows:

   $B_n = 0.60 * T_n + 0.40 * F_n$, where

   B_n = Overall score of Bidder under consideration

   T_n = Technical score for the Bidder under consideration

   F_n = Normalized financial score of the Bidder under consideration.

The Agency with overall highest "Total Score" will be awarded the project work.

Note: The proposal shall not include any conditions attached to it and any such conditional financial proposal shall be summarily rejected.

5. Payment Terms

The payment shall be made commensurate with the timeline mentioned in Project Delivery stages mentioned in Para 3.1 of Chapter-III (Project Scope) of Section III.

The website should be developed and made live within three months of signing of contract. The Project milestone along with payments associated with them are listed below. Completion of all milestones/phases would be certified by IR-II Division, O/o CAG of India, Delhi.

S. No.	Milestone	Timeline	Payment Term
1	Study and design of the website	T + 02 weeks	10% of Total Financial Cost*
2	Completion of website development	T + 06 weeks	10% of Total Financial Cost*
3	Completion of fixing issues raised in UAT	T + 10 weeks	15% of Total Financial Cost*
4	Security certification and Website Go Live	T + 12 weeks	25% of Total Financial Cost*
5	Warranty and Operation & Maintenance Phase of INTOSAI Community Portal	1+2 years from Go-Live	40% of Total Financial Cost* – amortized in quarterly payments

*Total Financial Cost = Total Cost of Component (A+B) as mentioned in 4.3 (Commercial Evaluation Criteria) under Section-II,
T = Date of Issue of Work Order,

1. Security audit of the website by STQC/ CERT-In empaneled agency should be done before website Go-Live and Annual STQC audit charges will be paid to the agency only after getting STQC Certificate.
2. 1+2 Years (1-year warranty support plus 2 years post warranty operation and maintenance support) Warranty and Operation and Maintenance support would start from date of Go-Live of the website.
3. Payment for Annual Security Audit and SSL charges would be made by CAG Office on the basis of successful completion of Audits, resolution of all observations/vulnerabilities and production of original invoices. The responsibility of getting the audit done/ deployment of SSL would be of the vendor.

Note: Payment for Warranty and O&M phase shall be made on a quarterly basis at the end of each quarter.

6. Substantially responsive Bids
- A substantially responsive bid is one, which conforms to all the requirements, terms, conditions and specifications of the Request for Proposal.
- Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of the Bidder's bid.

7. **Preparation of Bids**
    a. **Language of Bid**
       The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Tendering Authority shall be in **English only**.
    b. **Bid Currency**
       Prices shall be quoted in **Indian Rupees Only**.

    c. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at Bidder's risk and may result in rejection of the bid.

    d. Conditional tenders shall not be accepted on any ground and shall be rejected straightway.

8. **Cost of Bidding**

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and the CAG in no case, will be responsible or liable for these costs, regardless of conduct or outcome of the bidding process.

9. **Bidding Document**

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

10. **Clarification of Bidding Documents**

If any clarification is required, the same should be obtained before submission of the bids.

All enquiries / clarifications from the bidders, related to this RFP must be directed in writing exclusively to the contact person notified by in section I above. The preferred mode of delivering written questions to the aforementioned contact person would be through **email**. Telephone calls will not be accepted. In no event will the CAG be responsible for ensuring that bidders' inquiries have been received by the CAG.

Tendering Authority will endeavor to provide a full, complete, accurate, and timely response to all questions. However, Tendering Authority makes no representation or warranty as to the completeness or accuracy of any response, nor does the tendering authority undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be published on the CAG website on the date mentioned in section I above. No request for clarification from any bidder shall be entertained after the deadline for submission of bids.

11. Amendment of Bidding Documents

a. At any time prior to the deadline for submission of bids, the CAG may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective Bidder, modify, change, incorporate or delete certain conditions in the bidding document.

b. All amendments will be hosted in the CPP portal as corrigendum and shall be binding on all the bidders.

c. In order to allow prospective Bidders reasonable time to take into consideration the amendments while preparing their bids the Tendering Authority, at its discretion, may extend the deadline for the submission of bids.

12. Proposal Format and Submission of Bid Procedure

The Bidders are required to submit soft copies of their bids electronically on the CPP Portal using valid Digital Signature Certificates. The instructions in Section II are meant to assist the Bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

The proposal should be prepared in the following three parts containing the documents mentioned in the table below: –

S.No.	Item	Reference Form (refer Section V)
A	**Pre-Qualification, EMD & Bidder details**	
1.	Demand Draft for Earnest Money Deposit (EMD)	Proof of payment of EMD (Submission of Demand Draft)
2.	Bid Proposal sheet	Form 1 (BPS.pdf)
3.	Bidder's Authorization Certificate	Form 2 (BAC.pdf)
4.	Work Experience Certificate	Form 3 (EQ.pdf)
5.	Self-Declaration certificate as required	Form 4A, 4B (SDC.pdf)
6.	Certificate of Conformity as required	Form 5 (CC.pdf)
7.	Bidder's financial details	Form 6 (FI.pdf)
8.	Proof of Legal Entity	PDF documents of - Valid GST registration - PAN card - Certificate of Incorporation/ Valid Registration Certificate
B	**Technical Proposal**	
1.	Technical Proposal in the required structure	Form 7 (tp.pdf)
2.	Resumes of key professional staff	Form 8
3.	Documents on proposed solution and approach and methodology for implementation	Forms 7, 9, 10, 11 (TP_Sol.pdf)

C	Commercial Proposal	
1.	**Summary of Costs**	Form 12A, 12B (Cost.pdf)
2.	**Breakdown of remuneration**	Form 13A, 13B (Br.pdf)

a. **Bid Proposal Sheet**

Bid Proposal sheet (Proforma in Form-1, Section V) duly filled in and signed and complete in all respect. The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. An Authorization certificate to this effect shall be submitted along with the bid. (Please refer Form-2, Section V for the format).

b. **Bid Prices**

The Proforma of the bid price form is in Form-12A, 12B, Section V (available in the CPP portal as BOQ_XXXX.xls). If required, the tendering authority may at a later stage (i.e. after the finalization of contract or at the time of agreement) ask for a component wise breakup of the price.

13. Earnest Money Deposit

a. The Bidders are required to deposit Earnest Money Deposit (EMD) of Rs. 60,000 (Rupees Sixty Thousands Only) in the form of Demand Drafts/Fixed deposit receipts/Banker's Cheques/ Bank Guarantee from any of the Scheduled Commercial Banks in the prescribed format in favor of Pay and Accounts Officer, Office of the Comptroller and Auditor General of India, New Delhi.

b. The original documents of EMD, in an envelope, should be posted/couriered to Director (International Relations-II), Office of the Comptroller and Auditor General of India, 9 Deen Dayal Upadhyay Marg, New Delhi-110124 before the bid submission deadline given in Section I.

c. If a bidder falls under the definition of Micro, Small & Medium Enterprises as provided in Micro, Small & Medium Enterprises Development Act, 2006 (as amended from time to time), the concessions applicable can be availed, however, the statutory concessions will be available on production and verification of requisite documents.

d. The Earnest Money Deposit (EMD), without any interest accrued will be refunded as follows:

- In the case of those Bidders who are not awarded the order, the Earnest Money Deposit (EMD) will be refunded without any interest accrued within one month of issue of work order to the successful bidder.

- EMD of successful Bidders will be returned after they sign letter of acceptance of the work order with CAG and submit a Security Deposit in the form of a Bank Guarantee (BG).

e. EMD shall be in Indian Rupees Only.

f. The EMD shall be forfeited:

➢ If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form.

- ➢ or in case of a successful Bidder, if the Bidder fails to sign the Contract; or fails to furnish the performance security
- ➢ or in case of non-responsiveness by the Bidder during the bidding process or after signing of the contract.

14. Period of Validity of Bids

a. Bids shall be valid for 180 days after the date of bid opening. A bid valid for a shorter period shall be rejected as non –responsive.
b. In exceptional circumstances, the CAG may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing.
c. Bid evaluation will be passed on the bid prices without taking into consideration the above changes.

15. Deadline for Submission of Bids

1. Bids must be submitted by the bidder on the CPP portal only, not later than the time and date specified in the Invitation for Bids (Please refer section I). The Tendering Authority may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the tendering authority and Bidders subject to the deadline will thereafter be subject to the deadline as extended.

2. Withdrawal of Bids

    i) The Bidder may withdraw its bid after the submission, provided that written notice of withdrawal is received by the CAG prior to the deadline prescribed for submission of bids.
    ii) No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of the bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval shall result in the Bidder's forfeiture of EMD.

16. Bid Opening and Evaluation of Bids

Proposals will be reviewed by a Committee of Officers (the "Committee") appointed by the CAG or its designated representative(s). The CAG, or such other authority designated by the CAG, as the case may be, is also referred to herein as the Committee of Officers (or "Committee"). The committee may be comprised of, or receive assistance from, several teams conducting parallel evaluations.
Evaluation of the bids will be done in three stages and at the end of every stage short listed bidders will be informed of the result. Evaluations will be based on the proposals, and any additional information requested by the CAG. The following is the procedure for evaluation.

17. Evaluation of pre-qualification bids

a. The documentation furnished by the bidder will be examined prima facie to see if EMD as specified in the RFP has been submitted and the technical skill base and other bidder attributes claimed therein are consistent with the requirements of this project and meet the pre-qualification criteria as specified above in this section of RFP.

b. The evaluation committee may ask bidder(s) for additional information, visit to bidders site and/or arrange discussions with their professional, technical faculties to verify the claims made in bid documentation.

c. Any proposal not complying with the requirements of the pre-qualification criteria will not be processed further.

d. To verify the submission of EMD as per the tender.

18. Evaluation of Technical bids

The technical proposals of only those bidders, who qualify in the evaluation of the pre-qualification proposals, shall be opened. The evaluation of the Technical bids is carried out in the following manner:

a. The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP.

b. The committee may invite each bidder to make a presentation to the committee at a date, time and location determined by the committee. The purpose of such presentations would be to allow the bidders to present their proposed solutions to the committee and the key points in their proposals.

c. The committee reviewing the proposals may undertake oral clarifications with the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Oral clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The committee may seek inputs from their professional, technical faculties in the evaluation process.

d. Depending on the evaluation methodology mentioned in points a, b and c above, each Technical Bid will be assigned a technical score out of a maximum of 100 points.

e. The bidders, who score a Technical score of at least 60 marks, will qualify for the evaluation in the commercial bid process.

19. Evaluation of Commercial bids and Overall Evaluation

a. The evaluation of commercial bids and final evaluation will be done by adopting the formula in Bidder evaluation criteria as described in Para 4.4 (Overall Evolution) under Section-II.

20. Clarification of Bids

During evaluation of bids, the CAG may at its discretion, ask the Bidder for clarification of its bid. The request for clarification and response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

21. Contacting the CAG

a. No Bidder shall contact the CAG on any matter relating to its bid, from time of opening to the time the contract is awarded. If he wishes to bring additional information to the notice of the CAG, he should do in writing. The CAG reserves the right as to whether such additional information should be considered or otherwise.

b. Any effort by a Bidder to influence the CAG in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his bid security.

22. Award of Work

b. The finalization of the award will be done by a competent authority on recommendation of committee constituted by the competent authority for this purpose.

c. The Tendering Authority will award the work to the successful bidder who has scored the highest Overall score as described in Para 4.4 (Overall Evolution) under Section-II.

d. The Tendering Authority may vary the scope of contract at the time of award. If there is a necessity to varying the scope of contract after the time of award due to some exigent circumstances, it can be resorted to through a change order after obtaining the approval of competent authority.

23. Tendering Authority Right to Accept / Reject Any or All Bids

The Tendering Authority reserves the right to accept or reject any bid, or to annul the bidding process and reject all bids at any time prior to the award of Contracts, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Tendering Authority action.

24. Notification of Awards

Prior to the expiry of the period of the bid validity, the CAG will notify the successful Bidder in writing. The Bidder will confirm the same in writing.

25. Signing of Contract

After the Tendering Authority notifies the successful Bidder that its bid has been accepted, the tender authority will sign the contract within 15 days as per the Contract Form provided by CAG.

26. Performance Guarantee

Within 15 days after receipt of notification of award of the Contract from CAG, the successful Bidder shall furnish performance Guarantee bond to CAG, which shall be equal to **10 percent of the value of the contract (i.e. Total value of component A plus component B) and shall be in the form of a bank Guarantee bond from a Nationalized/scheduled Bank in the Proforma given in Form-14, Section V**. The performance bank guarantee shall remain in full force and effect during the period that could be taken for satisfactory performance and fulfillment in all respects of the said Contract by the Bidder till the date up to 12 months after the date of closure of the Contract. (i.e. after completion of warranty and operation & maintenance period of 1+2 years)

27. Post-warranty support for operations, maintenance and modification

As part of the commercial bid (see Component B of the commercial bid evaluation above, Para 4.3), bidders are required to quote for two years (operation & maintenance) support post completion of one-year warranty support and to undertake operations, maintenance, and modification of the website which may be extended.

28. Corrupt or Fraudulent Practices

The CAG requires that the Bidders/agency under this RFP observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the CAG:

a. Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

b. Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

c. The past performance of the Bidder will be cross checked if necessary. If the facts are proven to be dubious the Bidders Proposal will be ineligible for further processing.

d. The bidder should submit a declaration as provided in the Annexures of Section VI.

29. Exit Management Plan

Exit Management schedule: This schedule sets out the provisions which apply on the expiry or termination of work contract/agreement, the project implementation, warranty, Operation and Management and Statement of works. The Vendor/Agency should also run the system for one month along with the service provider identified to make sure that the new service provider shall be completely aware of the system and also assist the new agency during the handover process.

IS Audit of the Web Portal: Facilitate IS Audit of the Web Portal through CAG Office before hosting.

30. The work shall be done by the selected successful vendor/agency only- the subcontracting of work is not allowed.

31. Decision Taken

The decision taken by the O/o CAG, India in the process of RFP evaluation will be full and final.

Section – III

SCOPE OF WORK AND DELIVERABLES

Chapter – I High Level Requirements

Background

International Organization of Supreme Audit Institutions (INTOSAI) is an umbrella organization for the external government audit community. It is a non-governmental organization with special consultative status with the Economic and Social Council (ECOSOC) of the United Nations. The INTOSAI has 4 strategic goals of which the third goal is "Encourage SAI cooperation, collaboration, and continuous improvement through knowledge development, knowledge sharing and knowledge services". The achievement of this goal is through the agency of the Knowledge Sharing and Knowledge Services Committee (KSC) currently chaired by the Comptroller and Auditor General of India. The INTOSAI Community Portal (ICP) is the website maintained by KSC and operates as the principal instrument through which INTOSAI seeks to achieve wide cooperation, collaboration and continuous improvement though the development and sharing of knowledge. The ICP is one of the recognized tools for internal communication within the international external public audit community as per the INTOSAI Communication Guideline 2020. The ICP can be accessed at: (https://www.intosaicommunity.net)

The ICP has been designed as a multilingual, user-friendly tool for sharing of knowledge and experiences among various members of the INTOSAI. Its features are intended to promote communication, facilitate virtual meetings and provide one common management platform to address the various needs for resources of the INTOSAI Community.

Features offered in the present system

The ICP currently offers the almost all the features mentioned in the functional requirements, however, with certain limitations.

Scope of Work

It has been decided that the INTOSAI Community Portal may be redesigned to improve its ability to serve the objectives of better communication, collaboration and knowledge dissemination and sharing. The revamped portal should be state-of-the-art with rich content. The revamped portal should facilitate easy management of content by users and admin through content management system (CMS), multilingual access, better statistics, simplicity of interface, latest modern look, feel and user experience, across-device portability, browser compatibility, search engine optimization and social media access. The vendor may also visit www.intosaicommunity.net to understand the functional requirements. All the functionalities of the current website would be part of scope of the RFP. The high level requirements for the system are as follows:

1. The portal should feature information through different modules and pages about INTOSAI Knowledge Sharing Committee (KSC) – KSC Secretariat, KSC Steering Committee (SC) Members, KSC SC meetings, KSC Main Committee members – and Working Groups under KSC. The website should be designed to prominently underline the INTOSAI KSC brand.

2. Allow posting of content of all types – including text files, pdfs, excel, csv, ppts, images and videos etc.

3. The portal should have facilities that allow featuring a searchable library of content, news updates, blog articles, facilitate conducting surveys and host interactive forums

(Community of Practice), FAQs, Calendar of Events, allow uploading images and videos, and have Detailed design requirements regarding the above modules is given in the functional requirements.

4. **Accessibility**: As the portal is going to be accessed from around the world, from various browsers and operating systems, by people with different abilities and likings, it is imperative that accessibility guidelines are followed as closely as possible. As a minimum requirement all code should be compliant to W3C standards (as verified by http://validator.w3.org).

5. **Authentication:** Website should offer secure registered user profiles and log-in with 2-factor authentication along with captcha input. Details of the user groups are more fully outlined in functional requirements

6. **Content Management System**: The portal should employ a content management system where the structure and content of the pages are editable by the Admin. Care should be taken not to clutter any page with too many links or information.

7. **Design**: All design and content should be soft coded. Website admin should be able to modify images, stylesheet color schemes and content across the portal. This should be done through onscreen editors rather than HTML editing.

8. **Style**: The color scheme should be subtle but emphatic to appeal to a global audience. The portal has to be made highly interactive but light in weight. A flashy and busy design will not be appreciated. A slim design must be made for proper display of the portal on the mobile and handheld devices.

9. **Printer Friendly:** Print option should enable the main content of the page to be displayed and printed upon demand by the visitor.

10. **Multilingual Access:** The revamped website should provide all menu options and as much of the content as possible in all the INTOSAI Official languages: **English, French, Spanish, German and Arabic.** The default language for content and menu should be English.

11. **Better statistics:** The new design should provide for more granular and up-to-date statistics on footfall, number of downloads, most used features etc., in the interest of better feedback and management. Detailed visitor tracking analysis should be provided.

12. **Simplicity of Interface:** The new design should optimize on ease of access of resources by

    a. minimizing the number of mouse clicks required to access a page,
    b. avoiding multiple logins, SSO
    c. more intuitive process
    d. avoid use of jargons and technical terms
    e. Each page shall have a maximum of three screen scroll length

13. **Better look and feel:** The portal should have a modern and authentic look and feel in keeping with the modern developments in website design as also the stature enjoyed by INTOSAI and the SAI India as institutions.

14. **Collaboration tools:** The website should offer a more user friendly collaboration tool with

modern features and feel.

15. **Portability:** The website and its various features should be optimized for access across devices – mobile, tablets and computers.

16. **Browser Compatibility:** The portal must be able to operate effectively across all leading browsers and platforms like Google Chrome, IE6, Firefox, Safari, Opera, Edge and should be compatible with their latest versions.

17. **Search Engine Optimization (SEO):** Website and its contents should be Google and other leading search engine optimized (Meta-tags, User-friendly SEO links and Easy to Read Titles etc.). This should be ensured through:

   a. Logical directory structure and URL paths;
   b. Sitemap for visitors listing all content in a structured way;
   c. Sitemap in XML format or similar for submissions to search engines;
   d. Extensive and logical cross-pollination of pages in consultation with CAG office;
   e. Keywords and description of each page with approval of CAG office;

18. **Social Sharing:** Users should be able to share content on Facebook, Twitter, YouTube and through WhatsApp etc.

19. **Future Proof:** The new portal should have a strong yet flexible information architecture and layout. The chosen vendor should commit to an open, transparent and annotated method of coding to ensure that they or any other development house in the future can upgrade the portal.

20. **On-site deployment** of one experienced (minimum 3 years' experience) Business analyst/ Technical Architect for the development phase.

21. Web Admin Features and Requirements

The website backend should be CMS based (eg. Wordpress) and will have following features & functionality:

   o CMS Pages Management Module
   o Menu Management Module
   o User Role Based Management Module
   o Registration Module
   o Document Management System Module
   o Image Gallery & Video Gallery Module
   o News Module
   o Exposure Draft Module
   o Event/ Meeting Module
   o Events Calendar Module
   o Blogs Module
   o FAQs Management Module
   o Survey Module
   o Head of SAI's Corner Module
   o Contact Us Module
   o Community of Practice Module
   o Search Module
   o Backup and Restoration Module

- Google Analytic Module
- 2 Step-Authentication for every login – Password and OTP on registered email along with captcha input.

Other key system requirements

1. <u>Responsive and Portability:</u> The proposed solution must be portable, and the users (employees) must be able to access it from desktop, laptop, smartphones, notebooks etc. The website should be endpoint device responsive.

2. <u>Security Audit:</u> The proposed system would be accepted for implementation only after security audit as required by Government of India is completed with all observations resolved successfully.

Migration requirements

- **Static Pages Migration**

  ➢ The current INTOSAI Community Portal website has static pages, the content of these pages along with the uploaded documents should be migrated on the new portal as per the functional requirements mentioned in this document.

  ➢ The content and the documents of the Communities of Practices module already present on the website needs to be migrated on the new website as per the new website to be developed.

  ➢ The links to external webpages and documents along with the other documents present on the current website should also be migrated/mapped appropriately.

- **Working Groups Migration**

  ➢ The current INTOSAI Community Portal website has 12 working groups websites created as sub-domains and are based on the Wordpress CMS. The links to these sub domains are provided on the portal to access them. (eg. https://www.intosaicommunity.net/wgita/)

  ➢ Each working group website is maintained/updated by the Secretariat of the Working Group as its administrator. SAI India is the Chair and Secretariat of WGITA. The WG website subdomain would require a redesign commensurate with the new design of the portal website.

  ➢ Each Working Group website present as the sub domain needs to be migrated along with its content and the documents to the new server for smooth flow of the operations.

  ➢ Technical Support should be provided in maintaining and running these 12 working groups website, including creating new functionalities, if required. Also, if required, creation of new working group website based on one of the CMS templates used by the above websites.

  ➢ The link to these sub domains should be displayed through creative designing. For example, through carousel item of each working group with cover photo and name of the working group displayed on it etc.

- **Other Elements**

  - ➢ Registered users

  - ➢ Communities of Practice including members of CoPs, structure, and contents

  - ➢ The existing content of the website including articles, images, videos etc.

CAG Team

This website is to be developed & implemented for International Relations Division, O/o the C&AG of India, New Delhi. Principal Director (IR) of this office will be the overall in-charge of CAG Team for this project. The necessary training must be provided to IR wing staff by the firm for all the modules of the package along with admin and user dashboard management.

Chapter – II
Functional Requirements

Requirements Overview

CAG of India intends to redesign and revamp its INTOSAI Community Portal at https://www.intosaicommunity.net/ as per the modem requirements. The new website should be developed with new user-friendly features, new design, latest technology stacks and new look & feel to the user.

New website should be secure, user-friendly navigation, robust & scalable. The website should be integrated with the content management facility to manage the page, content, menu and sub-menu dynamically from the backend. The website should have a fully functional Content Management System (CMS) through which users according to the roles assigned to them and manage content from backend. New website should be developed in English, French, Spanish, German & Arabic.

The New website should be responsive and accessible from any handheld device (i.e. PC, laptop, Mobile, Tablet). The new website should have interactive home page such as rotating banner, tip over mouse-hover, relevant icons.

- The website should have a modern look and feel

- There are some webpages, where the CAG admin users would have to upload/ modify content frequently. These pages should be designed in a user-friendly fashion.

- The Portal should allow CAG admin to upload photos, embed videos etc.

- The portal should allow comments/ replies to published exposure drafts. Forums/ threads structure (with moderator role) to be followed.

- User Role Hierarchy: Some of the contents/forums could be restricted to designated members/ users only.

- There is a requirement to have email integration to send notifications. The email ID would be provided by CAG.

- The website would be hosted on NIC cloud/ data centre. CAG would facilitate the arrangement.

- Administrator, sub-admin and member's/users roles to be configured by CAG admin.

- The website should be responsive and compatible across all devices and browsers.

- Open-source platform to be used.

- All security certifications (including STQC audit) to be done by the Bidder.

Proposed Solution, among others, should cover the below requirement and functionality

Looking at the scope, the firm will suggest developing new website using open source in Framework, Database & open-source content management system (CMS). The website will display various content static pages like documents, News, blogs, Messages from Heads of SAIs etc. The content displayed at the frontend website will be managed by backend administrator and/or sub administrator user. Website will be developed in multilingual format.

The newly developed website will display all the information in convenient and user-friendly manner. The website will be developed aiming,
- New Website look & feel
- Should be re- designed and re-developed with latest technologies
- Dynamic features with Content Management System (CMS)
- User-friendly and Easy to navigate interface
- Proper Hierarchical Structure
- International standard Look and Feel
- Multilingual (English, French, Spanish, German & Arabic) content.
- Content control mechanism (Approval before publishing content on Website)
- Enhanced Security (Authentication Data to be stored in encrypted format)
- Structured menu display
- Compatible to all the latest browsers versions of Internet Explorer, Firefox, Chrome etc.
- Responsive Design - Website design should be compatible across different devices
- Website should be Cross Browser & Cross Platform Compatible
- Better Advance Search capability – text based, keyword based etc.
- Proper data and information management on website to display variety of information
- Statistics regarding Website Visitors, features used, document downloads,
- Guiding Sitemap
- Configuring of server and hosting website in co-ordination with NIC.
- Email integration and setting SMTP gateway for email & SMS and 2- factor authentication.
- Security audited by Cert – In Empaneled agency (Annual)
- Required SSL Certificate – 3 Years
- Offsite Operation & maintenance support (refer Post-warranty) INTOSAI community portal for 2 years after completion of 1-year warranty support.

Actors Involved
The ICP is intended to be used by the public sector auditors across the world. Since the website provides exclusive services of closed group interactions, posting of blogs, news items and conducting polls and surveys, it is necessary to create a separate level for registered users who can avail these privileges. Otherwise the content of the website, particularly the document library, is to be available to all visitors of the website.
The following user groups need to be created:

Actor	Who	Tasks/Privileges
Website Visitor (General public)	Anybody who visits the website	1. Access public resources on the website: search and download files from the document library, read blog articles and news items.

Registered user (User)	A public user who has registered with the website. This facility is normally to be made available to members of the SAI community	1. Use all facilities of ICP like conduct surveys, contribute blog posts, post news items, post a document for review, upload photos and videos etc. 2. Apply for membership of communities of practice 3. See his profile on the website, including communities of practice in which he is a member 4. Participate in the activities of the communities of practice
CoP-Manager (Manager)	A user who is a delegated administrator for a particular community of practice	1. Perform all admin tasks related to the particular cop of which the user is the manager.
Administrator (Admin)	Admin privileges should be delegated to additional users	1. Approve registration requests 2. Assign/remove CoP Manager privileges to users 3. Moderate surveys 4. Moderate documents uploaded for exposure 5. Moderate blog posts 6. Moderate news items 7. Moderate photos and videos uploaded by the users 8. Add documents to the document library. 9. Including features mentioned at Point 21 of Chapter 1 under Section III.

1. **Registration of Users**

Interactive and participative features of the ICP (conducting surveys, contributing blog articles, participating in communities of practice, etc.) should be available to registered users of the website. The registration of users' module should be CMS based.

1.1. Website Visitor Functionality

1. There should be a 'Sign Up' button in the menu for the website visitors to register on the website. The join us menu should have two options: 'Register' & 'Know more'

2. On clicking the 'Sign Up' button the visitor is provided the registration form with the details such as First Name, Last Name, SAI/Organization, Upload photograph/ other documents, Designation, Official Email Address, Phone Number, WhatsApp, Area of Interest etc.

3. On submitting the form, a message regarding registration is based on template is shown to the user.

4. On approval of the registration by the Admin, an automatic email based on the template containing login credentials i.e. username and random password along with login link should be sent to the website visitor.

5. Once the visitor visits the website using the login link. The visitor should be prompted to change password mandatorily when logging in for the first time.

6. After successful login the website visitor becomes the registered user of the website the additional privileges should be granted.

1.2. Website Registered User Functionality

1. Every registered users of the website should have their dashboard which should show the additional menu options such as My Account, Change Password etc. and other modules such as Blogs, Images/Gallery etc. available to registered users.

1.3. Website Admin Functionality

1. Every Admin should have their dashboard which should show activities related to all the modules of the website.

2. In User module on the Admin, the pending request regarding new registrations on the website should be displayed.

3. The individual request should show all the details input by the website visitor as per 1.1.2

4. The Admin should have options to either accept or reject the registration of the user. Bulk option to accept/reject registration of the users should also be available.

5. On approval of the registration by the Admin, an automatic email based on the template containing login credentials i.e. username and random password along with login link should be sent to the website visitor.

6. The Admin should be able to generate report regarding the total number of the users of the website and export it to Excel/CSV file.

2. Document Management System (DMS)

The portal should have a document management system module to manage all the documents such as PDFs, Word, Excel/CSV and PowerPoint etc. uploaded to the website. It should act as a repository for all the reference documents uploaded on the website. DMS should be multilingual module with ability to sort, upload and download the documents based on the language, date, format, name, topic, category etc. Facility to add, remove, archive content should be available to admin.

2.1. Website Visitor & Registered User Functionality

1. The front end page of the DMS should display 5-10 of the latest documents in tabular form to the website visitors.

2. Should be able to sort and filter the documents based on Document Title, Author, Nature of the Document, Topic, Category, and Language etc.

3. The DMS should offer the facility of an advanced, robust, comprehensive text based search.

4. Search results should be displayed in separate page.

5. Should be able to download all the documents.

2.2. Website Registered User Functionality

1. The user should be granted document uploading privileges subject to moderation by admin.

2. The documents uploaded by user should be published on the website only after approval by the Admin.

3. An email to the user should be automatically sent to the user based on template when the document uploaded by the user is approved or rejected by the Admin.

4. Once approved by Admin, the user must not be able to edit/update the document. However, the ability to archive the document after moderation by admin may be provided.

5. The user dashboard should provide the facility to upload documents and also display all the documents uploaded by the user.

2.3. Website Admin Functionality

1. Admin should be able to create/edit/update/delete different categories in which documents can be uploaded on the website. Archiving facility should also be provided for the admin.

2. The details to be captured while uploading the document in DMS are Document Title, Author, Nature of Document, Category, Sub-Category, Date of Issue, Date of Expiry, Language, Valid, Tag Words etc.

3. There should be facility to upload multiple documents based on the language selected while uploading the website.

4. The Admin dashboard should display of all the documents well categorized and present in the DMS including submitted by users.

5. Admin should have upload/edit/delete/disable privileges on all the documents the DMS.

6. The Admin Dashboard should display the documents uploaded by the users and have the option to Approve/Reject the document.

7. A duplicate check should be enable to alert the admin that the document has already been uploaded.

3. Image Gallery & Video Gallery

The portal should have an image gallery and a video gallery. The purpose of this module is to post images and videos associated with different functions/events organized by different INTOSAI Organs. The module should be based on CMS and support multiple languages. A logical facility for categorisation of photos and videos should be there

3.1. Website Visitor & Registered User Functionality

1. There should be a Gallery page displaying thumbnail of different events. About 5 latest events may be shown with automatic infinite scrolling on the page.

2. Clicking on the individual event should display the associated images/videos related to the event.

3. There should be the facility to download the images and the videos.

3.2. Website Registered User Functionality

1. The user should have privileges to upload images and videos in the image gallery and video gallery through user dashboard subject to moderation by admin.

2. The user should be able to create events for which the images/videos are to be uploaded.

3. The details to be captured while uploading the images and the videos in DMS are Event, Event Dates, Image/Video Captions, Tag Words etc.

4. The facility to provide URL links (such as YouTube, Vimeo etc) of videos related to events rather along with uploading them on website should also be provided.

5. Once submitted by the user, the uploaded images/videos should be approved by Admin and then published on the website.

3.3. Website Admin Functionality

1. Similar to the user, Admin through Admin dashboard should be able to create events for which the images/videos are to be uploaded.

2. The details to be captured for uploading the images and the videos by Admin are similar to 3.2.3 and 3.2.4

3. Additionally, the Admin should be able to see the events and the related images/videos submitted by the users for approval.

4. The Admin should be able to Approve/Reject/Approve with Modification the above request.

5. On each action by Admin, an automatic email based on template should be sent to user who submitted the request to upload the images and videos.

6. The Admin should be able to limit the number of images/videos to be uploaded to each event by the user.

4. News Module

The portal should have a news module to provide the latest updates, announce events among other things. The purpose of this module is to post news item for the wider consumption of INTOSAI Community.

4.1. Website Visitor & Registered User Functionality

1. The news items (latest 4-5 items) in excerpt mode displaying the feature image and excerpt of the news items along with read more option should be displayed on the homepage of the website.

2. On clicking individual news item/read more, each news item page should be displayed in a single page.

3. One should be able to download documents, if any, uploaded in the news item.

4. Latest news items should be displayed in sidebar of the single news item page.

5. Month wise archive of news item should also be displayed in the sidebar of the single news item page.

6. Navigation from one news item to the other should be smooth and easy.

7. "News" tab on the homepage on clicking should display all the news items in a single page similar to 4.1.1.

4.2. Website Registered User Functionality

1. Through the user dashboard, the registered users should be able to post news items on the website subject to moderation by admin.

2. The details to be captured for the creation of news item page are news title, news description, upload documents, news featured image and tag words etc.

3. Save draft facility should be provided to the user.

4. Once submitted by the user, the news item should be approved by Admin and then published on the website.

4.3. Website Admin Functionality

1. Similar to the user, Admin through Admin dashboard should be able to create news items on the website.

2. The details to be captured for uploading the news items by Admin are similar to 4.2.2 along with the Save draft facility.

3. Additionally, the Admin should be able to see all the news and the related images/videos submitted by the users for approval.

4. Admin should be able to edit/update/delete all the new items.

5. Admin should be able to Approve/Reject/Approve with Modification the users request to upload the news items.

6. Once approved/created by Admin, for every news item a separate page must be created on the website to display the news item.

7. On each action (approval/ denial) by Admin, an automatic email based on template should be sent to user who submitted the request to create the news item.
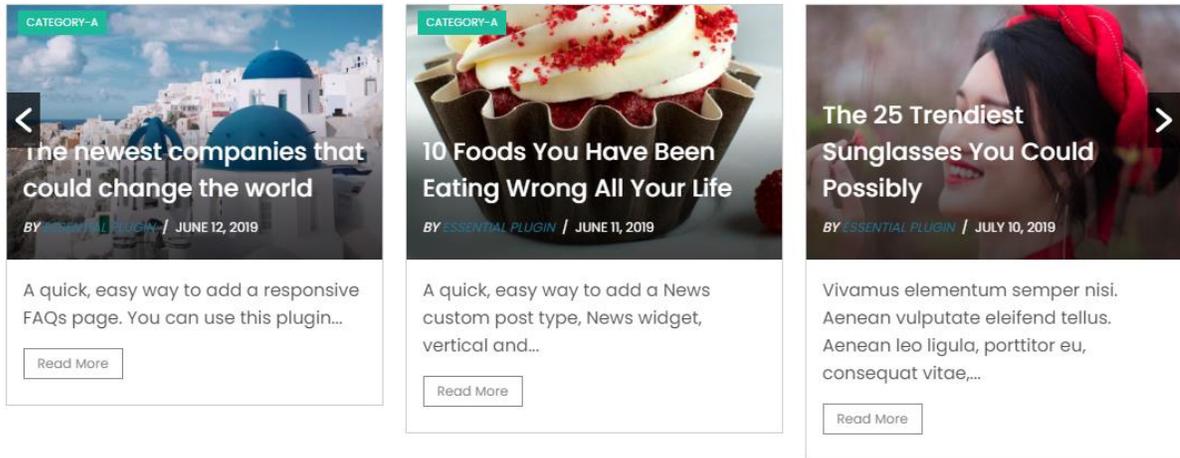
5. Exposure Draft Module

The Exposure Draft module of the website should provide the registered users of the portal with the facility to provide comments on the exposed documents (word, pdf, excel etc.). Exposed documents are those documents which are under preparation and are displayed to community members for their feedback to finalize them. The Exposure Draft module is expected to be driven through the DMS Module and should be based on CMS.

5.1. Website Visitor & Registered User Functionality

1. The list of all the exposed documents should be displayed in the tabular form in a page on the website along with the following details of each exposure draft document such as project name, publish date, status, contribution date etc.

2. On clicking the individual project/document, a separate page of the exposure document should open. It should display the summary of the document, QA Level Category, timeline showing the present stage of the document, the documents uploaded with respect to each stage should be visible and downloadable.

3. Only during the "Open for Comments" stage of the exposure draft, an option to provide comments should be visible and comments should be accepted only after login.

4. The total number of approved comments should be visible to all.

5.2. Website Registered User Functionality

1. The registered users after login should be able to provide their comments (para wise – multiple) on the exposure draft during the "Open for Comments" stage.

2. Once submitted, the comments provided should be visible in the user dashboard and should be visible to the Admin.

5.3. Website Admin Functionality

1. Admin should be able to create dynamically the exposure draft document page based on the CMS template by inputting the details such as document title, document summary, document image, working group name, QA Level Category, Time period for which the Exposure is to be displayed, etc. on the website.

2. There are six stages of the exposure draft document – Project Proposal, Preparing Exposure Draft, Open for Comments, Preparing Endorsement Version, Endorsement Version and Final Document.

3. Admin should be able to select the stage of the document and should be able to upload documents as per the stage selected.

4. If the "Open for Comments" stage is selected, the Admin should be able to additionally input the details such as Exposure Start Date and Exposure End Date. Also during this stage, the registered users should be able to provide their comments.

5. An email to Admin should be sent automatically when new comments are received on the document during "Open for Comments" stage along with the comments provided by the user attached in the email.

6. After expiration of the Exposure End Date, the next document stage should automatically be selected i.e. "Preparing Endorsement Version" and the facility to provide comments should be automatically disabled.

7. Admin through Admin dashboard should be able to see all the comments provided by all the users.

8. Admin should be able to generate the reports regarding the comments received on the Exposure draft in PDF/Excel etc. format for analysis. Reports can be generated for the individual documents or for all documents during the "Open for Comments" stage.

9. Admin should be able to edit, update and delete any of the above details in the exposure draft page including the documents uploaded.

Projects

Project name	Publish date	# Comments Received	Status	Contribution date	Follow updates
International Pronouncement on Jurisdictional Activities of SAIs	19/03/2019	0	Endorsement Version	n/a	
Consolidate and improve INTOSAI practice notes to ISSAIs – ISSAI 2000	19/08/2019	0	Endorsement Version	n/a	
Developing Pronouncements on Auditor Competence	04/02/2021	8	Analysing Comments	Until 31/12/2021	
A more principles-based and future-proof ISSAI 200	19/08/2019	0	Endorsement Version	Until 02/08/2019	
Consolidate and improve INTOSAI practice notes to ISSAIs – GUID 2900	19/08/2019	3	Endorsement Version	Until 06/09/2020	

Sample page for List of all exposed documents

Project proposal

Document	
Project proposal	Download

Exposure Draft

Document	Comments Received	Action
Exposure draft	0	Leave a comment
GUID5280 - Guidance for audits of public procurement - Exposure draft		Download
GUID5280 Explanatory memorandum		Download
GUID5280 Comment Matrix FIPP		Download

Endorsement Version

Document

Sample page for Single Exposed Document

6. Event/ Meeting Module

Every year Knowledge Sharing Committee Steering Committee (KSC SC) meeting takes place with participation from members, observers and partners of KSC. Based on the agenda of the meeting, members and observers give presentations on different topics during the meeting. The documents uploaded in this module should be managed by the DMS module.

6.1. Website Visitor Functionality & Website Registered User Functionality

1. The list of all the annual KSC meetings pages should be dynamically displayed in a page on the website.

2. On clicking the individual meetings page, a separate page of the annual meeting should open. It should be based on dynamic template and display the agenda of the meeting, summary of discussions, agenda wise documents (if uploaded). All the documents uploaded on the page should be downloadable.

6.2. Website Admin Functionality

1. There should be "Event/ Meeting" section for Admin in the Admin dashboard through which the Admin should be able to dynamically add new meeting page based on a CMS template. The dashboard of the Admin should also contain the list of all the meetings.

2. Admin should be able to create new meeting page by inputting the following details such as name of the meeting, date of the meeting, upload cover photo of the meeting, upload the agenda of the meeting (pdf, word doc), upload the summary of the discussion of the meeting (pdf, word doc after the meeting), upload the images into a gallery for the meeting and tag words.

3. The meeting page should also have a table structure based on the agenda of the meeting. Admin should be able to create the structure dynamically on the individual meeting page creating the rows by inputting the following tentative list of fields (columns) – Agenda Item Number, Agenda Topic, Approximate Duration (minutes), Item Details, Responsibility and Action.

4. In the Action field, the Admin should be able to upload various types of documents (ppt, word, excel, pdf, images etc.) for each agenda item. The uploaded documents should be visible against the respective Agenda Item for the end users to download the same.

5. Admin should be able to create multiple rows for the table and must be able to input the respective fields and add the documents in each row.

6. Admin should be able to edit, update and delete the meetings page and its contents including the table structure.

7. Admin should be able to "Save Draft" before the page is published live on the website.

7. Events Calendar

The Events Calendar module provides the facility to create, display and announce the upcoming events on the website.

7.1. Website Visitor Functionality & Website Registered User Functionality

1. The list of 4-5 latest events in carousel mode should be dynamically displayed on the homepage of the website.

2. On clicking the individual event, a separate page of the event should open. It should be based on dynamic template and display the name of the event, event description, event host, mode of event, place of event, image of the event and tag words etc. All the documents uploaded on the page should be downloadable.

3. Users should be able to share the event through the social sharing buttons.

7.2. Website Admin Functionality

1. There should be "Events Calendar" section for Admin in the Admin dashboard through which the Admin should be able to dynamically add new events page based on a CMS template. The dashboard of the Admin should also contain the list of all the events created so far.

2. Admin should be able to create an individual event page by inputting the following tentative list of fields – name of the event, event description, event host, mode of event, place of event, image of the event, upload the event documents (pdf, word, pptx. Etc.) and tag words etc. The event page could be made a timed page with automatic disabling/ archiving after a certain date.

3. Admin should be able to edit, update and delete the events page and its contents including the uploaded images and documents.

4. Admin should be able to "Save Draft" before the events page is published live on the website.

APRIL 2022

01 APRIL FRIDAY

LEARNING SOLUTIONS FOR HAVE A NICE DAY ● CANCELED EXPIRED
Local Time: Apr 01 2022 | 1:30 pm - 11:30 pm
NewYork | City hall, Manhattan, New York
8:00 am - 6:00 pm

f y in vk t ⊙ ◍ ✉

VIEW DETAIL

01 APRIL FRIDAY

HOW TO TURN NEGOTIATIONS INTO SUCCESS ● CANCELED DELAY EXPIRED ⋯
Local Time: Apr 01 2022 | 4:00 pm - 7:30 pm
City Hall | Manhattan
10:30 am - 2:00 pm

f y in vk t ⊙ ◍ ✉

VIEW DETAIL

SATURDAY

se cookies to improve your
ience. Learn more   Got it!

ARNING SIGNS OF YOUR ICDL LEARNING DEMISE ● ON SCHEDULE EXPIRED
Time: Apr 03 2022 | All Day
wn | Manhattan, New York, NY, USA
All Day

VIEW DETAIL

Sample page for displaying list of all events

8. Blogs

The website should have a "Blogs" module through which the registered users and Admin should be able create/write new blogs. The blog module should be based on Wordpress CMS template. The blogs submitted by the registered users shall undergo an approval process by the Admin. After approval by the Admin, the blog would be displayed on website for public users. The blog content should be searchable under website search.

8.1. Website Visitor Functionality

1. The website should display the most recently published 4-5 blogs in precise form (3-4 lines for each blog) with an option to expand/read more on the homepage and the blogs page of the website.

2. On clicking "Read More", each blog should be displayed as a stand-alone webpage created automatically based on Wordpress CMS template.

3. The attributes regarding number of views for each blog should be captured automatically and should be displayed along with the blog.

4. Navigation from one blog to another should be simple and seamless.

5. The website search should be robust. The visitors should be able to search across the blogs. The search result should be ranked, and the users should be able to sort and filter to modify the search results – by name/ relevance/ most recent/ most viewed etc. A like button should be provided and the author should be notified of the likes received by the post.

6. Users should be able to share the blogs through the social sharing buttons.

7. Each blog shall have a ticker to display the "number of times read" number.

8.2. Website Registered User Functionality

1. There should be "Blogs" section for registered users in the user dashboard through which the user should be able to dynamically add new blogs based on a CMS template. The dashboard of the user should also contain the list of all the events created so far (drafts/published) with their status (active/ inactive)

2. The users should be able to create/edit each blog using the full functionalities like inserting content, photographs, defining blog structure – summary, paragraphs, formatting the text, adding excerpt, featured photograph, tag words etc.

3. Some metadata about each blog should be captured. The metadata should assist in search ability of the website content. Examples of metadata are author name (automatically captured), country of the author, category and sub-category of the blog content, date of publishing, tag words etc.

4. Users should have "Save the draft" facility for blogs before submitting to Admin.

5. After completion of each blog, the user should submit the Blog for review and approval by Admin.

6. Once submitted for review, the user should not be able to change the content, structure and documents of the submitted blog and an email to Admin should be automatically sent notifying about the submitted blog by user.

7. The user should receive an automatic email once the status of the submitted blog is updated by the Admin (Rejected/Approved/Approved with Modifications) after review.

8. Once approved and published by Admin, the blog should be active for a defined time (by admin) and the other registered users should be able to read/ download and comment the published blogs. The comments would also undergo moderation process by Admin. The Admin approved comments would be published along with the concerned blog.

8.3. Website Admin Functionality

1. Similar to the registered user there should be "Blogs" section for Admin in the Admin dashboard through which the Admin should be able to dynamically add new events page based on a CMS template.

2. The dashboard of the Admin should also contain the list of all the blogs created by Admin and submitted by users. The Admin should be able to create/edit/update/delete all the blogs.

3. The blogs submitted by all users should be visible to Admin for review and Approval in the "Blogs" section. Admin can either Reject/Approve/Archive/ Approve with Modifications the submitted blog. –

4. Admin should also have "Save the draft" facility for blogs before publishing the blogs on website.

5. The final draft (modified or otherwise) blog should be approved and published by Admin. The published blog should be visible in a designated place on the website to end users.

6. The comments submitted by users should be visible to Admin for each blog for moderation process by Admin. The approved comments by Admin should be published along with the concerned blog.

7. Admin should be able to change the status of the already published blogs through admin dashboard later also. Disabling of the published blog by admin should result in its removal of the blog from public view also.

Sample view to display latest blogs on homepage
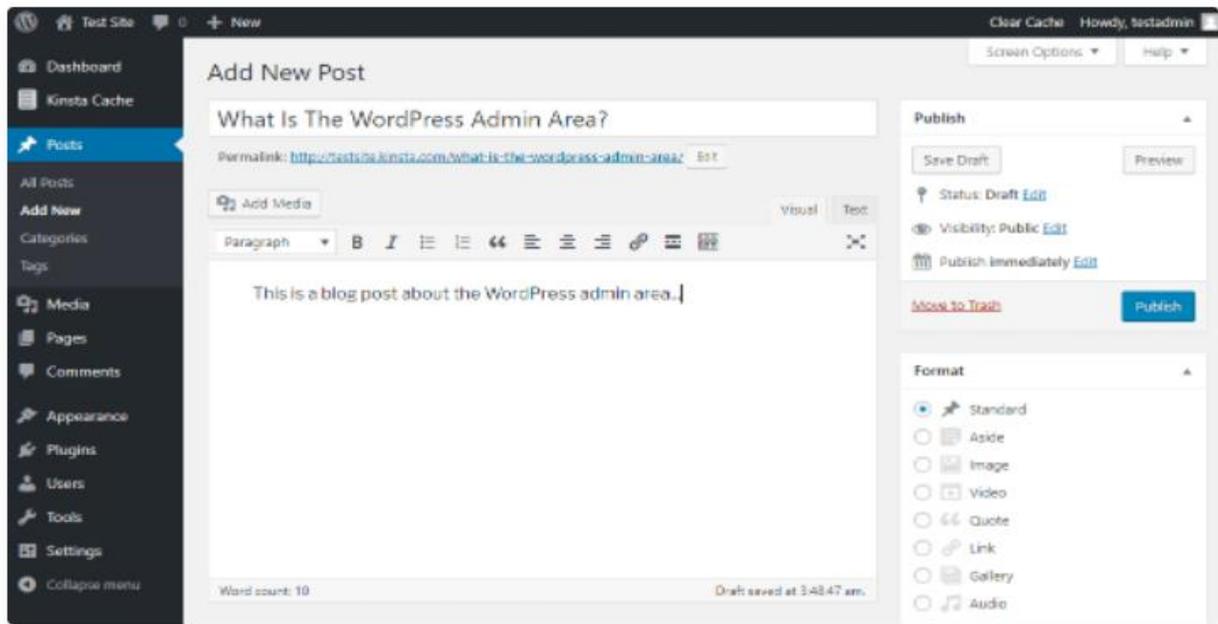
— The WordPress editor

Sample page of Admin dashboard to create/edit/delete blogs

9. FAQs

The website should have a Frequently Asked Questions (FAQs) module based on CMS through which the Admin can create/write a frequently asked questions based on various topics and categories. The functionality should provide the facility for effortlessly creating, editing, and embedding FAQs in Accordions/Toggle style on the website.
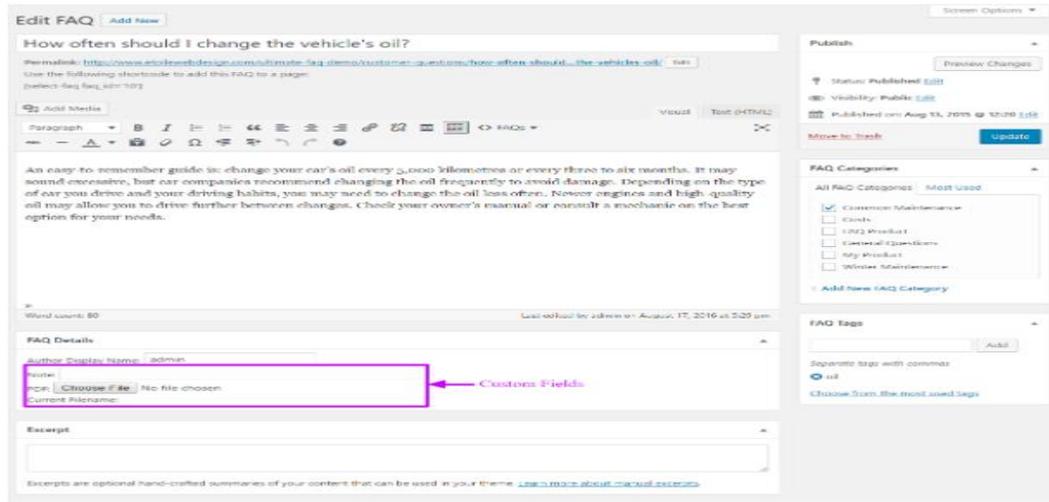
9.1. Website Visitor & Website Registered User Functionality

1. The website should display all the FAQs in Accordions/Toggle style on a separate FAQ page of the website.

2. The FAQs should be visible category and sub-category wise.

3. The FAQ page should display a search form that allows users to find FAQs with a specific string in the title or body of the FAQ post.

4. The documents, if uploaded, within any FAQ should be downloadable.

9.2. Website Admin Functionality

1. There should be "FAQs" section for Admin in the Admin dashboard through which the Admin should be able to dynamically add/ delete/ edit FAQs based on a CMS template.

2. The Admin should be able to create FAQ posts, create and assign FAQ categories and add tags to

3. FAQs, use responsive Accordion or Toggle style to display FAQs on the website.

4. Admin should be able to reorder the FAQs within the category and sub-category easily.

5. Admin should be able to Export all FAQs/category or sub-category wise FAQs to a Word/PDF file.

Example of FAQ page with custom FAQ font icons

10. Message from SAI head

The website should have a Message from SAI Head module through which the Admin can dynamically create/edit/delete articles based on CMS template displaying articles from Heads of SAIs to communicate to the entire INTOSAI Community on topics of importance, achievements/best practices of their SAIs and other successful initiatives that can inspire public auditors.

10.1. Website Visitor & Website Registered User Functionality

1. The website should display recent 4-5 articles from the Message from SAI Head on the homepage of the website in an intuitive manner with an option to expand/read more link. It should also display View All button to see all the articles on a single page.

2. On clicking the individual article, the user should be navigated to the separate single article page from the Head of SAI. The single page should display other recent articles in a sidebar.

3. Navigation from one article page to other should be seamless.

4. The attributes regarding number of views for each article should be automatically captured and should be displayed along with the article.

5. Users should be able to share the articles through the social sharing buttons.

10.2. Website Admin Functionality

1. There should be "Head of SAI's Corner" section in the Admin dashboard through which the Admin should be able to create/edit/delete articles based on CMS template from Heads of SAIs.

2. The dashboard should also display all the articles created by the Admin (draft/published).

3. The Admin should be able to create the article pages dynamically based on CMS template.

4. The Admin should be able to use the full functionalities while creating the article page like inserting content, photographs, defining article structure – summary, paragraphs, formatting the text, excerpt, featured image, tag words etc.

5. The admin should also be able to save the draft articles before publishing on the website.

6. The published articles should be visible to the visitors of the website.

11. Contact Us/ Feedback Section

11.1. Website Visitor & Registered User Functionality:

1. Users can contact website Admin and provide feedback/comments using this module.

2. The user can submit his/her feedback by providing following details in a contact us form based on CMS template – name, contact details (email address, phone number(s) & address details), comment text, captcha etc.

3. On submitting the above information, an email should be sent to the website administrator with all the above details based on a template.

4. User will see message on the frontend after submitting the contact form that the form has been submitted and the admin shall contact you further.

11.2. Website Admin Functionality:

1. Administrator will be able to view and reply to all the contact us forms submitted using the "Contact Us" section in the Admin dashboard. Alerts should be emailed to the user/ visitor once his query is responded to.

2. Admin should be able to download a report of the feedback/ contact us queries and the action taken thereon for a specified period.

12. Community of Practice (CoP)

The portal should have a Community of Practice (CoP) module which is a space to create closed online communities. Registered users of the portal should be able to join communities of their choice subject to approval by the manager of the community. The CoP should have facilities for uploading documents, media, group chat etc.

Actors in CoP Module

Actor	Who	Tasks/Privileges
CoP Member (member)	Any registered user who applies for membership in a cop	1. Can access all resources in the cops of which he/she is a member. 2. Upload documents/media 3. Delete Uploaded content by the user 4. Create new discussion threads/subthreads 5. Submit blogs
CoP Manager (manager)	By default, the user who applies for creation of a cop. ICP Admin should be able to assign/remove cop managers	1. There should be only one cop manager for a cop at a time (no delegated privileges) 2. Approve membership requests 3. Assign cop manager privileges to another user 4. Remove members from CoP. 5. Post news items 6. Approve/ Delete uploaded content 7. Request for deletion of Community

Features in CoP Module

- **Opening page**

  o Each community of practice should have an opening page displaying the profile picture, title, number of members, number of documents, number of media files and

membership status of the user (member/manager) and join button for visitors and exit button for logged in members/managers.

o Opening page should have the following tabs:

1. Dashboard

2. Files

3. Media – Images, Videos etc.

4. Forum for Discussion

5. News

o Opening page should have menu options for

1. Upload – files, media

2. Update profile

3. Leave community

Sample page for Community of Practice

- **Dashboard Tab**

The opening page should be open at the dashboard tab by default. The dashboard should show

1. Latest five documents uploaded

2. Latest five news items

3. Latest five forum topics

4. Pending notifications

5. Member profiles: photograph, name, designation and organization of all members (scrollable). First profile of manager with the status as manager shown. Clicking on a member photograph should take the user to the profile page of member displaying specified details of the member.
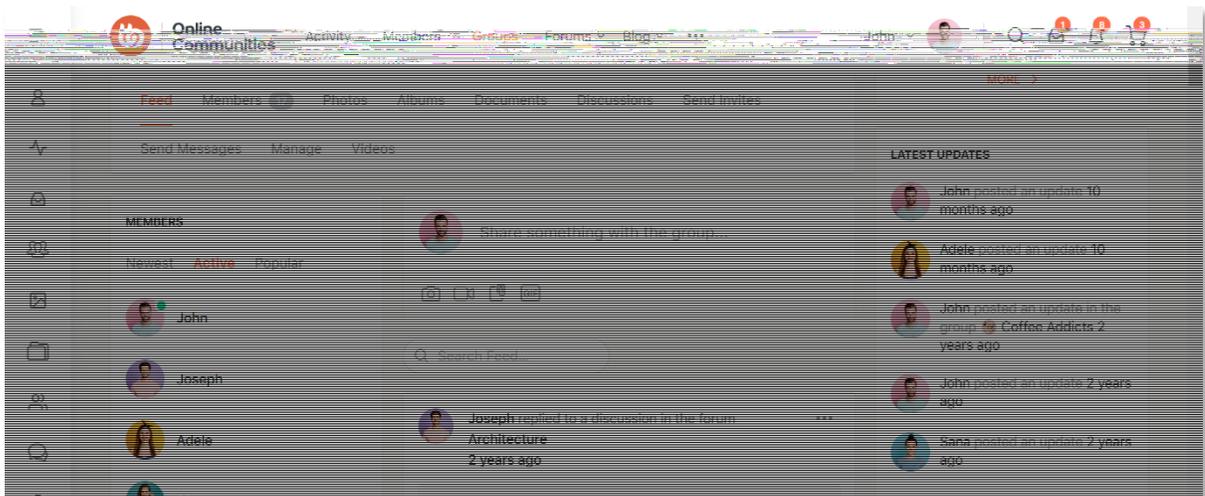
- **Files tab:**

   o The files tab should take the user to the document repository of the community of practice. The repository should have similar features as the DMS of the ICP.

   o Meta data required to be captured during uploading of documents – Document title, Thread (Folder), Sub-threads (Sub-Folders), Date of uploading, uploaded by should be automatically populated.

   o Search of documents should be comprehensive, robust and text-based. Search should operate within the community.

- The documents in the communities should not be brought up in general search in ICP. Otherwise it should have the filter and search facilities similar to the ICP.

Documents

	NAME ▾	MODIFIED ▾	VISIBILITY ▾	
📁	Assets	June 5, 2020	Public	⋮
📄	Miele-March-to-August-2020.pdf	June 5, 2020	Public	⋮
📁	Presentations	July 2, 2021	My Connections	⋮
🗜	Reports.zip	June 5, 2020	My Connections	⋮
📄	stencils-logo.pdf	June 5, 2020	Public	⋮

Search Documents…   ⬆ Upload Files   🗀 Create Folder
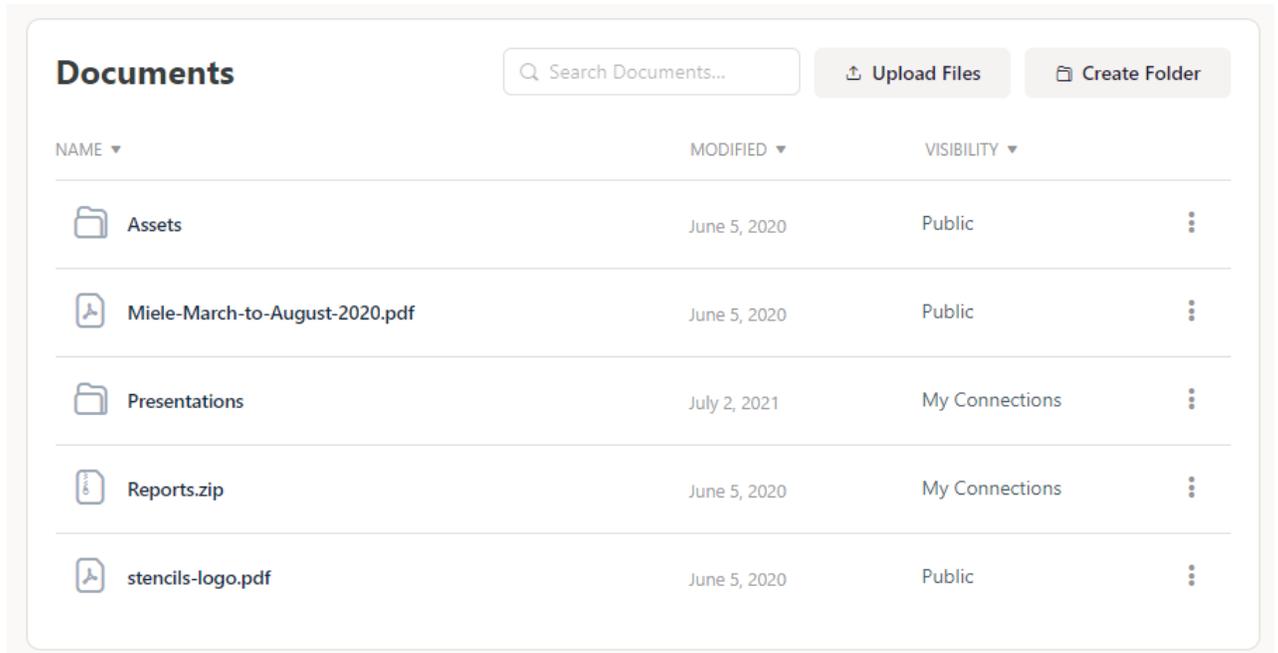
- **Media tab:** uploaded images and videos should be available from the media tab. The media feature of the community should have similar features as the image and video gallery features of the ICP

- **Forum for discussion**: The community should offer the facility of forum for discussion between members of the community. This should be accessible from the forum tab on the home page of the community of practice.

All Discussions   Subscribe   ✎ New discussion

When should I buy investment property?
↩ John replied 2 years, 7 months ago   1 Member · 0 Replies

Property Managers Using Airbnb?
↩ Jessica replied 2 years, 7 months ago   2 Members · 1 Reply
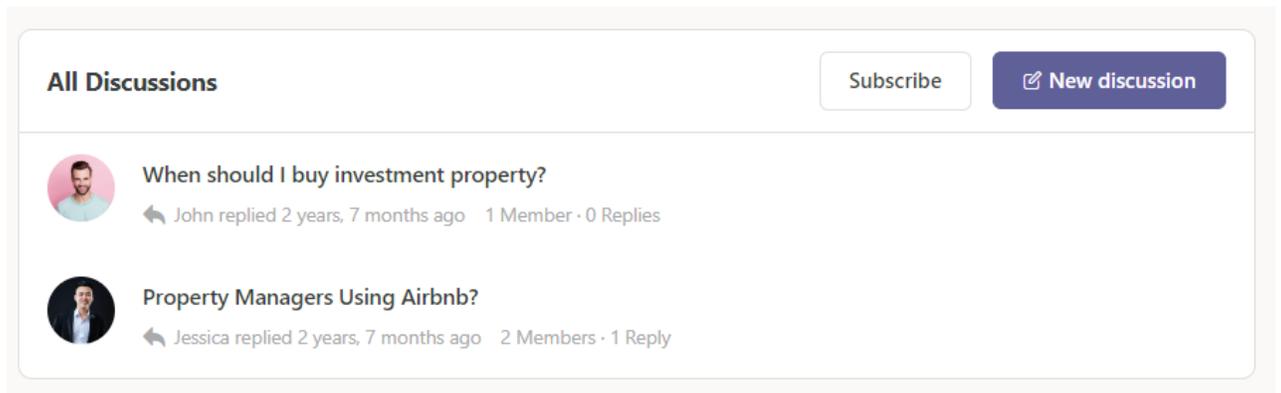
- **News:** The news functionality should have the same features as the news module of ICP. The privilege of posting news should be available only to cop manager.

12.1. Website Visitor Functionality

1. The website visitor should be able to see the "Communities" tab in the main menu of the website displaying dropdown links to – Create a Community, Join a Community, List of all CoPs, Know More etc.

2. On clicking the links i.e. Create a Community, Join a Community, the visitor should be re-directed to the login/registration page.

3. On clicking the "List of All CoPs" link, all the CoPs present on the website should display in a grid.

4. On clicking the single CoP in the above list, it should display the title of the CoP, background photo of the CoP, brief description about CoP along with the button to Join the CoP.

5. On clicking the button to Join the CoP, the visitor should be re-directed to the login/registration page.

6. On clicking the "Know More" link, the visitor should be re-directed to the FAQ page of the Community of Practice.

12.2. Website Registered User Functionality (Member & Manager)

Creation of CoP

1. Registered users after login should be able to create a community of practice using the "Create a Community" dropdown link of the "Communities" tab in the main menu of the website.

2. The creation of new CoP should require approval by the website Admin.

3. Registered user should be able create the community of practice by inputting the following details – title of the CoP, background photo of the CoP, brief description about CoP etc.

4. Registered user who creates a community of practice should be assigned the community manager privileges by default.

Joining of CoP

5. Registered users after login should be able to join a community of practice using the "Join a Community" dropdown link of the "Communities" tab in the main menu of the website.

6. On clicking the above link, a registration form should open. It should collect the following inputs from the user – Community to join. (drop down list of all communities, single selection), brief descriptive profile of the user, reason to join the

community of <name of cop>, How can you contribute/benefit from the participation in the community etc.

7. On clicking the single CoP in the "List of all CoPs", it should display the title of the CoP, background photo of the CoP, brief description about CoP along with the button to Join the CoP. On clicking this button, the same form as 14.2.6 should open.

8. On submitting the form, the user should be shown a message informing that the application is under process and once approved the same will be intimated via the registered email id.

9. An email based on template (can be edited by Admin) regarding the new request to join the CoP should be automatically sent to the Manager of the CoP and should be displayed in the Manager dashboard.

10. On approval by the Manager, an email based on template (can be edited by Admin) should be sent to the registered user regarding approval of the joining.

Leaving of CoP

11. The member should have an option to leave the community within the CoP. Alternatively, the user creating the Community should be able to remove a user.

Accessing the CoP

12. The member and manager should be able to login to the community of practice through the same login credentials as the website.

13. Sitemap

13.1. Website Visitor & Registered User Functionality

1. This will display sitemap of the website. User can view the particular page by clicking on page link.

13.2. Website Admin Functionality

1. This will be auto generated page, so admin need not to do any functionality related to sitemap page.

14. Search

14.1. The user will be able to search content by entering required keywords.

14.2. Search feature should be robust and will have auto suggestion feature, so user can easily search the required content with less efforts.

14.3. The system will do the extensive search and get the result from CMS content.

14.4. The search facility will be provided for all the 5 languages.

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Chapter – III
Project Scope

</div>

1. Project Objectives

The objective of this project is to improve INTOSAI KSC's online presence by developing a multilingual new and improved website which is expected to function as an effective tool for the following:

o Enhancement of search interface for searching/filtering the contents data as per user requirements.
o Enhancement of the online forum functionalities – enabling creation of exclusive groups of users to interact. The online forum called Community of Practice should be created with the latest technology with modern features that improve user experience as well as ease of interaction.
o A document management system (DMS) that acts as a comprehensive library of content – enabling easy search and access to documents, easy and intuitive to locate documents etc.

2. Brief specifications of the Project

The work includes:

o Study and designing the website prototype

o Developing the website as per FRS

o 3 Years (1-year warranty support plus 2 years post warranty operation and maintenance support) Warranty and Operation and Maintenance support.

o Obtaining security certifications and managing security during contract period.

2.1 Functional specifications

o Multilingual content should be universally accessible by using Unicode compliant font.

o Website should provide facility to upload the content i.e. Website should integrate with Content Management System. Mechanism for archiving outdated content should be provided

o Provision of an FAQ (Frequently Asked Questions) page to address common user queries.

o User dashboard and reports for Admin users.

o Any user input system must have captcha system.

o The content uploading functionality on the website would be completely isolated and would have restricted access. Only admin users with certain rights to add/edit/update the content would be able to manipulate the content on they own.

o Monthly Web Analysis Report with page views, sessions / visits, unique visitors, downloads etc.

2.2 Non-functional specifications

o Open-source technology/platform will be preferred.

- Website should be Mobile/Tablet Responsive, so it adapts and fit design as per user resolution.

- Website should be Compatible to all latest browsers (i.e. Firefox, Internet Explorer, Opera, Mozilla, Google Chrome, Safari etc.)

- Social media sharing on Facebook, Twitter and YouTube etc. should be integrated with Website. Website content/pages can be shared on user's social media accounts.

- All Information & pages will be managed through CMS

- **Multilingual Access:** The revamped website should provide all menu options and content in all the INTOSAI Official languages: **English, French, Spanish, German and Arabic.** The default language should be English.

- To provide information to users with minimum number of clicks.

- Website must be optimized for Search Engines (Meta-tags, User-friendly SEO links and Easy to Read Titles etc.)

- **Migration of data** from the existing website to the new website.

2.3 Security specifications

- Sufficient Security Measures should be applied against vulnerabilities e.g. hacking/ SQL-injection-attack, other OWASP threats etc.

- No Installation of third-party scripts to track user activity ad-scripts, hidden back links to other irrelevant Website.

- Security Audit should be done and all observations resolved before Go-live by CERT-In agency.

2.4 Other requirements

- Website has a Copyright Policy, Terms & Conditions and Privacy Policy, prominently displayed on the homepage. Feedback form to be provided on the Website.

- Developer must ensure that any copyright law related to images, templates, code etc is not violated.

3. Detailed scope of Project

This project will cover the design and development of the INTOSAI Community Portal for the office of the C&AG. The documents issued, created or executed in connection with the Project, including, **but not limited to, the Requirements document, Designs, Quality document and other documents** should be prepared in standard format and handled over to CAG at the time of User Acceptance Test. The expected Project Deliverables are shown.

The project will deliver website **with the features specified in this document**. The Project would have following delivery stages:

3.1 Phase I: System Study and Design Approval

The agency will have to understand the requirement in detail before the project development. The various activities to be performed by the System Partner (SP) during this phase will be mentioned as below but are not limited to:

1) The SP shall prepare & submit an Integrated Project Plan for the entire project (Phase I) that covers detailed tasks which are intended to be performed as part of the project along with the scope and duration of each of the activity.

2) The SP shall ensure to conduct a detailed Functional Requirements gathering and prepare a Functional Requirements Specifications (FRS) document. The SP shall have to get a sign-off separately for the Functional Requirements Specifications (FRS) document.

3) The selected SP will be free to suggest re-engineered processes as per the Standard Market Practices. But any such processes will be effective only after due approval from CAG Office.

4) The SP shall perform its own individual assessment, conduct comprehensive discussion with CAG/IR wing and subsequent analysis to ensure that each of the requirements captured during the FRS are covered in the system/software requirements analysis done as part Software Requirement Specifications (SRS) and are later captured in the web-based application. The SP shall have to get a sign-off separately for the Software Requirement Specifications (SRS) document.

1) The SP shall have to ensure that both the Functional Requirements Specifications (FRS) document as well as Software Requirement Specifications (SRS) document for web-based application, shall detail the requirements of the complete solution up to the last possible detail.

6. The SP shall prepare & submit a comprehensive Systems design documents for the web-based application based on the FRS & SRS document signed off from CAG. This design should include Solution Architecture/Designing, user interface designs, Hardware Sizing; Bandwidth Utilization etc. for the web-based application.

7. The SP shall be entirely responsible for the architecture of the system implemented to satisfy all features, functions, performance and especially the security of the web-based application & shall ensure that the Systems design documents should adhere to the industry wide best practices.

8. During the system design, the SP shall develop the facilities for administrator /management reports (if any), SMS/email gateway in line with the expectations from web-based application provided in the functional requirements APIs/Web-services for 3rd party integration will be required. It is very important that the website should be able to support all latest common browsers (like Internet explorer, Mozilla, Chrome etc.).

3.2 Phase II: Development Completion & Data Migration

The various activities to be performed by the System Partner during this phase will be mentioned as below but are not limited to:

1. The SP shall deploy a dedicated team experienced in development, configuration, customization, integration and testing, implementation, deployment of the website.

2. The SP shall perform the web application development/configuration based on the Functional & Software requirement specifications and solution design finalized thereof. The development/configuration process should ensure that the standards specified during the design phase are adhered to during the entire cycle.

3. The development of the web-based application should be performed on-site at the CAG premises. The SP should provide the following minimum supporting infrastructure to their team-

    a. Web-application Staging Server

    b. Database Staging Server

    c. Version control & management server

    d. Developer Machines

4. CAG shall have total and exclusive Intellectual Property Rights over the source code written for developing the web-application.

5. The SP must ensure that granularity is built in the web-application modules, sub modules and individual functionalities so that these functionalities can be enabled, disabled or modified through the administrator as per requirement.

6. The system must possess easy-to-use user interfaces, able to perform tasks with minimum of clicks, maximum select options and provide suitable short-cuts wherever possible and guided through screens.

7. The SP must ensure that any changes made to database are captured centrally and securely stored, such that the audit trails cannot be manipulated by anyone including super users and DBAs. There should also be facility to send alerts for the suspicious activities or attempts to policy violations.

8. The SP should migrate the data from the existing website before the Go-Live of the new website including static pages' content and documents, all the working group websites including all the content and documents and other elements such as registered users, content including articles, images and videos etc. on exiting website.

3.3 Phase III: UAT and Security Audit

User Acceptance Testing has to be there in Phase III after completion of development. Assigned Users of CAG will be able to review the web-based application functionality with respect to asked requirement, SP has to assign resources for demonstration of web-application functionalities mapping with requirement. Users will give their feedback after User Acceptance Tests (UAT).

The various activities to be performed by the System Partner during this phase will be mentioned as below but are not limited to:

1) The SP shall provide Plans for UAT to CAG/IR Division.

2) SP shall provide and ensure all necessary support to CAG for conducting the Acceptance Testing including sharing necessary project documentation, source code, and systems designed & developed, credentials (if required) etc. The SP would be required to facilitate this process and it would be incumbent upon the SP to meet all the criteria.

3) CAG would perform a detailed acceptance testing over the application deployed, from where the system is expected to be accessed i.e. test from the web based application.

4) Each issues/bug should be closed by SP, functional level feedback will be addressed by developer after approval from CAG. Any functionality/requirement which will be completely out of the scope can be treated as Change Request, where SP will share their effort and CAG will process the change request for approval.

5) The acceptance of website would be essential before security audit and Go-Live.

3.4 Phase IV: Deployment and Go-Live

The various activities to be performed by the System Partner during this phase will be mentioned as below but are not limited to:

1) The SP shall have to make deployment of web-based application on the hosting environment i.e. NIC Cloud.

2) This includes installation/configuration of required system software, SSL certificate, application software, relevant database, OS etc.

3) The SSL certificate shall be enabled from the date of Go-Live.

4) The SP shall ensure the complete system testing internally and performing necessary for security audits from CERT-IN empaneled vendors before making it Go-Live.

Note: CERT-IN security audit of the application has to be started just after development approval and before deployment/Go-Live of the application, SP has to do all coordination and follows up with CERT-IN security audit agency. Payment for CERT-IN security audit will be released after receiving security audit certificate, it will not be lined with application go-live phase. Coordination for hosting and deployment infrastructure will be provided by the CAG Office to SP.

Phase 5: Operation and Maintenance

CAG Team structure

The roles of the key stakeholders within the project structure are listed as follows:

- **Principal Director, International Relations Division (IR)-Project leader**

Day-to-day management of the project, planning, monitoring, control and progress reporting

- **IR Project Team**

Responsible for all decisions related to the functioning of the website and on-time delivery.

- **IR Division**

Provide technical inputs and assistance during and post development.

Other requirements for Implementation process

This section specifies the expectations towards the vendor of the technical system regarding development, testing, roll-out, and post go roll-out support, documentation and testing. The project would follow standard SDLC methodology.

- o Design and develop the website's structure and functionality, taking into account the requirements from the IR.

- o System Requirement Study (SRS) Document for design and development of the website should be shared with IR for their review and approval.

- o After development of website, complete website UAT should be given to assigned officials of IR. After successful UAT, certificate for the same would be given.

- o After UAT sign-off, security audit of the website should be processed before go-live of the website.

- o After security audit, website will be deployed on Production server with content migration and further made go-live with current domain mapping.

- o One-time complete data migration from existing website will be required.

Domain and hosting will be provided to the agency from the client in co-ordination with NIC. IR will share access permission to the agency for deployment.

5.1 Development process

Based on the functional specifications, system development and coding tasks will be carried by the vendor. In this regard, the bidder is required to submit the system development methodology that they will follow and a detailed project plan indicating the milestones, resources. Relevant professional experience of the task manager and team members is essential during the proposal review.

5.2 Testing process

Development and initial testing will be done using the vendor's resources and the vendor also has to set up the staging environment at their premises for the User Acceptance Testing with all the required tools and customizations.

The vendor is expected to develop a testing plan for User Acceptance Testing and undertake comprehensive and analysis testing with various audiences in **CAG office** at selected stages of the development process. User Acceptance Testing will be performed by the selected users from CAG HQs & IR

The SP shall fix any errors that occur during the test phase of the website. It is expected that user feedback is documented, and respective system design or workflow adjustments are discussed with the Project Leader representatives before implementation.

5.3 Roll-out phase

Before roll-out, the vendor will install and configure the respective environment on the production server (external hosting agency) and ensure successful transfer of the web application from the testing environment to production environment where final sign-off of the project will be done by IR.

5.4 Warranty and Operational Maintenance and Support phase:

The Warranty and O&M phase would be for three (1+2) years from the date of Go Live.

If required, the Operation & Maintenance/ Technical Support period may be extended for further three years period based on mutual agreement. The price for the extension would be as mutually agreed but would not exceed 110% of total original financial bid for O&M for three years and would be paid on the same terms as of original contract. The O&M is expected to be off-site, except in scenarios where CAG explicitly asks for onsite support.

- o Activities for warranty/ O&M support of website will be:

    - Ensuring continuation of Functional and Safety Requirements for the Website;

    - Rectification of bugs in the existing code;

    - Updates required to address new/ old security concerns;

    - Solution to issues reported in the running of website.

    - Any configuration in the existing code;

    - Full support in end of the Contract: Transfer of Complete Website to the next vendor/ service provider for the website

    - There should be a single point of contact at the agency during warranty/O&M period.

5.5 Helpdesk support

Helpdesk support for the warranty period must be provided by the vendor. During this period, the Agency will be responsible for providing immediate email helpdesk support and resolving any user requests and technical issues that arise with the implemented website.

The vendor will in addition propose a concept and make recommendations on adequate workflows and staffing which will enable **IR** to maintain this Helpdesk and support function beyond the support period. This will include the specification of workflows for tracking user requests regarding technical bugs, design flaws and feature recommendations.

The helpdesk concept will describe roles and responsibilities of department, administrators and IT staff in documenting, responding to and resolving user queries and technical issues and maintaining communication with different stakeholders on the status of user requests and ongoing developments.

5.6 Training requirement

The SP will provide Training of Trainers (TOT) training to the project team so that they will be able to offer training to the application users and managers/administrators in the future. Training will also be provided by the Agency to selected staff of **IR** as decided by the Project Leader.

- o User Training and Documentation should be shared to assigned users in IR for website content management within 15 days of website go-live.

- o Further IR will update new content on website after CMS training.

2.7 Change Control

In case of any requirement from IR for additional modules/functionalities development in website, which are not the part of this scope, agency has to analyze the work and share change request effort estimation with IR after approval on change request from IR, agency can get the work done and submit their bills as per approved change request.

Section IV

CONDITIONS OF THE CONTRACT

1. **Definitions**
   In this Contract, the following terms shall be interpreted as indicated:

a. "**The Contract**" means the agreement entered into between the CAG and the agency, as recorded in the Contract Form Signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;

b. "**Bidder**" means any vendor that is participating in the RFP process.

c. "**Agency**" means any agency that is a successful Bidder and to whom the contract will be awarded.

d. "**Contract Price**" means the price payable to the agency under the Contract for the full and proper performance of its contractual obligations.

e. **"CAG" means the Office of the Comptroller & Auditor General of India, New Delhi which is the RFP Inviting Authority.**

f. **"IAAD"** means the Indian Audit & Accounts Department (IAAD).

g. **"Tendering Authority"** means the Office of the Comptroller & Auditor General of India, New Delhi.

2. **Application**
   These Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

3. **Use of Contract Documents and Information**

   a. The agency shall not, without the CAG's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the CAG in connection therewith, to any person other than a person employed by the agency in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

   b. Any document, other than the Contract itself, shall remain the property of the CAG and shall be returned (in all copies) to the CAG on completion of the agency's performance under the Contract if so required by the CAG.

4. **Patent Rights**

   The agency shall indemnify the CAG against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Supplied Solution or any part thereof in India.

5. Change Orders

The CAG may at any time, by written order given to the agency, make changes within the general scope of the Contract in any one or more of the following:

1) The Services to be provided by the agency.

2) The Quality of the Developed Solution & or the Deployment of the solution.

3) Change in per unit cost in case of future upgrade as per the change order if any.

If any such change causes an increase or decrease in the cost of, or the time required for, the agency's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the agency for adjustment under this clause must be asserted within thirty (30) days from the date of the agency's receipt of the CAG's change order.

6. Delays in the Bidder's performance

a.   Performance or the Contract shall be made by the Bidder in   accordance with the time schedule specified by CAG as indicated in the RFP.

b.   An unexcused delay by the Bidder in the performance of its contract obligations shall render the Bidder liable to any or all of the following sanctions:

➢ Forfeiture of its performance security;

➢ Imposition of liquidated damages; and/or

➢ Termination of the Contract for default.

c.   If at any time during performance of the Contract, the Bidder should encounter conditions impeding timely completion of the services under the contract and performance of services, the Bidder shall promptly notify CAG in writing of the fact of the delay, it's likely duration and its causes.

d.   As soon as practicable, after receipt of the Bidder's notice, CAG shall evaluate the situation and may at its discretion extend the Bidder's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

7. Acceptance

The Acceptance Tests must be completed by the Bidder to the satisfaction of the CAG Project Team and any other CAG representatives within a week of completion of Phase III.

8. **Liquidated Damages**

In the event of failure of the agency to secure acceptance of the website by CAG, within ninety (90) days after implementation, CAG reserves the option to recover from the agency as liquidated damages and not by way of penalty for the period after the said ninety (90) days, until acceptance a sum equivalent to two percent (2%) of the contract value for each month of the failure of agency up to a maximum deduction of Ten (10) percent, to secure acceptance or part thereof, without prejudice to CAG's other remedies under the Contract.

9. **Penalty Clause**

If the agency is not executing the contract to the satisfaction of the CAG, then it may invoke any or all of the following clauses.

➢ Forfeit the performance Guarantee Amount or

➢ Terminate the contract without giving any notice.

10. **Termination for Default**

The CAG may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Agency, terminate the Contract in whole or part:

➢ If the agency fails to deliver any or all of the deliverables within the period(s) specified in the Contract.

➢ If the agency fails to perform as per the performance standards.

➢ If the agency, in the judgment of the CAG has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

11. **Force Majeure**

1) For purposes of this clause, "Force Majeure" means an event beyond the control of the agency and not involving the Agency's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

2) If a force Majeure situation arises, the Agency shall promptly notify the CAG in writing of such conditions and the cause thereof. Unless otherwise directed by the CAG in writing, the Agency shall continue to perform its obligations under the Contract as far as it reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

12. Termination for Insolvency

The CAG may at any time terminate the Contract by giving written notice to the Agency. If the Agency becomes bankrupt or otherwise insolvent, in this event, termination will be without compensation to the agency, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the CAG.

13. Termination of convenience
1. The CAG office may at any time by giving 30 days' written notice to the Agency, terminate the Contract, in whole or in part, for its convenience. The notice of termination shall specify that termination is for the CAG office, the extent to which performance of the Agency under the Contract is terminated, and the date upon which such termination becomes effective.
2. The client may in the following events after giving a prior notice and conducting investigations if required, terminate the contract forfeiting the bid security and any sums due for payment to the Agency.
   - If the value of the penalty for different services together exceeds 10% of the contract amount for 3 years.
   - If the Agency becomes Bankrupt or financially insolvent during currency of the contract.
   - If it is found that the Bidder has been convicted for any unlawful activities.
   - If it is found that the Bidder has made gross misconduct or involved in practices injurious to the image and interest of the client or has failed in performing his duties as per contract.

14. Risk Management
The Agency shall at his own expense adopt suitable Risk Management methodology to mitigate all risks assumed under this contract. The Agency shall underwrite all the risk related to its personnel deputed under this contract as well as equipment and components and any other belongings or their personnel during the entire period of their engagement in connection with this contract and take all essential steps to reduce and mitigate the risk. CAG office will have no liability on this account.

15. Publicity
The agency shall not make or permit, to be made a public announcement or media release about any part of this contract unless the CAG office first gives the Agency its written consent.

16. Governing Language
The contract shall be written in English. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in same languages.

17. Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Delhi courts only.

18. Taxes and Duties

The rates quoted inclusive of taxes and duties shall be in Indian Rupees; also separately mentioning all taxes, duties as applicable up to the completion of job. Any increase in the rates will not be allowed.

19. Binding Clause

All decisions taken the CAG regarding the processing of this RFP and award of contract shall be final and binding on all concerned parties.

20. Agency's Integrity

The Agency is responsible for and obliged to conduct all contracted activities as defined in the scope of work in accordance with the Contract.

21. Agency's Obligations

1) The Agency is obliged to work closely with the CAG's staff, act within its own authority and abide by directives issued by the CAG.

2) The Agency will abide by the job safety measures prevalent in India and will free the CAG from all demands or responsibilities arising from accidents or loss of life the cause of which is the Agency's negligence. The Agency will pay all indemnities arising from such incidents and will not hold the CAG responsible or obligated.

3) The Agency is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanor.

4) The Agency will treat as confidential all data and information about CAG, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the CAG.

22. **The Intellectual Property Right (IPR) of the source code and documentation and design** will be with the CAG. The agency will have to submit source code and required documentation to the CAG. And the CAG will have full right over the source code and the agency will not possess any rights. Any modification in the source code or documentation will be provided from time to time to CAG.

23. **The CAG, reserves the right to verify, modify, revise, amend or change any of the terms** and conditions mentioned above or to reject any or all the bids without assigning

any reason whatsoever thereof or may terminate the bid process midway without assigning any reason.

24. **Notwithstanding anything to the contrary contained in the conditions of the contract, in no** event will the agency be liable to the CAG, whether a claim be in tort, contract or otherwise; for any amount in excess of 100% of the total fees payable under the Project.

25. **In case of any ambiguity in the interpretation of any of the clauses in the RFP or the** Contract Document, the CAG's interpretation of the clauses shall be final and binding on all parties.

26. **Conditional RFPs shall be summarily rejected**.

Form 1 - Bid Proposal Sheet

Bidders Proposal Reference No. and Date:
Bidders Name and Address:
Person to be contacted:
Designation:
Telephone No(s):
Telex No. :
Fax No. :

Subject: Proposal for Re-designing, Development & Maintenance of Multilingual INTOSAI
Community Portal

Sir,

1.We, the undersigned Bidders, having read and examined in detail the Specifications and all
the bidding documents in respect of Design, Development, Maintenance and support for
Multilingual INTOSAI Community portal as specified in the Bidding documents No. _<
_____ >.

2. PRICE AND VALIDITY

All the prices mentioned in our proposal are in accordance with the terms as specified in
bidding documents. All the prices and other terms and conditions of this proposal are valid for
a period of **180 calendar days** from the date of opening of the Bids.
We are an Indian firm and do hereby confirm that our Bid prices include all taxes including
Income Tax and Professional Tax.
We have studied the Clause relating to Service Tax and hereby declare that if any Income Tax,
Surcharge on Income Tax, Professional Tax and other Corporate Tax is altercated under law,
we shall pay the same.

3. UNIT RATES

We have indicated in the relevant schedules enclosed the unit rates as discovered through the
empanelment process of NICSI for Tier II vendors (keeping it as reference) for web
development work for the purpose of on account of payment as well as for price adjustment in
case of any increase to/decrease from the Scope of Work under the contract.

4. EMD

We have enclosed a Demand Draft of **Rs. 60,000**/-(**Sixty Thousand Rupees only**) in favour
of **PAO, O/o CAG of India, New Delhi and payable at New Delhi**. This **EMD** is liable to
be forfeited in accordance with the provisions of Bid documents.

We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work.

5. BID PRICING

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders included in bidding documents.

6. BID PRICE

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation
Seal
Date:
Place:
Business Address:

Form 2 - Bidder's Authorization Certificate

To,

The Director (IR-II),
CAG office, New Delhi

*<Bidder's Name>*_____,
<Designation> _____ is hereby authorized to sign relevant documents on behalf of the company in dealing with RFP of reference *<RFP No. & Date>* _____. He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said RFP.

Thanking you,

Authorized Signatory.

_____

<Company Name>

Seal

Form 3 - Work Experience Certificate

Name of the firm: _____
Period: From - _____ **to -** _____

Order No. & Date	Order Placed by (full contact address of such agencies)	Solution provided (Agency)	Value of order in Rupees	Date of completion		Remarks indicating reasons for delay , if any	Other Remarks
				As per contract	Actual		

Description of any special expertise project undertaken by the agencies:

Order No. & Date	Order Placed by (full contact address of such agencies)	Value of order in Rupees	Date of completion	Description of project work under taken by the agency.	Other Remarks

Date: _____

Place: _____

Signature of the bidder: _____

NOTE: Please provide copies of valid Work Order or Certificate of Completion (for completed projects) from authorized client officials.

Form 4A - Self Declaration

Ref: _____

Date: _____

To,
The Director (IR-II),
CAG office, New Delhi

In response to the RFP No. _____ dated _____ of
Ref._____ as an owner/partner/Director of
_____ I / we hereby declare that our Agency
_____is having unblemished past record and was not declared ineligible for
corrupt & fraudulent practices either indefinitely or for a particular period of time. And also our
Agency has neither been blacklisted by any Central/State government/ Ministry /Agency nor
engaged in any legal disputes as on the bid calling date.

Name of the Bidder: _____
Signature: _____

Seal of the Company: _____

Form 4B - Self Declaration

Ref: _____

Date: _____

To,
The Director (IR-II),
CAG office, New Delhi

In response to the RFP No. _____ dated _____ of
Ref._____ as an owner/partner/Director of
_____ I / we hereby declare that our Agency
_____is having a Local Office located in Delhi/NCR region as on the date of
bidding.

Address details of Local Office as given below:
_____
_____
_____
_____

Name of the Bidder: _____
Signature: _____

Seal of the Company: _____

Form 5 - Certificate of Conformity

Date: _____

To,
The Director (IR-II),
CAG office, New Delhi

CERTIFICATE

This is to certify that, the service for system analysis and re-design, development, implementation, maintenance and Support of Multilingual INTOSAI Community Portal for C&AG of India which I shall provide, if I am awarded with the work, are in conformity with the Scope of Work in the RFP.

I also certify that the price I have quoted per unit cost basis is inclusive of all the cost factors involved in the execution of the project, to meet the desired standards set out in the Conditions of the contract.

Name: _____
Designation: _____

Seal: _____

Form 6 - Financial Details/ Turnover Details as per Audited Accounts

Years	FY 2018-19		FY 2019-20		FY 2020-21		FY 2021-22		FY 2022-23		Total Turnover	
Particulars	Total	From relevant services	Total	From relevant services	Total	From relevant services	Total	From relevant services	Total	From relevant services	Total	From relevant services
Turnover (In Lakhs)												
Profit (In Lakhs)												

Note: **1. Relevant services means the projects related to design and development of any website/portal.**
2. Enclose CA certificate conforming Annual Turnover during stated financial years.

FORM 7- STRUCTURE OF TECHNICAL PROPOSAL

The Technical Proposal needs to be structured as follows:

Section 1: Executive Summary

This section should be a succinct statement and executive summary by the Bidder highlighting the key aspects of technical proposal.

Section 2: Bidder Profile & Qualifications

This section should cover the Bidder's local presence, the project team composition and relevant experience and the company / companies of the tools and products selected to deliver the Application

Section 3: Solution Proposed for Application

This section should present Bidders' proposed solution meeting requirements outlined in the RFP. Bidders are required to present sound, complete, and competent technical architecture solution. The solution proposed by the bidder will indicate bidders' understanding of the requirements and this is to be demonstrated by the bidder by making presentation before the Evaluation Committee. The section should also include the Bill of Materials (BOM) for all the software components, products and tools that are proposed for the website development, testing, deployment and maintenance.

Section 4: Project Management Plan

In this section, Bidders' should propose the main activities of the project, duration, phasing and interrelations, milestones (including interim approvals by the Purchaser), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the ToR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.

Section 5: Organization & Staffing

In this section, Bidders' should propose the structure and composition of the proposed team. The resource category, their experience and qualification shall be as defined for NICSI emplaned Tier-II or above category agencies. Key emphasis will be on the experience of the Project team.

Section 6: Quality Assurance, Maintenance, & Support

Bidders are required to discuss their Quality Assurance framework and testing plans in details meeting the requirements of this RFP. This section should also present Bidder's detailed maintenance and support plan including detailed information on these plans.

Form 8 - Format for Resumes

1	Proposed Position	
2	Name of the Firm	
3	Name of the Staff	
4	Date of Birth	
5	Education Details	
7	Summary of Key Training and Certifications	

9	Languages				
		Language	Reading	Writing	Speaking

10	Employment Record	From/To	
		Employer	
		Position held	
		From/To	
		Employer	
		Position held	
		From/To	
		Employer	
		Position held	

Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

Name of assignment or project:	
Year:	
Location:	
Client:	
Main project features:	
Positions held:	
Activities performed:	

Name of assignment or project:	
Year:	
Location:	
Client:	
Main project features:	

Positions held:		
Activities performed:		

Name of assignment or project:		
Year:		
Location:		
Client:		
Main project features:		
Positions held:		
Activities performed:		

FORM 9A- TEAM COMPOSITION AND TASK ASSIGNMENTS

KEY PROFESSIONAL STAFF				
Resource Category	Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned
Project Manager				
Sr. Developer				
Developer				
UI Designer				

Note: None of the Professional Staffs proposed above should have **Lower Qualification or Experience** than that prescribed for NICSI empanelment of Tier II vendors for website development.

FORM 9B- TEAM COMPOSITION AND TASK ASSIGNMENTS

SUPPORT STAFF			
Resource Category	Area of Support	Position Assigned	Task Assigned
1.			
2.			
3.			
N.			

FORM 10- STAFFING SCHEDULE

No	Name of Staff[1]	Total staff man-months proposed							
		1	2	3	4	5	6	N	Total
1									
2									
3									
N									

1. Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category
2. Months are counted from the start of the assignment.

FORM 11- WORK SCHEDULE

No	Activity	Months						
		1	2	3	4	5	6	N
1								
2								
3								
4								
5								
6								
N								

FORM 12A- SUMMARY OF COSTS- COMPONENT A

S.No.	Item	Total Costs In INR
1.	Cost for providing all the services as per this RFP including Remuneration and Bill of Materials (exclusive of taxes, 1 year warranty and 2 year paid Support)	
2.	One Time 3rd Party Cost (Security Audit + STQC Charges + SSL)	
3.	Applicable GST	
	Total Amount of Commercial Proposal for Component A (including taxes)	

Note 1: Bill of materials to be provided separately
Note 2: Cost of proprietary / COTS software used shall be included in the commercials for the purpose of evaluation only.

FORM 12B- SUMMARY OF COSTS- COMPONENT B

S.No	Item	Total Costs In INR
1	Total Cost of 1 year warranty support (Warranty period of one year starts from the date on which all phases of the contract have been delivered successful - Year 1).	
2	Cost of Operation & Maintenance support (refer Post-warranty) INTOSAI community portal for 2 years after completion of 1 year warranty support.	
3	Applicable GST	
	Total Amount of Commercial Proposal for Component B (including taxes)	

1	**Total Cost of Component (A+B) (In Figures)**	**Rs.**
2.	**Total Cost of Component (A+B) (In Words)**	**Rs.**

Note: Total cost of Component (A+B) shall be used for the purpose of evaluation of financial bids.

FORM 13A- COMMERCIAL PROPOSAL- **B**REAKDOWN OF **R**EMUNERATION-COMPONENT A

Name₂	Position	Staff-month Rate (A)4	Proposed total No. of Man-months (B)	Total Amount in INR (A*B)
Professional staff				
Support Staff				

2   Professional Staff and Support Staff should be indicated individually;

4   Indicate separately staff-month rate (reference may be taken as per NICSI empanelment rates) at the time of empanelment.

FORM 13B- COMMERCIAL PROPOSAL- BREAKDOWN OF REMUNERATION-COMPONENT B

Name2	Position	Staff-month Rate (A)4	Proposed total No. of Man-months (B)	Total Amount in INR (A*B)
Professional staff				
Support Staff				

2   Professional Staff and Support Staff should be indicated individually;

4   Indicate separately staff-month rate (reference may be taken as per NICSI empanelment rates) at the time of empanelment.

Form 14 – Performance Guarantee Bond Proforma

Ref: _____   Date _____

Bank Guarantee No _____

To,
The Director (IR-II),
CAG office, New Delhi

Against Contract vide Advance Acceptance of the RFP No. _____ Dated _____ of CAG covering the services for Multilingual Website INTOSAI Community Portal to be implemented in the said locations (Hereinafter called " The Said Contract") entered into between CAG and the_____ (Hereinafter called the "The Bidder"), this is to certify that at the request of the Bidder we Bank_____ are holding in trust in favour of the client, the amount_____(write the sum here in words) to indemnify and keep indemnified CAG against any loss or damage that may be caused to or suffered by CAG by reason of the said Contract and / or in the performance thereof. We agree that the decision of CAG, whether any breach of any of the terms and conditions of the said contract and / or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by CAG shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to CAG.

We Bank _____ further agree that the guarantee herein contained shall remain in full force and effect during the period that could be taken for satisfactory performance and fulfillment in all respects of the said Contract by the Bidder i.e. till _____(viz. **The date up to 12 months after the date of closure of the contract i.e. after completion of (1+2) years of warranty and Operation & Maintenance**) hereinafter called the said date and that if any claim accrues or arises against us_____ Bank by virtue of this guarantee before the said date, the same shall be enforce able against us_____ Bank notwithstanding the fact that the same is enforced within six months after the said date, provided that the notice of any such claim has been given to us_____ Bank by the purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from CAG.

It is fully understood that this guarantee is effective from the date of the said Contract and that we _____Bank undertake not to revoke this guarantee during its currency without the consent in writing of CAG.

We undertake to pay CAG any money so demanded not withstanding any dispute or disputes raised by the Bidder in any suit or proceedings pending before any Court or Tribunal relation thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge or our liability for payment there under and the Bidder shall have no claim against us for making such payment.

We _____Bank further agree that CAG shall have the fullest liberty, without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said Contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by CAG against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said Contract and we, _____Bank shall not be released from our liability under these guarantee by reason of any such variations or extension being granted to the said forbearance and / or omission on the part of CAG or any other matter or thing whatsoever, which under the law relating to sureties, would but for this provisions have the effect of so releasing us from our liability under this guarantee.

The guarantee is for an amount of Rs. _____ (In figures Rs. _____).

This guarantee shall not be discharged due to the change in the constitution of the Bank or the Bidder.

DATE: -

PLACE: **SIGNATURE: -**

WITNESS: -   **PRINTED NAME:**

......................................(BANK'S COMMON SEAL)

SLAs wrt Resolution of Application Problems reported by CAG			
S.No.	**Severity Category**	**Service level**	**Penalty**
1	**Level-1 Severity** Minor functional issues E.g.: User not able to browse application/dashboard – a change required in the configuration of the application	Agency to resolve such problems within 3 working days from the date and time of reporting by CAG or IR Division.	A penalty of 0.25% of the cost of quarterly payment per issue shall be charged per day of delay.
2	**Level-2 Severity** Moderate level functional issues - Such cases where there is a minor problem in the workflow/navigation of pages such as reports, forms, in the Application/dashboard etc. OR When there is a minor deviation in the application outcome that is not as per feature requirement.	Agency to resolve such problems within 1 working day from the date and time of reporting by CAG or IR Wing	A penalty of 0.25% of the cost of quarterly payment per issue shall be charged per day of delay.
3	**Level-3 Severity** Significant Functional Problems - Such cases like where there is a major problem in the workflow/ navigation of pages such as reports, forms, in the Application / dashboard OR When there is a Major deviation in the application outcome and is not as per feature requirement OR When there is an unwarranted event such as Application crash etc OR Shortfall in 99% uptime of website	Agency to resolve such problems within 4 hours from the date and time of reporting by CAG or IR Wing	A penalty of 0.25% of the cost of quarterly payment per issue shall be charged per day of delay. Penalty for Shortfall in 99% uptime (computed weekly) of website would be 0.25% of quarterly O&M charges per hour of downtime in excess of the permitted 1% downtime.

NOTE:

1) The agency needs to keep a log for monitoring of 99% uptime requirement for the website. The log should be available in the admin dashboard. Fulfilment of 99% uptime requirement would be a condition for quarterly release of O&M charges.

2) It may be noted that one or more penalties may be imposed concurrently subject to maximum of 10% of contract price. Once the maximum has reached, CAG at its discretion may consider termination of the contract and forfeit Performance Security.

3) In addition to the penalties as above, CAG may at its discretion get the fault rectified from any other source at the risk & cost of the agency. In such case the cost of such work outsourced shall be borne by the bidder and penalty shall be imposed at the rates applicable as above for the actual period of fault.

4) The aggregate penalties for any quarter shall not exceed 25% of the quarterly O&M Payment. The agency has to device a robust system to logging, and tracking the issues raised by CAG. The agency shall submit a quarterly report in this regard. In absence of such report, maximum penalty shall be levied.

5) Penalties as mentioned above shall be applicable from the date of start of services i.e. date of signing of contract.

6) Any delay in deploying full resources at the start of service shall attract these penalty clauses.

7) In case if CAG calls for replacement of a resource then the agency shall be allowed 7 days' time to provide alternate resource. For this period no penalty shall be imposed except pro-rata reduction of that resource.

8) In case if CAG does not require a certain resource / all resources for a certain period then no penalty shall be imposed except pro-rata reduction of that resource.

2. Roles and responsibilities of parties
2.1. CAG's responsibilities
    1. Monitor the service levels as specified in the contract.
    2. Integrate change management, incident management and corresponding processes to include the Agency.
    3. Ensure that the Agency complies with the necessary security and quality requirements as mentioned.
    4. Assist the agency in obtaining support from NIC for web hosting.
2.2. Agency's responsibilities
    1. On-site deployment of Business analyst/ Technical Architect for the development phase.
    2. Maintain the Confidentiality, Integrity and Availability of CAG's data and services.
    3. Report any incident that may affect CAG's data/service in terms of Confidentiality, Integrity and Availability.
    4. Vendor has to set up development, testing and staging environments for the website.

3. Escalation Matrix
The Agency should provide the contact call tree and the escalation matrix for the services it offers. It shall provide the following:
1. Office Contact Details (Normal Working Hours)
2. Contact Details of Project team and Support Personnel including translation team (Normal and after office working hours).
3. Contact Details of Designated Account Manager in case of Escalation (Normal and after Office Working hours)
4. CAG shall provide a call tree which includes point of contacts for reporting and updating routine activities, and point of contact for escalations.

4. Replacement of resources
Having selected the Agency on the basis of, among other things, an evaluation of proposed Professional staff, the CAG Office will require assurances that the Professional staff will be actually available and will not be substituted. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant at least two weeks prior to resource leaving.

After award of contract, no replacement shall be allowed during initial period contract barring exceptional circumstances (eg. Death, Prolonged illness, resignation etc.). Any replacement of resources will be subject to prior approval by CAG Office. The Agency shall replace the resource within a week of the existing resource leaving during development phase and within two weeks for O&M phase.

5. Operational specifications for support phase
The O&M team is expected to be available during the CAG working hours. The working hours are Monday to Friday (0900 hours to 1800 hours) excluding CAG notified holidays. The working days would include any other day as communicated by CAG in advance.
The Support team would make sure that:
1. A maintenance window will be agreed between the two parties considering the availability load/usage of the service is at a minimum.
2. If downtime is expected, then alternative arrangement for continuous service must be made by the Agency.
3. All planned activities shall be carried out during the maintenance window and in compliance with the change management procedure.
4. In case of emergency outages, a verbal approval from the Agency shall be deemed suitable for carrying out the necessary correctional activities.
5. There shall be one mandatory preventive maintenance by the Agency's maintenance team in every three months, i.e., minimum of twelve visits in three years of warranty and support.
6. In addition, the Agency will also be required to carry out the following activities during the maintenance period:
   a. Bug Fixing and issue resolution
   b. Manage and maintain the application, including hosting coordination facility with secure server.
   c. Fortnightly full backup of application through the duration of the contract.
   d. Database - requires periodic bug fixing and troubleshooting.

6. Hosting & Deployment
Hosting of the website will be on NIC Cloud after security audit clearance. IR Division will assist in obtaining cloud credentials from NIC to Agency. Agency has to deploy the solution

on the provided cloud space. Agency has to give support to the CAG for hosting, web server & Database server configuration and deployment of the website and application.

After development, agency has to get the security audit from CERT-In empanelled agency. SSL has to be implemented on the website domain/URL for 02 Years.

7. Incident Handling

All reported incidents shall be logged, assigned a number for reference, and tracked for resolution. Incident's impact Levels are classified as per SLA specified in this document.

8. Other Terms and Conditions

1. The Agency is liable to follow all the security standards and policies as specified by CAG and follow all the laws and regulation of the Government of India from time to time.
2. The Agency must inform any changes taking place that may affect the confidentiality, integrity or availability of the service/data provided.
3. The ownership of the data being hosted will remain with CAG.
4. The Agency shall not share dedicated physical resources and other technical resources such as server resources or database allocated to CAG with its other clients and shall take necessary precautions and implement suitable controls to protect it.
5. The Agency shall provide the necessary data storage space and processing capacity for the web service during development and testing stage and up to final acceptance of the final outcome of the project.

ANNEXURE–II

Completion of Knowledge Transfer – Self Declaration

Date:

To,
The Director (IR Division-II),
CAG office, New Delhi

Subject: Successful Completion of Knowledge Transfer Process

Subsequent to the award of work, we _____had undertaken the task of transition of Knowledge from the current service provider on _____ date.

We hereby declare that the Knowledge transfer process is successfully completed in collaboration with the current service provider _____and that we are ready to meet the desired service levels and requirements set out in the conditions of the contract.

Thanking you,

Yours faithfully,

(Signature)

Name and Designation:
Agency:

Seal:

Date:
Place:

Annexure-III

No	Requirement	Compliance (Yes/No)	Bidder Comment
	Users Requirement in addition to Requirements mentioned in Scope of Work i.e. Section-III		
1.	The website design should follow GIGW guidelines prescribed by the Guidelines for India Government Websites at http://web.guidelines.gov.in		
2.	Website should provide universal accessibility.		
3.	The website shall be accessible to all, irrespective of technology, platforms and devices. In other words, the agency should consider the broad spectrum of visitors, including general public, specialized audiences, people with mobile devices such as iPad, tablets and smartphones, people without access to advanced technologies and those with limited English proficiency		
4.	Website shall be guided by Web Content Accessibility Guidelines (WCAG) and be friendly to disabled users by providing features such as the ability to increase font size, change text and background colors and navigate using the TAB button		
5.	It should be optimized for operability across platforms and devices (Open Web technologies)		
6.	The Content Management System (CMS) must be simple and easy to understand, maintain and operate. It should not need high IT knowledge and expertise.		
7.	CMS must be easy for developing, posting and managing the overall content of the website.		
8.	The Content Management System must come with the unlimited user licenses.		
9.	The Content Management System (CMS) should have **multiple-language** support		

No	Requirement	Compliance (Yes/No)	Bidder Comment
	Users Requirement in addition to Requirements mentioned in Scope of Work i.e. Section-III		
10.	The Content Management System (CMS) must support all browsers		
11.	User authentication in CMS will be using username / password		
12.	Administrators can create users and assign them role-based privileges		
13.	The website shall have options for multiple level of administrative control having varied rights for all the modules so that they are able to add/modify/remove content through content CMS pertaining to their respective Centre/Domain as per their assigned rights		
14.	There will be a creator and approver for every page.		
15.	The Content Management System must have a functionality to manage various audit and accounting reports on the Website by placing the content.		
16.	Personalization of website for regular visitors/users should be included as an important module and user journey needs to be defined for the same.		
17.	CMS must publish contents to multiple formats including PDF, HTML etc.		
18.	Facility to create menus on homepage and other pages and change the sequence of top menu.		
19.	The navigation features must be simple and easy to use.		
20.	CMS must support ability to add contents/ remove contents/ modify contents globally across all pages on the site or on specific areas of the site.		

No	Requirement	Compliance (Yes/No)	Bidder Comment
	Users Requirement in addition to Requirements mentioned in Scope of Work i.e. Section-III		
21.	CMS should support on demand creation of a "ready to print" copy of the content pages.		
22.	CMS must backup the previous data / version before any content updation. It should be possible to restore pages and contents from backups or previous versions. Each such updation needs to record and audit trail maintained for any future reference.		
23.	CMS should support the content scheduling web management facilities.		
24.	CMS should be able to provide the following performance features: Advanced Caching, Database Replication, Load Balancing, Page Caching, Audit Trail, Captcha, Login History, Problem Notification and SSL Support.		
25.	CMS must have ease-of-use features: Spell Checker, Glossary and Preview Content before publishing, Font type and size should be uniforms across all the pages.		
26.	There should be facility to review a page to be provided in CMS. The approver of a page will have the rights to review. Facility to alert reviewers through email and also prompt users with pending actions like review, approve etc immediately after login		
27.	Website must have easy-to-use user interface (UI) for creating pages with facility to include images and upload documents.		
28.	Website should have facility to insert metadata for each page or globally, in different languages.		
29.	A CMS user session will not interfere with normal browsing or session with the public part of the website		

	Users Requirement in addition to Requirements mentioned in Scope of Work i.e. Section-III		
No	Requirement	Compliance (Yes/No)	Bidder Comment
30.	This will allow a user to use different tabs in the same browser to use CMS and view the website.		
31.	User can manage all types of data such as documents, pictures, videos and so forth. CMS will allow easy access, review/edit, approve and publish the data on website. Serving as a central repository, the CMS will increase the version level of new updates to an already existing file. Version control is one of the primary advantages of CMS		
32.	All the pages under CMS will be served over https only		
33.	Site map – all the main pages of the website should be identified and placed on a sitemap for quick reference.		
34.	Website Content should be SEO friendly		
35.	Provide alternative text for images		
36.	Layout of the webpage design should be friendly for search engines.		
37.	An intranet has to be developed for internal officials of CAG. User login has to be there on portal front-end.		
38.	LDAP integration has to be there so that internal users will be use official email id credentials for login.		
39.	User will be able to share comment on files.		

	Users Requirement in addition to Requirements mentioned in Scope of Work i.e. Section-III		
No	Requirement	Compliance (Yes/No)	Bidder Comment
40.	The system should feature the option to manage website content, including navigation, messages and custom applications in multiple languages		
41.	The website should be designed and implemented in a way that the needs of users with low-bandwidth connection to internet are accommodated		
42.	Site map – all the main pages of the website should be identified and placed on a sitemap for quick reference		
43.	Bidder shall comply with secure coding practice such as OWASP (Open Web Application Security Project Guidelines) and necessary security features to be built for securing the site from hacking.		
44.	The website must undergo mandatory security audit through STQC and comply with any additional work arising out of such audit at no additional cost		
45.	Bidder should ensure that Security Audit for the website from CERT-IN empanelled vendor is done before hosting and deployment.		
46.	The web site must log content changes		
47.	One of the important parameters of this project to have Powerful Admin Panel to allow users to customize theme in an easy and simple way. There should not be any need of coding anything because of the options that are included in the solution to be provided. (Bidder to study existing website, requirements of RFP for work estimates).		
48.	It should have the option of integration with any back-end systems in future		

No	Requirement	Compliance (Yes/No)	Bidder Comment
Users Requirement in addition to Requirements mentioned in Scope of Work i.e. Section-III		
49.	The website should be integrated with google analytics to get analytic reports on number of visitors, page visited, location of visitors and many more.		
50.	Monthly reporting of web statistics, including unique user site sessions, page views, hit counters, cumulative year-to-date site visits and page views, etc.		
51.	Balance of text and graphics is recommended, targeting to an average page load time of 15 seconds or less (on 56K modem connection).		
52.	Post-rollout technical helpdesk support and bug-fixing within the warrantee period will be provided.		