To,

**Tier-I IT Companies:**

1) Tech Mahindra  
2) Wipro Limited

**Tier-II IT Companies:**

1) ABM Knowledgeware Ltd.  
2) Kellton Tech Solutions Limited  
3) Silver Touch Technologies Ltd.  
4) Uneecops Technologies Ltd  
5) Velocis Systems Pvt. Ltd.

**Subject:** Engaging of a Tier-I/ Tier-II IT Company or consortium of companies for developing, maintaining ISA Website and IT Infrastructure and undertaking IT related works in the ISA Secretariat – request for proposals.

Sir,

The International Solar Alliance (ISA) was launched on 30th November, 2015 as a coalition of the solar resource rich countries by Shri Narendra Modi, Hon'ble Prime Minister of India and Mr. Fancois Hollande, former Hon'ble French President in the presence of Mr. Ban Ki Moon, former Secretary General of the United Nations at the Paris Climate Conference, CoP 21. The main objective of ISA is to undertake joint efforts required to reduce the cost of finance and the cost of technology, mobilize more than US $ 1000 billion of investments needed by 2030 for massive deployment of solar energy, and pave the way for future technologies adapted to the needs of 121 countries lying fully or partially between Tropics of Cancer and Capricorn.

2. Since its inception ISA has travelled a long way. Three programmes, namely Scaling Solar Applications for Agricultural Use Affordable Finance at Scale and Scaling Solar Mini Grids have been launched. Strategic and financial partnerships have been entered with the UNDP, the World Bank, and the Climate Parliament to further the mandate of ISA. The Framework Agreement of ISA developed in consultation with France was opened for signature during CoP 22 at Marrakesh in November, 2016 and has received over 45 signatures and the stipulated 15 ratifications as on 6th December, 2017 and has been notified as a treaty based international intergovernmental organization on 6th December, 2017.

3. In today's modern-day high-tech world an organization's cyber presence is highly important. A world class website and robust supporting IT infrastructure are sine qua non for a dynamic website and digital presence. One of the major objectives of ISA includes
preparation and maintaining a common knowledge platform. The common knowledge platform shall have the following 3 parts:

I. **The Country Counter:** There will be 121 country counters which will provide a window of opportunity to each member country to upload the fiscal and financial support systems they extend to investments in solar related areas. In the country counter, member country can also display various reports pertaining to the country such as land management issues, investment promotion issues, renewable energy policies and other such related steps. The whole focus is to attract investment for that country. This counter can only be updated by the country focal point. Therefore, all the country focal points will be provided Login IDs and passwords for updating their respective country profile.

II. **The solar video forum of best practices:** ISA will collect 1000 videos on best practices from all over the globe. These best practices may be in areas of solar irrigation, solar health, solar agriculture, solar heating, solar photovoltaics and other such areas. Idea will be to give online opportunity to the policy makers, corporate leaders and academic community to witness and adopt these best practices. So that these can be scaled up and be replicate elsewhere in other ISA member countries.

III. **The Networking Forum:** The networking forum will be incorporating platform among ISA member countries both in audio and video modes. Policy makers from all member countries can discuss issues pertaining to solar policy formulation and implementation with one another. Presidents and Ministers from various countries will have an opportunity to interact with other member countries, and even corporate leaders to attract investment in solar sector into other countries. The networking counter will also provide 24X7 opportunity to policy makers of member countries to discuss implementation issues on a real-time basis. This platform shall provide opportunity every year to address policy makers and other stakeholders through this medium because of $1 million contribution to the ISA fund corpus enhancement scheme corpus.

4. The Digital Infopedia Platform of ISA must be of world class quality and fully equipped with modern day interactive features. The ISA website shall be robust enough to withstand any kind of cyber-attack or any other security threat.

5. RFP and the scope of work for the Tier-I and Tier-II companies is detailed below in RPF section.

6. Technical Bid Format & Financial Bid Format is APPENDIX-I & APPENDIX-II

7. In case you are interested to be considered for the assignment, you are advised to send Proposal in the enclosed outline by 15:00 hours on or before 5th February, 2018 to the undersigned i.e. Shri P C Sharma, Consultant ISA Secretariat, International Solar Alliance, 4th floor, Surya Bhawan, National Institute of Solar Energy Campus, Gwalpahari, Gurgaon-Faridabad Road, Gurugram, Haryana, India, Pin code: 122003 Email: pcs Sharma@isolaralliance.org, Telephone + 91 124 2853080.

For any clarification in the matter Shri Bimal Kumar Dash, Senior Consultant, IT can be contacted at Email: bimaldash@isolaralliance.org; TEL: + 91 124 2853072.
8. Please note that each Proposal must be submitted only in hard copy. No proposal will be entertained after due date and time and the Department will not be responsible for any postal or courier delay. The proposal received after the appointed date & time will be summarily rejected. Technical and financial bid is to be submitted in separate sealed envelope with clear superscription on each envelop.

9. The technical bid will be opened at 16:00 hours on 5th February, 2018

10. The bid evaluation committee will open the technical bid in the presence of company representative to check bids for all necessary documents. Only bids complete in all respect will be considered and bidders will be called for detailed presentation on a date to be notified at ISA website (www.isolaralliance.org).

Yours faithfully,

(P C Sharma)
Consultant
TEL: +91 124 2853080
Email: pcsharma@solaralliance.org
# INTERNATIONAL SOLAR ALLIANCE

## Scope of Work and other details

<table>
<thead>
<tr>
<th></th>
<th>PART - I: TECHNICAL BID</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Terms &amp; Conditions and Eligibility Criteria</td>
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<td>2.</td>
<td>General conditions of contract</td>
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<tr>
<td>3.</td>
<td>Scope of work &amp; Technical Specifications</td>
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<tr>
<td>4.</td>
<td>Evaluation Criteria</td>
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<td>5.</td>
<td>Technical Bid</td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>PART - II: FINANCIAL BID</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Financial Bid</td>
</tr>
</tbody>
</table>

[Signature]
REQUEST FOR PROPOSAL FOR IDENTIFYING, SELECTING AND ENGAGING A TIER-I OR TIER-II INFORMATION TECHNOLOGY COMPANY OR CONSORTIUM OF COMPANIES EMPANELLED BY NICSI FOR DESIGN, DEVELOPMENT AND MAINTAINING ISA WEBSITE, PROVIDING GLOBAL ENTERPRISE RESOURCE PLANNING (ERP) SOLUTIONS AND UNDERTAKING VARIOUS IT INFRASTRUCTURE RELATED WORKS AT THE ISA SECRETARIAT.

1. Introduction

The International Solar Alliance (ISA) was launched on 30th November, 2015 as a coalition of the solar resource rich countries by Shri Narendra Modi, Hon’ble Prime Minister of India and Mr. Francois Hollande, former Hon’ble French President in the presence of Mr. Ban Ki Moon, former Secretary General of the United Nations at the Paris Climate Conference, CoP 21. The main objective of ISA is to undertake joint efforts required to reduce the cost of finance and the cost of technology, mobilize more than US $ 1000 billion of investments needed by 2030 for massive deployment of solar energy, and pave the way for future technologies adapted to the needs of 121 countries lying fully or partially between Tropics of Cancer and Capricorn.

2. Since its inception ISA has travelled a long way. Three programmes, namely Scaling Solar Applications for Agricultural Use Affordable Finance at Scale and Scaling Solar Mini Grid have been launched. Strategic and financial partnerships have been entered with the UNDP, the World Bank, and the Climate Parliament to further the mandate of ISA. The Framework Agreement of ISA developed in consultation with France was opened for signature during CoP 22 at Marrakesh in November, 2016 and has received over 46 signatures and the stipulated 19 ratifications as of 6th December, 2017. ISA shall be notified as a treaty based international intergovernmental organization on 6th December, 2017.

3. A world class website and robust supporting IT infrastructure are sine qua non for a dynamic website and digital presence. One of the major objectives of ISA includes preparation and maintaining a common e knowledge platform.

3.1 In view of this the ISA Secretariat therefore invites proposals from the Tier-I and Tier-II Information Technology Companies or consortium of companies empanelled by NICSI with experience and expertise in developing world class websites, maintaining the websites, help establishing basic IT Infrastructure in a new office, ensure smooth functioning of ISA’s Digital Infopedia platform and providing other IT solutions as needed by the ISA Secretariat from time to time initially for a period one year’s extendable up to three years subject to satisfactory performance.

3.2 The confirmation letter duly signed by the authorized signatory of the Tier-I/Tier-II IT Firm may be furnished along with the Proposal.

3.3 The scope of work of the Tier-I/Tier-II IT Firm or solution provider is as detailed below:

ISA intends to develop a website which is multi-lingual, easy to use, and easy to search, easy to navigate and visually appealing. The website must have an easy to use Web Content Management System (WCMS) and must support dynamic content from a database. Website must be compatible and interoperable with different browsers and
different platforms etc. It should have facility to update content by multiple users from anywhere, through browser based administrative module, using editing tools, enabling non-technical users to create and edit content. Also need to implement Global ERP solution and undertake various IT infrastructure related works.

It is undertaken this work in three phases:

<table>
<thead>
<tr>
<th>Phases</th>
<th>Description of work</th>
<th>Desired Time Line</th>
<th>Remarks</th>
</tr>
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<tbody>
<tr>
<td>Phase I</td>
<td>IT Infrastructure</td>
<td>60 Days</td>
<td>All the three phases are to be completed within 180 days from the work order date.</td>
</tr>
<tr>
<td>Phase II</td>
<td>Web Development</td>
<td>60 Days</td>
<td></td>
</tr>
<tr>
<td>Phase III</td>
<td>ERP &amp; other Application</td>
<td>60 Days</td>
<td></td>
</tr>
</tbody>
</table>

**Phase I: IT Infrastructure**

Hardware Establishment and end to end infrastructure maintenance i.e., Secure LAN, Data Server

I. Implement and commissioning of Hardware and Software.
II. Install all the Servers and Operating Software in ISA in high availability cluster configuration.
III. Install and configure the Storage. Backup device and online backup software as per ISA's requirement.
IV. Install Firewall configure as per ISA's requirement. Dedicated VPN may be configured between different countries.
V. Install Rack, Network Switches, KVM Switches, and Console etc. in all the locations.
VI. Training for ISA System Admin for operation of the setup
VII. Project documentation of the entire setup with all details with respect to troubleshooting, backup & data protection, networks & security for each of the components, upgradation, software updates etc.

**Phase II: Web Development**

*The bidders will be required for Design, Development & Maintenance of International Solar Alliance (ISA) website and Providing Global ERP Solution*

1. Design & development of the website on a secure technology platform (Visually rich with image slider on the homepage.)
2. It should be a website in Arabic, Chinese, English, French, Hindi, Russian, Spanish languages so vendor should be able to handle all languages. All Contents will be verified and approved by ISA.
3. Website should be responsive and should work perfectly on all devices (Desktop, Laptop, Android, Windows, i-Pad, i Phone, Smart Phone etc.). ISA mobile/responsive website must deliver and render the searched content within a second.
4. Integrate Advanced Search for improved usability of information.
5. All the pages including home page must be editable.
6. Website should be optimized and SEO (Search Engine Optimization) work needs to be done. Website contents must have appropriate keywords density by
which website will be indexed in google SERP and google analytics need to be integrated to track website traffic/visitors.

7. ISA site should reflect well for organic search. XML sitemap need to be implemented in the website root that will allow google crawler to read your pages more intelligently.

8. Image slider and content page associated by default should get archived and should be available for viewing (view all image sliders)

9. Easy User Interface functionality to create event photo gallery, video gallery.

10. BLOG functionality is must for the site and it should be SEO friendly.

11. Website should follow Web Content Accessibility Guidelines (WCAG) as per GOI guidelines (GIGW) refer http://guidelines.gov.in/ and certified by the standardization testing and Quality Certification (STQC) refer http://meity.gov.in/content/stqc and be social media enabled

12. Collapsible Right-side Menu with Controls option to make hide /visible sub items as needed

13. Back end performance optimization like DB structure, query optimization to be done to enhance user experience in terms of fast load times and good mobile experience

14. Website should be integrated with the upcoming intranet portal

15. New website design should be approved on the development version and should involve multiple iterations with the ISA Admin and team.

16. Website architecture/design should be scalable for future requests

17. Provision for addition of content of approximately 105 pages (static & dynamic) as and when required

18. Website should be capable of microsites as well as handling payment gateway integration.

19. Approval process WCMS should allow administrator to set up rules for workflow management, guiding content managers through a series of steps required for each of their tasks

20. Ability to create a new page with formatted content, send it for approval and publish it on the site after approval and admin should have provision for entering date by which the link may expire (Wherever Necessary). The default shall never expire.

21. Menu Management Ability to add, move, delete, modify menus on the site

22. Dynamic Photo gallery/Video Management System, Facility to manage photo gallery via an administrative control panel, facility to create photo gallery category dynamically i.e., add/edit/delete photo gallery categories, facility to upload new pictures to these categories along with caption, facility to manage pictures and caption

23. The website should allow secured socket layer. The website shall be security audited according to OWASP (Open Web Application Security Project) application security verification standard

24. The 121 Country Profile page is a user based profile creation it needs to be completely integrated with the A-Z Country list and country visible on world map and their menus Users get the rights to edit their profile with their login credentials. They shall also upload other documents, such as reports, investment promotional issues, energy policies, etc.

25. Video Forum: It shall be a solar video forum. Shall provide ISA with a platform to upload "N" number of videos relevant to their sector, and manage the uploaded videos accordingly. It shall assist policy maker, corporate leaders and academic
community to access these videos and adopt the best practice showcased in video.

26. Audio Video Conference ISA using Skype for Business (office 365 E3) to facilitate efficient audio and video conference between ISA member countries. Vendor should be able to conduct webinar with ISA member countries as and when needed.

27. The contents of the website should be readable using any Screen Access Reader Software to the Visually Impaired users

28. Integration with technologies like Payment Gateway, e-Forms, Financial Reports

Payment Gateway

i. Integrate Online payment gateway services with acceptance of credit and debit cards (Visa, Master, RuPay, Maestro and any other online payment gateway) and internet banking of all public/ private banks providing such facility with the existing portal and any new / additional portals as specified by user department from time to time

ii. Generation of receipts/acknowledgement

iii. Automated reconciliation and generate necessary reports etc.

e-Forms

Portal solution may include development of a complete application for electronic receipt of e-Forms, MIS reporting for various stakeholders as required by the departments, Monitoring and managing the various applications involved, etc., printing of submitted application forms by respective departments, Status Update of individual e-Form application by respective department, Status tracking by users, Query Service and payment handling.

29. Completed website components for UAT
30. UAT Sign-off by user department
31. Modification based upon user feedback
32. Sign off on developed website by user department
33. Preparation of User Manual
34. Technical Document (Low Level & High Level)
35. Do's and Don'ts
36. Deployment guide
37. Digital Signature facility
38. ISA Mobile Apps (Member Login, ISA Live Broadcast, Best Practices Videos)
39. Website would be under 1 year warranty (post go live) and after warranty, 3 years Annual Maintenance Support with 24 x 7 x 365 days’ website updating and maintenance support including backup/restore and disaster recovery.
40. Designed, technical documents and source code is the property of ISA, hence the vendor is expected to submit all the required documents/media post go live and after implementation.
41. Photographs / Video would be provided by ISA
42. Provision to synchronize Selected pages with Facebook, Twitter and YouTube etc.
43. Certain webpages should be displayed only after verification.
44. PDF document should open in flip book format with download option.
45. Regular web promotion.
46. Home page improvement, as may be necessary from time to time.
47. Providing link to related web sites.
48. Download option for specific documents on request.
49. Cyber audit from time to time when any modification/upgrade in coding/design is done and also any vulnerability is reported by cyber security division of NIC (hosting agency).
50. Get Safe to Host Certificate from CERT-In empanelled auditor.
51. Reports and feedback: The following reports and feedback is required
   (i) Monthly Web analysis reports & progress
   (ii) The under mentioned reports shall also be made available to MNRE about its website:
       (a) Popular pages of website
       (b) Hit rate and source domains
       (c) Average time spent on website
       (d) List of referrers
       (e) Visits from search engines
       (f) Page wise hit rate
       (g) Fortnightly reports related content update.
52. Any other area/item of work amendment needed as and when required.

Phase III: ERP & other Application

Global Enterprise resource Planning (ERP) Solution (like ‘ATLAS’ which is an Oracle ERP, in UNDP)
ERP based Integrated Information System (IIS) Architecture

ERP based Integrated Information System Architecture designed for the identified scope comprises the following components:

Database Management: For data storage, processing and retrieval by higher application systems

Project/ Program Management: For handling project/program level functionalities including sanction, monitoring, schedule, Project schedule tracking, cost tracking, creation of sanction letter, digitization of loan documentation, Claims Management, closure, recovery. The system should have facility of graphical display under various modules of project management and also prompt for exceptions.

Finance and Accounts Management: This will cover functionalities in corporate functions viz. Finance & Accounts Management & Payroll.

Management Information System (MIS): MIS shall generate the reports presently being created by different departments at corporate office and Project offices. MIS should be generated from the shared database and transaction processing systems. Identified Key Performance Indicators (KPIs) for each of the key users and other Information will be part of MIS. Identification of KPI and CSF (Critical Success Factor) will be done for major processes and projects which will be done periodically by the Corporation. The same would be used by Top and Sr. management for business control and policymaking. Dashboard indicating the status of projects and also summery of key resource allocation and utilization issues requiring top management’s attention will be designed and indicated.
Decision Support System (DSS): The proposed ERP based system should be able to analyze, assess pre-specified "what if" aspects of the decision-making process.

Work Flow Management: It includes design and implementation of formats for initiating requests, memos, approvals, information sharing among identified groups, planning/scheduling for group activities, booking for shared resources etc. File management should increase employee productivity by enabling users to easily collaborate with their co-workers within all ISA Offices and find files with search option.

Document Management: Archiving and management of various document related to funding of various categories of Loan to borrowing utilities covering Govt. Guarantees / securities and other related documents.

Objective of Integrated Information System:
The primary objective of setting up the integrated system is to deploy state of the art Information Technology across all aspects of ISA’s operation for positioning the company as an efficient, competitive and dynamic Financial Service Company. The system objectives are to:

a. Ensure the Accuracy, Completeness and Consistency of Business Transactions
b. Integrate the operations of the various business processes by integrating the flow of information
c. Enable management to respond quickly to market changes with informed decisions based on timely and accurate information
d. Establish best business process/practices

Technology objectives include using Information Technology that is:

a. State-of-the-Art, well proven and well supported in India
b. Adaptable, Flexible, Customizable, Easy-to-use, Extendable and scalable
c. Secure, Cost effective, maintainable and reliable

It is expected that upon implementation, the system will establish proper information flow to help managers at all levels to take informed decisions with the objective of improving response time, reduction in project completion cycle, efficiency of resource utilization, overall improvement of productivity, better financial and cost management. The implementation will result into increased customer satisfaction, better financial results both top line as well as bottom line, transparency & consistency in business operation and processes.

Moving Forward:
ISA plans to set-up the integrated system as earliest feasible from the date of LOA (Letter of Agreement) including stabilization acceptance period of 3 months. This lender aims to engage a consortium of ERP Principal and Implementation partner for this purpose including procurement of hardware and strengthening of Networking & Communication Infrastructure in consultation with the ERP vendor selected because of this tender.

The scope of work under the present RFP shall generally comprise of the following activities relating to installation, implementation and support/maintenance of ERP System package:
• Installation and configuration of Hardware, Network, Software's and other IT infrastructure require for implementation of the ERP project.
• Installation of ERP software product / application related services, covering specific ERP licenses.
• Oracle Database Runtime Licenses & Developer licenses
• Oracle database
• Installation of HRMS & Finance package with configuration and implementation.
• Implementation services covering Installation of items.
• Business Process Analysis
• Inception Report, AS-IS and TO-BE process.
• Configuration and Design.
• Prototyping and Gap Resolution
• Commissioning Testing (Including Integration testing)
• Go-Live
• Data Migration
• Go-Live Preparation
• Go-Live Operational Acceptance
• Commissioning Acceptance
• Training on ERP Application and Technology (including Oracle Database & Oracle Technical) to all level of users (Core Users, End Users etc.) with submission of User Manual, System (Database and Technical) Manual.
• The vendor will provide AMC with quotations for at least 3 years for all the required support/maintenance services where ever it is required or as recommended by ISA.

### Proposed Website Map

<table>
<thead>
<tr>
<th>Main Tab/Page</th>
<th>Sub Menu/Page</th>
<th>Details of Content</th>
<th>No. of Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOME PAGE</td>
<td>Image Slider Banners (with key text caption) and archival</td>
<td>Header will contain slider banner images with catchy tag line</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Vision and Mission of the ISA (Separate page can be clubbed with link)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>News Section</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Event Information Section</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Press release</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Official Partners, Social Sites Link ([Facebook, Twitter, LinkedIn, YouTube, Google Group, Instagram, etc]</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Infopedia Section</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Country Counter</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Best Practice Solar Video Library</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>3. Audio-Video Interaction</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Search in complete website</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sitemap</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>News Letter Signup</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Visitor Counter (Count all visitors opened website in a day, week, month, year and from which country and also Admin can download the reports)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>About ISA</td>
<td>Archive</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>About ISA (with Image Gallery)</td>
<td>Content related to About ISA</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>IDG Message</td>
<td>Content and ISA Video</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Overview</td>
<td>Content</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Objective</td>
<td>Guiding principles, Programmes and Other Activities</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Activities</td>
<td>ISA activities</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Governance</td>
<td>Governance structure</td>
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<td></td>
</tr>
<tr>
<td>IDG Profile</td>
<td>Profile</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>People</td>
<td>Details of officers and staff</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>FAQ's</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Contact Us          | Small Description section, details of location and how to reach out to ISA using google map etc. | 1 |
| Feedback forums     | Visitor can submit feedback                                             | 1 |
| Career / Working with ISA Internships | Candidate can submit their details and resume                  | 1 |

| Project & Programme | Details about ISA projects                                             | 1 |

| Events              | List of Events planned for ongoing basis with dates                   | 1 |
| List of Events      |                                                                          |   |
| current/upcoming/past |                                                              |   |
| Event Calendar      | Details of Events with Photos                                          | 1 |

| Multimedia          | Blog of ISA News Headlines (link to Read More, Share on Facebook and Twitter) | 2 |
| ISA News Room       |                                                                          |   |
| Articles            | Content with Headline and Read More link                               | 2 |
| Gallery             | Photos Slides and Album Heading, Caption, Date                        | 1 |
| ISA Video Clips     | Video with Heading and date (Play and Download)                        | 1 |
| Press               | Document Headline, read more & Download                                | 2 |
| ISA in the NEWS     | News Headlines, Read more                                              | 2 |
| Factsheets          |                                                                        | 1 |

| Publication         |                                                                        |   |
| Reports & Paper     |                                                                        |   |
| Boucher             |                                                                        | 1 |
| Journals            |                                                                        | 1 |
| Programs            |                                                                        | 1 |
| Declaration         |                                                                        | 1 |
| Steering Committee  |                                                                        | 1 |

| ISA Member          | ISA Signatory Countries, ISA Framework Signed Countries                | 1 |
| Prospective Member  |                                                                        |   |
| Countries           |                                                                        |   |

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<tr>
<th>Infopedia/Country Counter</th>
<th>ISA National Focal Points</th>
<th>ISA Framework Rectify Countries. (Sort Alphabetically)</th>
<th>Details of ISA National Focal Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country Profile Login Page</td>
<td>Energy Sector</td>
<td>Country Member can access this part with Login ID &amp; Password</td>
<td>Content and data</td>
</tr>
<tr>
<td></td>
<td>Renewable Energy Potential</td>
<td>Physical Potential, Solar Potential, key figure</td>
<td>1</td>
</tr>
<tr>
<td>Useful Links</td>
<td>Institutions &amp; Stakeholders, Reports &amp; Research</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Best Solar Video Practice Library</td>
<td>Video Platform</td>
<td>Where visitors can search/play and download videos sector wise. Also, rating, comments and share facilities on Facebook and Twitter.</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Upload Videos</td>
<td>Upload video with caption and date. And admin can add edit caption and delete the videos</td>
<td>1</td>
</tr>
<tr>
<td>Audio Video Interaction</td>
<td>Content and images</td>
<td>A brief information and Steps to connect Audio-Video interaction platform</td>
<td>1</td>
</tr>
</tbody>
</table>

4. **Proposal format**

4.1 The interested Tier-I/Tier-II IT Firms or consortium of solution providers may submit their technical bids/proposals format available at **APPENDIX-I**.

4.2 **Experience and capability in Developing & maintaining ISA website and creating IT Infrastructure**: (Weightage for evaluation 40/100)

   i. Profile of the organization
   ii. Capability, capacity and previous experience of the Firm and expertise in handling such assignment.
   iii. Details of domestic/internationally completed such assignments.
   iv. Demonstrate ability to work with a treaty based international intergovernmental organization Government and in coordination with concerned Ministries/Departments as a part of team, including ability to co-ordinate the work at International level also.
   v. Handling such international organization website shall be given preference.

4.3 **Infrastructure & Manpower**: (Weightage for evaluation 25/100)

   i. Details of infrastructural facilities like office, manpower etc. in India and abroad.
   ii. Detailed profile of the core and support teams (with CVs of each team member detailing qualification and relevant experience) that will be deployed on each assignment in the event of selection.
4.4 Understanding of the Regulatory framework: (Weightage for evaluation 15/100)

i. Demonstrate understanding of the legal, policy & regulatory issues in IT Act, 2000 and other related Acts/regulations and prevalent International practices.

ii. Indicate your expertise in handling the regulatory requirements and securing the required approvals from the concerned authorities.

iii. IT bidder company to have functional understanding of International Rules & Regulations for Understanding in IT and cyberspace matters

4.5 Indicative Timeline: (Weightage for evaluation 10/100)

i. Developing ISA website, laying IT Infrastructure in ISA Secretariat and making ISA Digital Infopedia fully functional are proposed to be completed within 180 days of placing the order. Demonstrate ability to deliver in accordance with limited timetable requirements and the ability to commit key personnel for the entire duration of the transaction.

4.6 Strategy for Developing ISA website, laying IT Infrastructure in ISA Secretariat and making ISA Digital Infopedia fully functional: (Weightage for evaluation 10/100)

i. Indicate intended approach to the proposed works including the sequencing of the steps to be followed.

ii. Indicate strength in organizing the team and the due diligence required for the under taking such works.

5. Undertaking – To be furnished along with the proposal

"We certify that there has been no conviction by a Court of Law or indictment/adverse order by a regulatory authority for a grave offence against us or any of our sister concern. It is further certified that there is no investigation pending against us or our sister concern or the CEO / Directors / Managers / Employees of our concern or of our sister concern. It is certified that no conflict of interest exists as on date and if in future such a conflict of interest arises, we will intimate the ISA Secretariat of the same."

6. Termination of the assignment

6.1 In case it is found during the course of the transaction or at any time before award of the assignment or after its execution and during the period of subsistence or after the period thereof, that one or more of the terms and conditions laid down in this "Request for Proposal" has not been met by the Bidder, or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the successful IT Firm. Also, if the Selected Bidder has already been appointed as the IT solution provider, as the case may be, the same shall, notwithstanding anything to the contrary contained in this RFP, be liable to be terminated, by a communication in writing by the ISA Secretariat to the Selected Bidder without the ISA Secretariat being liable in any manner whatsoever to the Selected Bidder. This action will be without prejudice to any other right or remedy that may be available to the ISA Secretariat under the Bidding Documents, or otherwise. However, before terminating the assignment, a show cause notice stating why its appointment should not be terminated, would be issued giving it an opportunity to explain its position.
6.2 Further, during the tenure of appointment of the selected IT Firms for the captioned assignment, in case ISA Secretariat (in its sole discretion) at any time considers that the services of any of the selected IT Firm is in any manner deficient and/or is not being performed to the satisfaction of ISA Secretariat in terms of the scope of work as set out herein or in the engagement letter or in any agreement that may be executed with them in connection with the captioned assignment in respect of each Company constituting the basket, ISA Secretariat shall have the right to terminate the appointment of such IT Firm without assigning any reasons for the same and consequently ISA Secretariat may take appropriate action against the erring firm.

7. Evaluation process

7.1 Qualified/interested Tier-I/Tier-II IT Firms (applicants), will be required to make a detailed presentation in respect to their Proposal before a Selection Committee on a date to be notified at ISA website <www.isolaralliance.org > at ISA Secretariat, Surya Bhawan, NISE Campus, Gwalpahari, Gurugram-122003.

7.2 The Selection Committee will evaluate the applicants on the criteria mentioned in paragraph and based on the presentation will short-list the application. The Selection Committee will open the Financial Bids of the short-listed applicants only.

8. Requirements for Financial Bids

The applicant is required to quote a lump sum charges inclusive of all taxes applicable and payable as per law. The applicant must furnish an unconditional acceptance to Terms and Conditions of the Request for Proposal. The charges quoted should be unconditional and irrevocable.

9. DISPUTE SETTLEMENT AND APPOINTMENT OF ARBITRATOR

All dispute or differences whatsoever arising between the parties out of or relating to the work and the resulting agreement or the breach thereof that cannot be settling by good faith and negotiations between the parties within 60 days of the commencement of negotiation shall be settled by referring the dispute to The Director General, ISA, who may either himself decide the dispute as Arbitrator or appoint some other person as arbitrator to adjudicate the same, who shall be unconnected with ISA.

9.1 GENERAL CONDITIONS OF BID

9.1.1 INSPECTION DURING DEVELOPMENT:
The authorized representative (s) shall be entitled at all reasonable times to inspect and supervise and test during installation and commissioning. Such inspection will not relieve the successful bidder from their obligations under this contract.
9.1.2 COMPLETION OF WORK:

Time being the essence of contract, the scope of work as per bid
document should be completed within the time schedule prescribed in
the work order.

9.1.3 ELIGIBLE DEFAULT LIABILITY:

ISA may, by written notice of default to the successful bidder, terminate
the contract in circumstances detailed hereunder:

a) If in the opinion of ISA, the successful bidder fails to complete the work
within the time specified in the work order or within the period for which
extension has been granted by ISA to the successful bidder. If in the
opinion of ISA, the successful bidder fails to comply with any of the
provisions of this contract.

b) In the event of ISA terminating the contract in whole or in part as provided
in paragraph (a) above, ISA reserves the right to engage another
successful bidder or agency upon such terms and in such a manner as it
may deem appropriate and the successful bidder shall be liable to ISA for
any additional costs or any losses caused to ISA as may be required for
the completion ordered task and or for penalty as defined under this bid
document until such reasonable time as may be required for the final
completion of the work.

In the event ISA does not terminate the contract as provided in paragraph
(a) the successful bidder shall continue performance of the contract, in
which case he shall be liable to ISA for penalty for delay as set out in this
bid document until the work is completed.

10. FORCE MAJEURE:

The successful bidder shall not be liable for any penalty for delay or for failure to
perform the contract for reasons of FORCE MAJEURE such as of God, acts of
public, enemy, LWE problems, acts of government, cyclone, fires, floods,
demics, quarantine restrictions, strikes, freight embargoes provided that the
contractor, shall within 10 (ten) days from the beginning of such delay give notice
to ISA in writing of the cause of delay. ISA shall verify the facts and grant such
extension as facts justify. Delay in completion work due to delay of any
accessories or related hardware or software etc. by the related vendors, to whom
the bidder has placed order, shall also not be treated as force majeure.

11. EXTENSION OF THE TIME:

If the completion of work is delayed due to any reason beyond the control of the
successful bidder, they shall without delay give notice to ISA in writing of his claim
for an extension of time. ISA on receipt of such notice may agree to extend the
contract/completion period of the allotted work, as may be reasonable but without
prejudice to other terms and conditions of the bid.
12. **PENALTY FOR DELAY IN COMPLETION OF CONTRACT:**

If the successful bidder fails to complete the testing and commissioning etc., within the phased time schedule specified in the work order or any extension granted there to, ISA will recover from the successful bidder as penalty a sum of one percent (1.0%) of the amount of work order of the uncompleted portion of the work for each week of delay or part thereof. For this purpose, the date of taking over shall be reckoned as the date of completion. The total penalty shall not exceed 5% (five percent) of the order value.

13. Bids shall be submitted to Shri P C Sharma, Consultant ISA Secretariat, International Solar Alliance, 4th floor, Surya Bhawan, National Institute of Solar Energy Campus, Gwalpahari, Gurgaon-Faridabad Road, Gurugram, Haryana, India Pin code: 122003, by 15:00 hours on or before 5th February, 2018. Bids received after the due date shall be immediately rejected. ISA Head Quarter shall not be responsible for any delay in submission of bids.

14. For any further clarification, Shri Bimal Kumar Dash, Senior Consultant, IT can be contacted at bimaldash@isolaralliance.org; TEL: + 91 124 2853072
EVALUATION CRITERIA (TECHNICAL BID FORMAT)

The bidder must submit the following as per the format specified:

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The Bidder must have at least three years' website development experience as well as must have completed three projects (website design and development) of similar nature within the last three years for any international organization. The Bidder will have to give proof of such clients with their contact numbers.</td>
<td>Project Details</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices. A self-declaration Certificate should be enclosed.</td>
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<td></td>
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<tr>
<td>3.</td>
<td>Copy of the Tender Document duly signed and stamped on each and every page.</td>
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<tr>
<td>4.</td>
<td>Proof of adequate facilities and manpower (Technical staff) to ensure the necessary support to ISA during the warranty AMC period.</td>
<td></td>
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<tr>
<td>5.</td>
<td>Registration No. of the bidder firm along with the LST GST WCT No. and the PAN number allotted by the concerned authorities.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>The bidder shall be required to submit the Earnest Money Deposit EMD of ₹ 2 Lacs by way of demand drafts / banker's cheque drawn in favor of NISE-ISA, payable at GURGRAM. The said earnest money deposit will not bear any interest and will be refundable only after finalization of the contract awarding process.</td>
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<tr>
<td>7.</td>
<td>Bank guarantee of 10% of the contract amount to be submitted on being awarded the contract (valid for 13 months).</td>
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<tr>
<td>8.</td>
<td>Details Regarding the provision of support during warranty &amp; AMC Period with manpower support etc. (Full contact information of the bidder on the letter head to be provided).</td>
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</tbody>
</table>

- The bidder has to quote for the entire bid as a package and the comparative statement will be made as per package only.
- The bidder has to quote for the entire bid as per the given specifications in the bid. Bidder who does not quote for all the specifications, as per the given specifications in the bid document, is subject to disqualification.
- Sealed hard copy of Technical Bid along with EMD to be submitted on or before the due date of bid. Bids having Price Bid and Technical Bid submitted together in one envelope and bid document received after due date (till 15.00 PM) will be summarily rejected. Bid should be submitted to The Interim Secretary, ISA, Surya Bhawan, 4th Floor, National Institute of Solar Energy Campus, Gwalpahani, Gurugram, Haryana 122003.
FINANCIAL BID FORMAT

Note: In the financial bid format, the rate shall be quoted in Indian Rupees in figures and words. In case of discrepancy between the rate quoted in figures and words, the rate quoted in words will be taken as final and shall be binding to all bidders.

Form-1: Design, Development / Redesigning, Training and Maintenance of Website of ISA providing ERP solutions, building basic IT infrastructure.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Item Description</th>
<th>Amount (₹)</th>
<th>Taxes (₹) if any</th>
<th>Total (₹)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Creation of WCMS based website of ISA as detailed in Scope of Work, along with content collection, maintenance of one year and required training and documentation with 1 year Warranty (post go-live)</td>
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<td></td>
<td>Certification by the standardization testing and Quality Certification (STQC)</td>
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<tr>
<td></td>
<td>Annual Maintenance Contract of the website including maintenance, updates, minor modifications, ERP, basic IT infrastructure LAN etc... expansions and installing patches in the application (if required).</td>
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<td></td>
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<tr>
<td></td>
<td>1&lt;sup&gt;st&lt;/sup&gt; Year</td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2&lt;sup&gt;nd&lt;/sup&gt; Year</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>3&lt;sup&gt;rd&lt;/sup&gt; Year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total (₹)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(In Words)</td>
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<td></td>
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</tr>
</tbody>
</table>

Bidder's Name : __________________________________________________________

Name of authorized signatory : ____________________________________________

Designation : ___________________________________________________________

Date : _________________________________________________________________

Place : _______________________________________________________________

(Company Seal)
GENERAL TERMS AND CONDITIONS

Evaluation of Technical Bid

Only those bidders who cross the threshold level (60%) of the technical evaluation shall be considered for the evaluation Scoring Parameters used for scoring will be based on relevance and nature of past experience, consulting assignments, approach proposed, experience in domain area, experience and skill of core team etc.

Evaluation of Financial Bid

Financial proposals of only those bidders who are technically qualified shall be opened on the date & time specified in the presence of the Bidders' representatives who choose to attend. The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between the partial amount and the total amount, or between word and figures the former will prevail. In addition to the above corrections, the items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

ISA will use Cost Evaluation under Combined Quality Cum Cost Based System (CQCCBS), where in the technical proposal will be allotted weightage of 70% while the financial proposals will be allotted weightages of 30%. Proposals with the lowest cost may be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices. Total score, both technical and financial, shall be obtained by weighting the quality and cost scores and adding them up.

The following formula will be used to evaluate the overall ranking of the qualified tenders.

\[
\text{Overall Score} = \frac{\text{Score of Technical Bid} \times 70}{\text{Highest Score of Best Technical Bid}} + \frac{\text{Lowest Financial Bid} \times 30}{\text{Price of Financial Bid}}
\]

Selection of tender will be based on overall score calculated from the formula. An Example of the same is presented below:

<table>
<thead>
<tr>
<th>Tenderer</th>
<th>Score of Technical Bid</th>
<th>Price of Financial Bid</th>
<th>Overall Score</th>
<th>Overall Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company A</td>
<td>90</td>
<td>480</td>
<td>98.75</td>
<td>First</td>
</tr>
<tr>
<td>Company B</td>
<td>80</td>
<td>470</td>
<td>91.58</td>
<td>Third</td>
</tr>
<tr>
<td>Company C</td>
<td>80</td>
<td>460</td>
<td>92.22</td>
<td>Second</td>
</tr>
</tbody>
</table>
Additional Cost:

The vendor need to factored in all monetary requirement for software, hardware, license and certifications, etc.

AMC: The vendor will provide AMC with quotations for at least 3 years for all the required support/maintenance services wherever it is required or as recommended by ISA.

Payment Terms:

- 30% payment charges will be released after successful completion of Phase I of scope of work.
- 30% payment charges will be released after successful completion of Phase II of scope of work.
- 20% payment charges will be released after successful completion of Phase III of scope of work.
- Balance 20% shall be released after successful completion after post go live period of one year.
- All AMC payment will be released on the successful completion of the agreed period after due verification by authorized official(s) of ISA.

Procurement Rights:

- ISA reserves the right to conclude the purchase with entire or partial bill website design & development as mentioned in the price schedule.

Late Bids

- Bids received after the due date and the specified time for any reason whatsoever, shall not be entertained.

Disqualification

- Proposal not submitted in accordance with the document
  i. During Validity of the proposal, or its extended period, it's any, the bidder increases his quoted prices
  ii. Proposal is received in incomplete form
  v. Proposal is received after due date and time
  vi. Proposal is not accompanied by all requisite documents
  vii. Information submitted in the bid proposal is found to be misrepresented, incorrect or false accidentally, unwillingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any