

PUBLIC SERVICES & GRIEVANCE REDRESSAL DIVISION
CABINET SECRETARIAT
THIMPHU
<https://www.cabinet.gov.bt>

Dated: 11-06-2018

Invitation of Expressions of Interest (Eol)
for
Annual Maintenance Contract(AMC) of G2C Systems

1. Introduction:

The Public Services and Grievance Redressal Division (PSGRD), Cabinet Secretariat in close collaboration with the agencies have automated G2C and G2B services, guided by the aspirations to simply, enhance accessibility, and reduce turnaround time (TAT) in service delivery. The development and automation of the services are key reform activities within the eGovernance and Public Service Delivery (PSD) Initiatives.

Technology-enabled service delivery is recognized as an enabler to strengthen Good Governance. Within this objective of instituting accountability and transparency in public service delivery, continuous efforts are undertaken to streamline and simplify the services, towards achieving efficient and effective public service delivery system. Benefits and impacts on the citizens are evident in aspects of service accessibility, reduced travel time, and reduced TAT.

The *Expression of Interest* for the “Annual Maintenance Contract (AMC) for the G2C Systems” (herein referred to as to “EoI”) is to shortlist qualified, competent, eligible and experienced domestic firms for the maintenance of the G2C services/systems.

2. Objectives:

The AMC is to achieve the objectives of, but not limited to:

- i. Providing technical backstopping and support to the systems,
- ii. Maintaining more than 99% and 24X7 uptime of the systems to ensure efficiency of online services and systems, and
- iii. Minimizing disruptions in service delivery.

3. Scope of work:

The AMC is to:

- i. Provide technical assistance and troubleshooting,
- ii. Maintain more than 99% uptime and 24x7 availability of services,
- iii. Constantly fixing of bugs, errors, missing links, formatting inconsistencies, interfaces design changes, etc.,
- iv. Security, patch vulnerabilities on urgent basis,
- v. Technology version upgradations; Maintain application/software compatibility while initiating version upgradations.

The consulting firm should ensure maintenance, management, and user support for the G2C systems for a period of one year. The scope also extends to server migrations and configurations, whenever applicable and provide training/knowledge transfer for system owners.

3.1 Information on existing G2C platforms/applications:

Component	Platforms/ software
a. Individual departmental application	
Application	Java applications using struts framework; Application server: Jboss 6.x
Database	MySQL 5.x
Operating Systems:	Cent OS 6.x
b. Central Systems	
Portal Framework Solution	Liferay 6.1.2 for building the G2C Portal (www.citizenservices.gov.bt)
Single Sign-on Solution	Central Authentication Service (CAS)
Directory Server Solution	OpenDs LDAP is used to store the user credentials of all the users (citizens and agency users)
RDBMS	MySQL 5.x
Enterprise Services Bus (ESB)	WSO2; The eServices exposed by other applications running in the other departments will be integrated with the portal through ESB.
Reporting Solution	Jasper Report
Web Service Engine	AXIS
MVC Platform	Struts

3.2 Number of Systems:

- i. G2C and G2B systems of 16 agencies,
- ii. 5 Central/Common systems

4. Bidder's Requirement:

The scope of the assignment encourages competent and qualified local firm(s) to participate, in fulfillment of the minimum following requirements, but not limited to:

- i. Must have proven track record in system/application development and maintenance;

- ii. Must exhibit adequate knowledge on the mentioned software deployed for the G2C services;
- iii. Should have multi-expertise resources that would be necessary to provide the required services and products;

The interested firm(s) shall provide these requirements in the tabular format given in *Annexure B*.

5. Overall bidding process:

The interested firm(s) shall submit the response in the form of EoI, not later than **5:00 p.m. (BST) on June 25, 2018**.

The EoI will be evaluated in by a competent committee. All the interested bidders will be required to make a presentation in the outline that will be shared after receipt of the bids. The evaluation will be based on criteria capturing the necessary requirements to undertake the assignment, in conformity to *Annexure-B*.

The Request for Proposal (RFP) will be floated to those shortlisted firms *only*.

6. General Terms & conditions

- i. The decision taken by PSGRD, Cabinet Secretariat, in the shortlisting of the firm will be final and binding on all the bidders.
- ii. PSGRD, Cabinet Secretariat reserves the right to reject or nullify the EoI/Offer from any or all the firms.

7. Information Requested:

The interested vendors are requested to provide the following information by filling Annexure A & Annexure B.

8. Response to EoI:

The questions in this Expression of Interest are designed to obtain key information about potential local IT outsourcing partner. .

PSGRD, Cabinet Secretariat will appreciate receiving complete response in **English**. For the purpose of the EoI, additional information (while appreciated) should be submitted as an appendix.

Completed, signed, and sealed EoI must reach the following address not later than **5:00 p.m. on June 25, 2018**.

By Postal:

Chief
Public Services & Grievance Redressal Division
Cabinet Secretariat
Building # 79, Third Floor, Norzin Lam III
Chubachu, Thimphu

Please mark your organization's name on the envelope, clearly stating a return address.

Please email the *soft copy* of the EoI, not later than **5:00 p.m.** on **June 25, 2018** to:

g2c@cabinet.gov.bt

Note: In case of any discrepancies between the hard copy and the soft copy, the information in the hard copy will prevail.

For clarifications, please contact:

Mr. Sithar Norbu & Mr. Tshering Nidup
g2c@cabinet.gov.bt
+975-2-339655/ +975-2-338088

Annexure A:

Form for Expression of interest (To be printed on the firm's letter head)

Date:.....

Chief
Public Services and Grievance Redressal Division
Cabinet Secretariat
Thimphu, Bhutan

Respected Madam,

We are very pleased to submit information about our organization in the format requested as an expression of our interest to partner with the Royal Government of Bhutan as an IT outsourcing partner.

We look forward to engaging in further dialogue on the specifics of this project.

Looking forward to more information.

Sincerely,

Chief Executive Officer,
Organization

Annexure B: General Particulars to be provided by respondents

The respondent(s) shall provide the following particulars along with relevant supporting documentation:

1. Firm Profile
 - a. Full Name of the Firm
 - b. Certifications from recognized IT certifying body (indicating membership, authenticity technical competency, etc)
 - c. Mailing address/ Telephone and fax number/ E-mail address
 - d. Year of establishment and constitution of organizations
 - e. Description of business and business background
 - f. Details of offices and number of technical manpower related with IT/ITES

2. Human Resource Capacity
 - a. The details of the top management with their professional qualification and experiences
 - b. Profile of personnel with qualification & experience, who may be assigned to the project.

3. Past Experiences
 - a. General Experience:**

Details of projects undertaken in a similar IT projects by Firm

 - i. Organization name and nature of business
 - ii. Magnitude of work in those projects
 - iii. Man-month effort for those projects
 - iv. Actual duration of delivery
 - v. Technology & platform used in those projects
 - vi. Client references.

 - b. Specific Experience:**

Details of projects undertaken in similar platform and applications deployed in current G2C systems by proposed personnel

 - i. Linux System Administrator (2)
 - ii. Coder/Developer experience in Java/JBoss (2)
 - iii. Database(MySQL) Administrator

[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment.]

Assignment name:	Platform: Development Language: Database:
Procuring Agency :	Duration of assignment (months):
Address:	Point of Contact:
Start date (month/year):	No. of professional staff-months provided by associated Consultants:
Completion date (month/year):	
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	