

# Selection of Software Development Firm for "Design, Development, Implementation, Training and Maintenance of Web based Project Management System" Expressions of Interest (EOI)

Reference No. EdCIL/EOI/TEQIP III/PMS/2017 Date: 8<sup>th</sup> August 2017

IDA Credit.: 5874-IN

The Government of India has applied for credit from International Development Association (IDA), and intends to apply part of the loan towards implementation cost of Technical Education Quality Improvement Program (TEQIP) - III. A Credit 5874-IN from the International Development Association has been received by GoI and it is intended that part of the proceeds of this credit will be applied to eligible payments under the contract for:

"Design, Development, Implementation, Training and Maintenance of Web based Project Management System" for TEQIP – III (World Bank Assisted Project) which includes the following modules,

- 1. **Procurement Management Support System (PMSS)** which is a web based application that supports capturing of all the procurement activities under the program Technical Education Quality Improvement Program (TEQIP) III
- 2. **Academic MIS** which is a web-based management information system (MIS) to meet the academic monitoring and evaluation requirement of the project TEQIP Phase-III.

The project now invites eligible software development firm to indicate their interest in providing the services. Interested Parties are advised to refer eligibility criteria as mentioned in serial number 7 of this EOI. A software development firm will be selected in accordance with the procedures set out, in the World Bank's Guidelines: Selection of Employment of Consultant by World Bank Borrower. Interested software development firms may submit "Expression of Interest" in a sealed envelope clearly superscripted as **Expression of Interest (EOI)** for **'Design, Development, Implementation, Training and Maintenance of Web based Project Management System"** and may obtain further information about the services, procedures for submitting the EOI etc. at <a href="https://eprocure.gov.in/cppp/">www.edcilindia.co.in</a> and <a href="https://eprocure.gov.in/cppp/">https://eprocure.gov.in/cppp/</a>.

Expressions of Interest must be delivered to the address below on or before 1500 hrs of 29th August 2017. A pre-proposal meeting shall be held on 17th August 2017 at 1500 hrs. Incomplete proposals and proposals received after the prescribed last date will not be entertained. The last date of receiving the sealed EOIs should be strictly adhered to. The EOIs received after the last date will not be opened and no further action will be taken on such EOIs. However, if the last

date is declared as holiday, the next working day on which office is opened will be treated as the last date of receiving the EOIs. The EOIs should either be sent by post or delivered physically in the office of client. No plea/request made over phone/fax/E-mail that EOI is in transit and be accepted due to postal delay etc. shall be entertained. In the interest of agency, it is advised that the EOIs should be sent well in advance before the closing date for receiving EOI. EdCIL shall not be responsible for any postal/courier delay.

Sh. Manas Ranjan Behera, HoD (IS) Address: EdCIL (India) Ltd. (A Mini Ratna Government of India Enterprise) Plot No. 18A, Sector-16 A, Noida-201301 (U.P.) Tel: 0120-2515368

Fax: 0120-2515372

E-mail: mrbehera@edcil.co.in

The decision of EdCIL in evaluating the EOIs will be final and no clarification will be sought.

# TERMS OF REFERENCES (TORs) FOR INVITATION OF EOIS FOR "DESIGN, DEVELOPMENT, IMPLEMENTATION, TRAINING AND MAINTENANCE OF WEB BASED PROJECT MANAGEMENT SYSTEM" FOR TECHNICAL EDUCATION QUALITY IMPROVEMENT PROGRAMME (TEQIP) PHASE-III

# 1. INTRODUCTION

# PMSS (PROCUREMENT MANAGEMENT SUPPORT SYSTEM)

It is a web based application that supports capturing of all the procurement activities under the program Technical Education Quality Improvement Program (TEQIP) - III that aims to scale up & support ongoing efforts of the GoI to improve quality of technical education and enhance existing capacities of the institutions. TEQIP is being assisted by the World Bank and GoI. PMSS can provide the full visibility into procurement processes, enhance compliance & reporting and streamline the administrative process.

# **ACADEMIC MIS**

It is a web-based management information system (MIS) that will be developed to meet the academic monitoring and evaluation requirement of the project. MIS will track implementation of key project inputs, outcomes and impact corresponding to project activities through performance indicators developed for the project.

MIS would be accessible to all the project institutions and other implementation entities as identified by NPIU; the academic indicators would be monitored at State and National level. The monitoring will be based on the action plans prepared by each project institution and achievements made on a set of Key Performance Indicators (KPIs) which will be defined in the Project Implementation Plan for TEQIP-III.

#### 2. OBJECTIVE

#### PMSS (PROCUREMENT MANAGEMENT SUPPORT SYSTEM)

The key objective of the fully PMSS will reduce variance in procurement processing and ensure adherence with agreed norms and guidelines with following measures,

- It will capture end-to-end procurement process flow to standardizing the procurement under project.
- It will provide information on specifications of items, maintain database of manufacturers/ suppliers.
- It will generate advertisement details, Standard Bidding Documents (SBDs), Bid Evaluation Report (BER), Purchase Order (PO), payment details etc.
- It will provide contract management functions like identifying contract milestones (warranty period, performance guarantee, delivery schedule etc), review supplier performance against contract etc.
- It will meet MIS requirements for documentation/ report generation requirements of all the users

• It will also generate print outs in the standard formats at every stage in unitized forms like daily, monthly and in the integrated/ aggregated forms like quarterly, half yearly, annual etc.

PMSS shall support the capturing of following procurement methods,

- International Competitive Bidding (ICB)
- Limited Competitive Bidding (LIB)
- National Competitive Bidding (NCB)
- Shopping
- Direct Contracting
- Quality and Cost based selection (QCBS)
- Fixed Budget Selection (FBS)
- Least Cost Method (LCS)
- Consultant Qualification Based Selection (CQS)
- Single Source Selection (SSS)

# **ACADEMIC MIS**

The key objective for Academic MIS is to provide a web-based management information system to NPIU to track, monitor and evaluate the academic performance in the Project. It shall track implementation of key project inputs, outputs, outcomes, and impact corresponding to the project activities through various performance indicators developed for the project. It shall generate MIS reports depicting the specified data in qualitative and quantitative forms. Generate comparative analysis report with respect to baseline data.

Through web-based MIS a large amount of information on academic processes, practices and project implementation can be collected easily from each institution for effective monitoring of the project implementation.

# MIS is expected to help in:

- Effective monitoring of large number of institutions,
- Informs stakeholders on the extent to which the project is meeting the desired objectives,
- Provides quick, correct and reliable information on all project functions,
- Provides bases for decision making, and
- Suggest pointers for improvement in project monitoring mechanisms.

# 3. OVERVIEW

The software will be a real time, role based, and conditional access system with each Project Institution entering the transactions on real time basis through internet and the data accessible to the central implementing agency (NPIU) with necessary validations on issuance of contract vis-à-vis procurement plan, budget availability, MIS etc.

# 4. SCOPE OF WORK (INDICATIVE)

The Scope of work shall be divided into functional and non-functional requirements,

# <u>Functional Requirements – PMSS</u>

The application architecture of the PMSS shall include the following functional modules in the web portal enterprise,

# a. e-Dashboard

The dashboards are required for the three basic entities working on PMSS for the monitoring purpose. Dashboard should cover all the major activities within the PMSS as it may be defined by the user department during the development of the application.

#### b. Procurement

Procurement of various goods and services using different prescribed methodologies as per the process flow and implementation plan of PMSS shall play a vital role in the application architecture of PMSS. The respective process flows for different types of procurement methods needs to be followed in order to capture the complete cycle of events.

#### c. PMSS MIS

All the modules in the PMSS should support various types of MIS that should be generated from the software. There should be an option to the administrator to select the attributes for the different MIS's as the custom reports for the ease of business. The MIS generation should be dynamic and user friendly. It shall be configured by the administrator of the user department itself.

#### d. Request & Queries

A module to raise a request and provide the feedback should be a part of the PMSS application. All the entities and users may be able to send or receive and reply to the request and queries as per the workflow.

#### e. Configuration

Respective entities should be able to configure the respective details in PMSS. It should include the user management as well

#### f. Integration

Integration of PMSS application with Academic MIS and Public Finance Management System (PFMS) for which software development firm shall also provide the secure API/Connectors for Mobile Applications e.g. Android/IOS/Windows etc).

# <u>Functional Requirements – Academic MIS</u>

User access for respective levels with their respective permissions should also be made available. The focus is to cover data entry for the following project components and

generate MIS by application of some comparison to the baseline data thereby identifying the distinct rise or fall in an activity in terms of percentage or numbers.

**Component 1:** Improve Quality and Equity in Engineering Institutions in Focus States

**Sub-component 1.1:** Strengthening of Institutions in Focus States.

**Sub-component 1.2:** Widening Impact through ATUs focus States

**Sub-component 1.3:** Twinning Arrangements to build capacity and improve performance of participating Institutions and ATUs

**Component – 2:** System – Level initiatives to strengthen sector governance and performance

MIS will seek the information on several academic indicators to help stakeholders monitor the academic performance (growth over & above baseline) of the institutions. The following are example-indicators from TEQIP-II which are indicative for TEQIP-III.

# (a) Institutional Profile:

- Basic information
- Schools/Departments
- Faculty and staff: profile
- Programmes offered: UG, PG, PhD
- Students enrolment in programmes (UG, PG, PhD)

#### (b) Academic Excellence:

- Accreditation (NBA) of programmes
- Faculty qualifications
- Training & development of faculty and staff
- Updating curricula with involving industry
- Students performance, training, and placement
- Students learning assessment
- Graduates with qualifying GATE score
- National/International publications
- Technology development, innovations
- Partnership with industry for academic processes
- Continuing education programmes

#### (c)Systemic Excellence:

- Effective governance with participation of stakeholders (atleast 4 meetings of BoG each year)
- Obtain and implement autonomies
- Delegation of powers to senior officials
- Early diagnosis of academic weaknesses in students and supporting such students
- Incentives to meritorious teachers
- Innovation in teaching-learning processes

- Filled-in faculty positions
- Enhancing revenue generation
- Appraisal of overall quality of education by students.

# Integration

Integration of PMSS application with Academic MIS and Public Finance Management System (PFMS) for which software development firm shall also provide the secure API/Connectors for Mobile Applications e.g. Android/IOS/Windows etc).

# Non – Functional Requirements

From the technical architectural perspective the proposed system solution should have 6 distinct layers. These 6 layers will be governed by infrastructure related to Audit & Security:

# a. Enterprise Portal:

The Enterprise Portal forms Presentation Layer providing 'single sign on' facility for accessing all the functional modules. However at present only Enterprise Portal is within the technical scope of work.

# b. Application Layer:

The functional module layer contain all the functional modules mentioned in the functional requirement. Those requirements are as mentioned below:

- I. All the Application Modules should be designed and developed based on Service Oriented Architecture.
- II. All the Application modules should preferably be developed using one single robust Enterprise Application Development Framework.
- III. All the applications should ideally be developed on same development platform ideally based on an open stack like Enterprise Java, MEAN Stack, Dot Net or similar.
- IV. In case Same Framework or Development Platform for all the application module as mentioned above is not technically feasible the applications should still be developed in such way to optimize infrastructure requirement and should integrate with other modules seamlessly using efficient and robust secure APIs/Connectors.
- V. Interoperability for all the contents in repository (digital assets & other contents) should be ensured using industry standard protocol like CMIS
- VI. User Interface of all the applications should be available through the portal.
- VII. An Enterprise grade Application Server should be used for deployment.

All the application modules should seamlessly leverage the services provided by the common enterprise service layers. This will reduce building common functionalities for each and every application modules.

# c. Common Enterprise Services:

This layer will contains all the common enterprise services which can be leveraged by all the applications in the upper layer. Technical requirement specific to each block is mentioned below:

# i. Search & Indexing

- Should be able to support both structured and unstructured data, and a combination of them.
- Should support summarized/contextual search.
- Should support search and contextualize results based on user profiles and roles.
- Should be able to search information from all possible data sources present in the ecosystem which includes but not limited to internal and external data sources such as portal, integrated content management system, databases etc. The solution should be capable of making content from multiple enterprise-type sources, such as databases and intranets, searchable to a defined audience
- The solution should be capable of searching in external data repositories (of both structured and unstructured data) which will have interface with the solution
- The search solution should support automatic spelling checks, query suggestions.
- The solution should support dynamic result clustering.
- The solution should index data and documents from a variety of sources such as: file systems, intranets, document management systems, e-mail, databases and other integrated external systems.
- Preference will be given to
  - Enterprise search platforms with futuristic capabilities like context based search, machine learning and natural language processing capabilities, content analytics and searching with subjective questions or phrases etc.
  - Enterprise search platforms should have the capacity of searching but not limited to all types of structured, unstructured, semi-structured, social media, web content, enterprise systems etc.
  - The search platform must be scalable to search billions of records.
  - The search engine should have the ability to securely search internal, external systems or applications preferably without needing to index them at all times.
  - The search should show results to the user based on the authorization and authentication of the user.

- Security profiles of the underlying systems should be respected so that users can only see the information for which they are authorized.
- The search platform should preferably provide a platform that is easy and quick to customize. A web-based intuitive administrative interface is preferred.
- The search platform should be able to handle industry specific taxonomies and ontologies, as may be required during the course of operations.
- Search users should be able to identify and extract specific entities relevant to their interest area fairly easily and quickly.
- The search platform should have the ability to showcase the relevant information to the user in a context to create a 360° view of an entity available in PMSS and Academic MIS framework.
- The search platform should support dynamic categorization of results in order to accelerate searching process.
- The search platform may automatically identify and cluster related information to achieve better user satisfaction.
- The system must be able to search, filter and publish results in various formats and on multiple parameters like student demographics, education levels, interest areas etc.
- The proposed system must have a search feature which should be capable of including full word matches, partially matching words, misspelt words and different tense of words in the result
- The proposed system should have capability of crawling different structured and un-structured data sources
- The system should be able to extract and combine data into a single unified analysable view from different source systems like transactional systems (RDBMS), NoSQL, csv files, DOC files, excel files, PDF files, DBF files, emails, XML files etc.
- The proposed system should allow the business users to run tagging and text enrichment from the front end himself
- The proposed system should have an in-built thesaurus which should be referenced by the search feature for finding similar meaning words from the

database and including those records in the search results

# ii. BI & Analytics

All the application modules are expected to come with a finite number of Out of The Box (OOTB) reports. However the system should also have a separate BI & Analytics Module which is able to provide insight to all the application's data. Following are the key technical requirements:

- a. **Executive dashboards:** Personalized Dashboards should be available to deliver relevant, easily understood real-time data to business leaders. EdCIL BI users should be able to access to personalized dashboards that deliver easy-to-understand KPIs and summary information on a regular, scheduled basis. Additionally, exception reporting should alert the users to unexpected events and scenarios that require action. Eg. The dashboards should be able to display customized data and reports as per user requirements from time-to-time.
- b. **Location Intelligence:** The proposed BI & Analytics Module should provide Location Intelligence thereby providing the ability to map and visualize data in geographical formats.
- c. "What if" analysis: "What if" analysis allows businesses to assess the potential effects of critical business decision before they're actually made. Using existing data, users can formulate strategies to achieve business targets and avoid the default "hit and miss" approach. This helps management undertake accurate strategic planning. The proposed solution should have "What if" analysis capability. Eg. Query driven reports with appropriate filters to be made available while representation of data.
- d. **Interactive reports:** Interactive reports help users convert data into knowledge. They allow users to better understand the analysis within reports, and the underlying data those reports are based on, to support better decision-making. User should be able to:
  - Drill down and through reports
  - Conduct slice and dice OLAP analysis
  - Apply analysis such as moving averages and regression to highlight trends in data
  - Use time-series zooming to scan large data sets to understand anomalies in their data
  - Use conditional formatting to set data alerts which highlight data exceptions
- **e. Metadata layer:** A metadata layer should be designed in such a way to make reporting easy and eliminate the need for coding and SQL, allowing users and report writers to see and access information in simple business language. Users should be able to solely interact with data at the metadata

level without having to comprehend the complexities of the underlying data or database.

**f. Ranking reports:** This solution should allow the user to create reports that orders specific categorization of information, from across multiple dimensions, by selecting specific criteria.

#### iii. Audit Trail

- An audit trail (also called audit log) is a security-relevant chronological record, set of records, and/or destination and source of records that provide documentary evidence of the sequence of activities that have affected at any time a specific operation, procedure, or event. In a computerized system an audit trail ideally tracks the addition/modification/deletion of data in a data repository. The proposed solution should provide Audit Trail as part of the common service.
- View or create a report of all newly created/amended/deleted records
- View or create a report containing the contents of all deleted records
- View or create a report of all changes to a given record
- View or create a report of all user access profiles
- View or create a report of all user id login and logout times over a specific period
- View or create a report of functional usage by user ID of system activity over a specific period, e.g. list the number of times each type of system activity (report, query, accession, etc.) was accessed on a certain day by a user
- View or create a report by system activity on user access over a specific period, e.g. for each system activity (report, query, accession, etc.) list each user who accessed on a particular day
- View or create a report of the queries performed by users

#### iv. Notification

Following are the requirements as far as notification services are concerned:

- The system should have a comprehensive logging / audit and exception handling mechanism
- The proposed solution should have the ability to show recent faults and errors and be able to display recent error messages and exceptions handled
- The proposed solution should integrate with the "Logging Engine / audit engine" and the "Exception Management" components
- System should have event processing capabilities, on various system interruptions.
- System should be able to generate alerts and email notifications to select groups.

- System should have email integration capabilities and shall accommodate event or criteria driven email notification to select user group.
- System should support configurable email notifications in case events like document deletion, document access removal, documents submission for approval.
- System should support generation of predefined alerts and notifications for various business activities

# d. Enterprise Integration:

This layer provides framework, protocol as well as technology to integrate all the functional modules. The same layer provides inter-operability with the 3rd Party & Work station applications & services as well.

#### e. Data Abstraction:

This layer will provide abstraction to the physical data layer there by ensuring technology independence from the RDBMS, file storage etc.

# f. Physical Data Layer:

PMS will have different type of data which consists of documents like pdf, xls, doc files, images, metadata as well as transactional records. To manage different data types the proposed system will have two different types of data stores i.e. RDBMS for structured data (transactional records), and File System for documents & image files.

**g. Integration** of Project Management System application with other applications of Government may be needed for exchange of information and integrated reporting such as Public Finance Management System (PFMS). **S**oftware development firm shall also provide the secure API/Connectors for Mobile Applications viz Android/IOS/Windows).

#### 5. PROJECT TIMELINES

The illustrative timelines are mentioned below. The total project duration will be 135 days for activity 1 to activity 5. Bidders may also propose their timelines as a part of work plan within this duration:

S. No.	Milestone	Timelines
1	Project Inception (PI)	T+10 days
2	Design and Requirement Study (D&S)	PI+15 days
3	Development, UAT, Data Migration, Implementation (DD&I)	D&S+60 days

4	Acceptance Test Phase (ATP)	DD&I+15 days
5	Security Audit (SA)	AT+15 days
6	Go-Live and User Training	SA+20 days
7	Operation and Maintenance	For 24 months upto September 2020 post warranty period of 12 months
8	Hand Holding (post O&M duration)	As signed off by EdCIL through user department

**<sup>&#</sup>x27;T'** indicates the date of signing of contract.

# 6. SCOPE OF DELIVERABLES

S. No.	Milestone	Deliverable / Task	
1	Project Inception	Submission of Inception report with Software Development Plan	
2	Design and Requirement Study	1. System Requirements Study (SRS) 2. System Design Document (SDD) a. High Level Design Document b. Low Level Design Document 3. Project Plan	
3	Development, UAT, Data Migration, Implementation	, 1. Implementation of all required system changes &	

		6. Source Code	
4	ATP Activity	User Acceptance Test (UAT) Document	
5	Security Audit	<ol> <li>Third Party Security Audit / STQC</li> <li>Submission of Security Certificate</li> <li>Application software with source code in two sets (in protected media) along with source code and/ or license of third party secure API/Connectors any other software used</li> <li>Source Code</li> </ol>	
6	Go-Live and User Training	<ol> <li>Deployment of application</li> <li>Submission of Training Manuals, Animated Videos, Training Plan and conduct of Trainings.</li> <li>Systems Administration Manuals, User manuals, Installation Manuals, Operational Manuals, Maintenance Manuals (These Manuals shall be in both type of formats i.e. Document format and Animated format with voice over of the steps</li> <li>Training to both administrator and end users in parallel sessions at different regions, Training sessions may be repeated on need basis.</li> <li>Source Code</li> </ol>	
7	Post Warranty Period	On completion of 12 months warranty period and subject to adjustment on account of SLA  Source Code Handover	
8	Operation and Maintenance	Monthly reports on bug fixation, system updating and SLA	

# 7. ELIGIBILITY CRITERIA

Before submitting the request, the organizations must ensure that they are meeting the following minimum eligibility criteria.

S.No.	Criteria	Mandatory Documents to be submitted with EOI
1	The organization should be a registered Company in India for last five years ending FY 2016-17	Copy of Certificate of Incorporation.

2	The organization should have the valid certification of ISO 9001:2000 Quality Management System and 27001:2013 for Information Security Management.	Copy of ISO certificates
3	The organization should hold a valid CMMI Level 5 certificate and Intellectual Property Rights (IPR) protection compliance as per ISO2000/BS7799 standards for working in the area of software development	Copy of Certificate(s)
4	Minimum Average Annual Turnover of the organization should be of Rs. 25 Crore generated from Software services in the last three financial years (2016-2017, 2015-2016, and 2014-2015).	Certificate of average annual turnover from Chartered Accountant along with copy of P&L Accounts and Balance Sheets
5	The organization should have completed at least three projects in e-governance/similar nature in past five years, out of which one project should be successfully completed for any Government department/PSU/Autonomous body ending FY 2016-17.	Work Order(s)
6	The organization should have installation, implementation and training support across the country.	A declaration on the company letter head duly signed by Authorized Signatory.
7	The organization should have minimum 100 regular full time expert IT professionals including Program/ Project Manager, Designers, Website/ Portal Developer, Testers, Database Experts, Change Management Experts, etc. on its direct payrolls.	A declaration on the company letter head duly signed by the Company Secretary.
8	The organization should be registered with the GST, Income Tax authorities, PF Authorities.	Copy of Respective Certificate(s)
9	The organization should neither have been debarred/blacklisted for breach of ethical conduct or fraudulent practices by any State/Central Government Organization /PSU/Autonomous bodies/World Bank/CVC nor should have any litigations enquiry pending and/or initiated by any of these departments or Court of Law	
10	Bidder must submit latest bank solvency certificate (not exceeding six months before the date of publication of advertisement) not less than of Rs.1.00 Crore and clearly state that Banker shall be extending necessary financial support required for execution of the subject work.	Bank Solvency Certificate

11	The organization should obtain all the required Licenses	A declaration on the
	of the proprietary products and transfer to EdCIL	company letter head duly
		signed by Authorized
		Signatory.

The eligibility criteria are given in EOI is minimum. Preference would be given to vendor having higher qualification and based on relevant experience of vendor.

#### 8. INPUTS PROVIDED TO THE SOFTWARE DEVELOPMENT FIRM

EdCIL will provide the following inputs and facilities to the selected bidder:

- Letter of Award and Contract Agreement
- Complete As-Is and To Be document
- Manuals of PMSS TEQIP III for the PMSS
- Procurement Manuals for TEQIP III
- Current SRS document for Academic MIS
- A departmental Point of Contact/Subject Matter Expert/Consultant for relevant inputs of both PMSS and Academic MIS.
- Entry pass for the team which has been approved under the project only
- Server Hosting shall be arranged by the client for the application deployment at NIC Cloud.

The information elated to requisite infrastructure shall be computed and shared by the selected software development firm.

# 9. PERFORMANCE REVIEWS

- Work carried out by the software development firm shall be reviewed on Monthly/Weekly basis by the review committee consisting of representatives from NPIU, EdCIL & subject matter experts.
- Software development firm needs to submit the progress report of the work carried out on weekly basis.
- Software development firm has to submit a final report on completion of the work which needs to be accepted by the reviewing committee.

#### 10. COPYRIGHTS AND IP RIGHTS

Copyrights and IP rights of the entire Web based Project Management System software shall be vested with the NPIU once implemented and the firm will not have any stake in the copyrights and IP rights of the System Requirement Specification (SRS) documents/software, source codes, databases, licenses etc in any manner whatsoever.

# 11. RESPONSE REQUIREMENT

Interested vendors/ companies responding to the EOI must provide information (brochures, organization details, short description of similar/relevant assignments including associated quality statistics like Source Line of code (SLOC), Size/Effort/Budget variances, and Defect density, brief description of the competencies, financial statements, etc.) indication that they are qualified to perform the abovementioned services.

#### 12. COPIES OF RESPONSES

- a. Respondents must submit two hard copies and one soft copy in CD, of their response to this EOI to the designated point of contacts by the date and time specified in this EOI.
- b. Agency must enclose a covering letter on Agency's Letter Head while sending the EOI.
- c. In case desired documents/proofs are not enclosed or information as asked for is not given, the EOI shall be rejected and no clarification/enquiry will be sought/made.
- d. A content page should be added in the EOI. All pages of EOI should have serial number and initialed on each page. A separator may be placed between each Part of the EOI.

**NOTE:** Please ensure that the size of the response shall not exceed 50 pages. (excluding enclosures).