

H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.
(A Unit of H.P. Government Undertaking)



Request for Proposal
for
Design, Development and Implementation of Web Portal and
Mobile App for Donor - Donee bridge e-Services/ SETU

(E-Tender No: SEDC/ESOMA-SETU/2K22-1576)

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20-05-2022

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DISCLAIMER

- The information contained in this RFP document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the HPSEDC, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
- This RFP is neither an agreement nor an offer and is only an invitation by HPSEDC to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and obtain independent advice, wherever necessary. HPSEDC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. HPSEDC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- This is not an offer by the HPSEDC but only an invitation to bid in the selection process initiated by the HPSEDC. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of the HPSEDC and the Bidder.

KEY INFORMATION

Particulars	Details
Tender Number	SEDC/ESOMA-SETU/2K22-1576 Date: 20/05/2022
Participation Fee (Non-Refundable)	Rs. 5,000/- in the form of Demand Draft of Nationalized/ Scheduled commercial bank drawn in favour of “Managing Director, HPSEDC, Shimla” payable at Shimla or through RTGS (A/C No. 050010200006521, IFS Code: UTIB0000050, Axis Bank, SDA Complex, Shimla-9, HP.)
Bid Security (EMD)	Rs. 5,00,000/- (Rs. Five Lakh only) in the form of Demand Draft of Nationalized / Scheduled Commercial Banks, drawn in favour of “Managing Director, HPSEDC, Shimla” payable at Shimla or through RTGS (A/C No. 050010200006521, IFS Code: UTIB0000050, Axis Bank, SDA Complex, Shimla-9, HP.)
Bid Validity	180 days (from date of Bid Submission)
Last Date for submission of Pre-Bid Query	Pre-Bid queries will only be accepted upto 26/05/2022 at 5PM through email (hpsedc@hpsedc.in) and no query will be entertained after 18/04/2022.
Pre-Bid Meeting	Pre-bid meeting will be held on 27/05/2022 at 11:30 AM through Video Conferencing. VC Link is as under: https://meet.google.com/xjq-ipjf-hot
Date Submission Start Date	01/06/2022 at 11:30 AM
Last Date and time for submission of Bids	06/06/2022 upto 02:30 PM
Date and Time of Opening of Technical Bids	07/06/2022 upto 02:30 PM

If any of the dates given above happens to be public holiday in Shimla, the related activity shall be undertaken on the next working day at the same time.

SECTION – I

About ESOMA

The main aim & objective of the Directorate for the Empowerment of Schedule Castes, Other Backward Classes, Minorities and Specially Abled is to provide social justice and to empower

the most vulnerable section of society i.e. Scheduled Castes, Backward Classes, Minorities, person with disabilities and older persons. The main thrust of the programmes being run by the department is to improve the socio-economic conditions of these sections so as to bring them into the mainstream of the society

The Ministry of Social Justice & Empowerment is the nodal Ministry to oversee the interests of the Scheduled Castes. Though the primary responsibility for promotion of interests of the Scheduled Castes rests with all the Central Ministries in the area of their operations and the State Governments, the Ministry complements their efforts by way of interventions in critical sectors through specifically tailored schemes. Efforts made by State Governments and Central Ministries for protecting and promoting the interests of Scheduled Castes are also monitored.

Project Objectives

The State of Himachal Pradesh follows the principle of “Helping the Needy” as the health and welfare of its residents is of prime importance to the State. Over the years, the State has introduced various crowdfunding programs and policies to improve standard of life of its residents. Various NGOs in the state are helping the Government and the need of the hour is to develop a single platform for Donor and Donee, where the Donor can make donation to different categories of fund raisers like for Medical, Food, Education etc. and the Donee can register on the platform to create their profile. One of the main objectives is to create a platform that can improve user experience and increase the reach to the target audience as well as facilitate the access and the funding process for the funders.

Scope of Work

Software Requirements

An Integrated application for ESOMA will be envisaged through this initiative. The application may also be linked with other applications of the Organisation which comes under the purview of ESOMA.

Proposed Solution technical architecture would be based on n-tier architecture model. The application architecture will follow industry standard protocols like SOAP, HTTP and XML for

integration with backend systems. This will enable the application to easily integrate with the systems and exchange information with the same.

The application architecture will be divided into these layers:

- **Access Layer:** The Access layer of Proposed Solution application will be a browser-based application. This layer will be deployed in the entire portal and ESOMA website
- **Application layer:** The Application layer of the Proposed Solution application will be processed by the Application Server and Integration server deployed at the State Datacenter. The application server processes the transactions submitted by the end users and appropriately updates the relevant databases. This layer needs to be configured in load balancing mode.
- **Communication Layer:** The Communication layer handles the transmission of requests and responses between two layers. This layer may constitute internet. The data exchange will follow open standards like HTTP or XML.
- **Data Layer:** The data layer will host the data servers and provide clustering capabilities for failover and high availability at data center. The data stored in the database server can be retrieved and the application can communicate this information with any system following open standards.

Information Management System



Key Information

The primary objective of the project is to build a robust web portal in order to create an acceptable and efficient system for the various stakeholders

An indicative list of modules for key user groups of the application are as follows:

- i. Donor
 - a. User registration, including e-KYC
 - b. Donee beneficiary details, such as funds required, funds raised, etc.
 - c. Make online donation, with anonymous donation as an option
 - d. Social media sharing
 - e. Dashboard
- ii. Donee
 - a. User registration, including e-KYC
 - b. Donee bank details
 - c. Request for donation
 - d. Dashboard
- iii. Departmental User
 - a. Role and Permissions Management
 - b. Users/ Donors Management
 - c. Donee/ NGO Management
 - d. Feeds Management
 - e. Employee Management
 - f. General Management
 - g. Payments Management
 - h. Dashboard

An indicative list of functionalities for key user groups of the application are as follows:

- i. Donor
 - a. Users should be able to view the home page on which they can view the tabs, an overview of the services, and can easily navigate to various other sections of the web portal like donee feeds, about us, FAQs, Contact us.
 - b. The web portal should be bilingual for the users so they can select any one language i.e., English or Hindi.

- c. Users should be able to view the about us section on the portal in which they can view the company information, an overview of the company vision and mission. Also, there should be a How it works section in which there should be a step to help the users with the working of the portal.
- d. Users should be able to register on the portal by entering their full name, email, contact number, password, confirm password, E-KYC verification, agreeing terms and conditions, privacy policy, and submitting the form on the portal.
- e. Users should be able to receive the OTP on their registered contact number for which the SMS gateway is required which must be provided by the client.
- f. Users should have to wait for the account approval from the admin side. Once the account is approved then the user can proceed with the login and in-case rejected than have to register and resubmit the detail on the portal.
- g. Users should be able to log in by entering their email addresses and password on the portal. In case the user forgot the password then can click on the forgot password link and a system-generated password should be sent to the user's registered email address.
- h. Users should be able to change the password from the change my password section which should be available under my account module on the portal.
- i. Users should have to complete the available forms on the portal and approve the donor agreement.
- j. Users should be able to view my account section in which they can view all the details input at the time of registration and only a few should be allowed to change on the portal. Also, there should be a change my password section in which the user can easily click and change their account password on the portal.
- k. Users should be able to view the list of all the feeds approved by the admin on the portal. On the listing screen, they should be able to view the images, title, raised funds, required funds and can further share the specific feed on a social media platform like WhatsApp, Facebook, Twitter, Instagram on the portal.
- l. Users should be able to search for the feed by entering the title, NGO name in the available search panel and can also, filter by category or price.
- m. Users should be able to view/ select any one feed in which can view the detailed information of the feed which will be images, title, description, total raised funds, total required funds. Users should also be able to, add the specific feed to their

favorite or can click on the share button which should allow them to share the feed on their social media platform which can be WhatsApp, Instagram, Facebook, Twitter.

- n. If the user is interested to donate then can click on donate button where they have to enter the amount, mark the check on “anonymous donation “if they do not want to reveal their identity, and make the payment online through their debit/ credit card on the portal.
 - o. Users should be able to view their history of donations made through the portal. Also, they should be able to view the feeds added to their favorite section where they can anytime unfavorite them on the portal.
 - p. Users should be able to view/ select the NGO in which they can view the NGO detail and list of their feeds approved by the admin on the portal.
 - q. Users should be able to view the FAQs, privacy policy, Terms and conditions on the portal.
 - r. Users should be able to contact or send inquiries to admin any time from the contact us section on the portal and can also, successfully log out from the portal.
 - s. Users should receive a notification on successful registration on the portal.
 - t. Users should receive a notification once their account is approved/ Rejected by the admin.
 - u. Users should receive a notification at a time the new feeds are approved by the admin for their favorite NGO.
 - v. Users should receive a notification once the online payment is successfully made on the portal.
- ii. Donee
- a. The donee should be able to view the home page on which they can view the tabs, an overview of the services, and can easily navigate to various other sections of the web portal like feeds, about us, FAQs, Contact us.
 - b. The web portal should be bilingual for the users so they can select any one language i.e English or Hindi.
 - c. The donee should be able to view the about us section on the portal in which they can view about the company information, overview of the company vision and mission.

- d. The donee should be able to register on the portal by completing the registration form, contact number, password, confirm password, E-KYC, agreeing terms and conditions, privacy policy, accepting Donee Agreement, and submitting the form on the portal.
- e. The donee should be able to receive the OTP on their registered contact number for which the SMS gateway is required which must be provided by the client.
- f. The donee has to wait for the account approval from the admin side. Once the account is approved then the user can proceed with the login and in-case rejected then have to register and resubmit the detail on the portal.
- g. The donee should be able to log in by entering their email address and password on the portal. In case the user forgot the password then can click on the forgot password link and the system-generated password should be sent to the donee's registered email address.
- h. A donee should be able to change the password from the change my password section under my account module on the portal.
- i. The donee should be able to complete the bank details on the portal and can be further edited under the My account module.
- j. The donees should be able to request the donation for which they have to complete the requirements form, add images, descriptions, relevant documents(optional), required Funds, Duration, and submit it for approval from the admin. The submitted feed should not be shown on the portal till it gets scrutinized and approved by the admin.
- k. Once the feed is approved then donee can track the status, view the funds received, the details of their transactions, and filter the transactions by date. Also, they can search the specific transaction by entering the transaction ID in the available search panel on the portal.
- l. The donee should be able to view FAQs, privacy policy, Terms and conditions on the portal.
- m. The donee should contact the admin from the available contact us section on the portal and can successfully log out anytime from the portal.
- n. The donee should receive a notification on successful registration on the portal.
- o. The donee should receive a notification once the account is approved/ rejected by the admin.

- p. The donee should receive the notification on successfully Logout on the portal.
 - q. The donee should receive a notification on successful submission of feed form on the portal.
 - r. The donee should receive a notification once the feed is approved/ rejected by the admin on the portal.
 - s. The donee should receive notification once the required goal funds are achieved through the portal.
- iii. Departmental User
- a. User should have a rich interface to manage the Donor, donee account, view their log activity on the system.
 - b. The dashboard should represent the analytics/ graphical representation based on information input and daily/ weekly monitoring of data.
 - c. The real-time data should be shown for the daily operation in their respective module and complete integration data should be shown on the main System.
 - d. A well-designed dashboard provides on-demand access to all the important metrics.
 - e. User should be able to view and manage the list of all the role groups and their privileges on the system.
 - f. User should be able to view and manage the role and permissions of every sub-admin on the system.
 - g. User should be able to view the log activities of sub-admin on the system.
 - h. User should be able to view the list of all the donors/users registered on the portal.
 - i. User should be able to search the donor by entering their contact number/ email address in the available search panel on the system.
 - j. User should be able to enable/ disable the user's account on the system.
 - k. User should be able to view the details of each user registered on the portal and can also approve/ reject their account at the time of registration.
 - l. User should be able to view the list of donations made by a specific user.
 - m. User should be able to view the list of all the donees/NGOs registered on the portal.
 - n. User should be able to search the donee by entering their contact number/ email address/ name in the available search panel on the system.
 - o. User should be able to enable/ disable the NGOs/ Donee account on the system.

- p. User should be able to view the details of each donee registered on the portal and can also approve/ reject their account at the time of registration.
- q. User should be able to view the list of feed requests submitted by the donee.
- r. User should be able to view the list of all the active feeds on the system
- s. User should be able to manage the feed on the system.
- t. User should be able to search the feed by their title/ donee name in the available search panel on the system.
- u. User should be able to accept/ reject the feed request submitted by the donee/ NGO on the system.
- v. User should be able to track the status of every feed fund on the system.
- w. User should be able to view the list of all the registered employees on the system.
- x. User should be able to manage their registered employees' records whether regular or outsource on the system.
- y. User should be able to edit their employee records anytime on the system.
- z. User should be provided with the rich interface system from where they can view the real-time data on the portal and manage the following sections
 - i. About us
 - ii. Terms and conditions
 - iii. Privacy policy
 - iv. FAQ's
 - v. Contact us
- aa. User should be able to view the list of all the transactions on the system.
- bb. User should be able to manage the transactions on the system.
- cc. User should be able to search for the transactions by entering their ID in the available search panel on the system.
- dd. User should be able to filter the transactions by date and NGO on the system.
- ee. User should be able to view and download the list of transactions on the system.
- ff. The reporting management module should provide a feature-rich and user-friendly interface for managing reports.
- gg. The reports should be filtered according to the parameters of the application.
- hh. The reports should be generated on a prescribed Performa as provided by the Department.

- ii. Following is an indicative list of reports which should be generated on prescribed Performa from the report management module:
 - i. List of Donors
 - ii. List of Donee Beneficiaries/ NGO
 - iii. List of Employees
 - iv. List of Feeds
 - v. Transactions
- jj. The reports should be generated and downloaded in PDF, Excel, or CSV Format.

Following are key generic requirements to be developed as part of the application:

1. **Social Media Integration:** The website should be integrated with the social networking sites like Facebook, Twitter, LinkedIn, YouTube etc. of Empowerment of Schedule Castes, Other Backward Classes, Minorities and Specially Abled.
2. **Blog:** Website should have a blog section which can be managed by the department staff with the privilege to that section.
3. **Search:** Search facility should be provided in the website. The search feature should be able to search both HTML pages and documents, such as PDF files and Microsoft Word documents.
4. Website should be integrated with Google Analytics.
5. Data Analysis (Dashboards - page wise, traffic wise and others) should be implemented in the website.
6. **Support Multimedia:** Provisions should be made both for hosting content such as Audio, video and graphics: Pictures, videos, picture slide shows, animated graphs, and charts, and other multimedia elements part of the platform as well as for embedding such content from sites like SlideShare, YouTube, Wikipedia. on to individual pages. For multimedia content hosted as part of the platform, particularly for video, compression mechanisms will be provided so that the content is easily playable by visitors. The Donor/ Donee should also be able to share the feed via their Social Media Accounts.
7. Each link / option on the website should be associated with any of the Activity Head of the Empowerment of Schedule Castes, Other Backward Classes, Minorities and Specially Abled. The Authority would appoint website Nodal

Officer for each Activity and there should be facility in the site for the administrator to give privilege to these Officers for their respective links/options to update at their end.

8. **Digital Maps:** This section should show full digital map of
 - **Location of Fundraiser Feed** linked with Longitude as well as Latitude.
 - **Profile of the NGO/ Donee in allotted location-** On this map the donor should be able to see Fundraiser Work as digital pins on the map. This should give the visitor an accurate idea of the location of a given and so will be able to find it easily.
9. **Maps and Direction:** This page should provide an interactive google map giving location details about the NGO/ beneficiary location on feed details section. This should be an optional for the donee at the time of uploading a feed.
10. **E-Brochure:** The users of the websites should be able to download E-Brochures from the downloads section of the website.
11. **Online Directory:** The users of the websites should be able to view an online directory which should have the details of the concerned department people list in a categorical format.
12. **Notification Panel:** Important notifications with timestamp regarding the feed should be provided in this page
13. **News and Press Release:** This page should provide the necessary media
14. **Theme State:** This page should provide the information of previous and current theme state.
15. **Complaint and Grievance System:** The complaints and grievance reporting form should allow a user to register a complaint or voice grievance. This complaint and grievance should be automatically notified to the department with user tracking. Users should be able to check the status of their complaints through embedded tracking form on the website.
16. **Feedback:** The users should be able to give their feedback to the department via this feature. Every feedback, good or bad, shall be automatically sent to the authorized person. This way the department should have a system can keep track of its performance in delivering services
17. **Online Payment:** Online payment facility should also be activated where it is possible to allow users complete the entire process online 24/7.
18. **Email Registration:** E-mail alerts should be integrated to keep the users well informed with automatic email alerts. It should be designed to allow users choices of subscribing to specific areas of interest and modify those settings online 24/7.
19. **Toll free and Live Chat Integration:** In case of any questions and doubts user have a option to do online chat or call on toll free number, which should be mentioned on the website/mobile app.
20. **How to Participate:** This page should mention details for interested donor participants. Information like eligibility criteria, terms of participation, fees (if

- any), applicable forms and contact person details. Users should be able to get the SMS/Email notifications.
21. **Media Gallery:** This should feature photo and video gallery of current event/ feed as well as from past feeds.
 22. **Register Donee/ NGO:** Businesses interested to be a part of NGO should use information from this page listing down eligibility criteria, documents required and vendor empanelment process.
 23. **Feed Page:** Donors interested to make donation can click on the make donation button. This should facilitate online registration of donor of some specific categories as defined by Empowerment of Schedule Castes, Other Backward Classes, Minorities and Specially Abled. The system should be integrated with Aadhar and there is provision of notification of Email/SMS.
 24. **Preparation at Glance:** This page should feature important details about the preparatory activities that go into organizing feed event of this scale with videos, photos leading up to the opening day.
 25. **Dashboard:** Each Activity Head should have different dashboard based then their roles for in house monitoring of the tasks.
 26. **Newsletters Subscription:** User have a option to subscribe newsletter for getting all updates on email/SMS.
 27. **Site Map:** The users should get a map of the website for ease of navigation.
 28. **Download Mobile App:** There should be a link to download the Mobile App.
 29. **Banner Management and Analytics**
 - Admin should have option to accept or decline the request.
 - Admin should be able to change and add the multiple banners on same place.
 - Detailed information about the impressions and clicks of the banners should be available.
 - Admin should be able to compile the report and send to the concerned person.
 30. **Manage Maps and Addresses**
 - Option to manage the address and the maps should be available.
 - Option to assign various location to NGO should be available.
 - Option to 'Drag and Drop' the 'Digital Pins' to create locations for the donor/ beneficiaries or modify a created location should be available.
 - Option to connect the feed profile with allocated hut on the map should be available.
 31. **Manage Feeds:** The admin should be able to Manage feed that are shared by the donee for raising the funds
 32. **Manage Online Directory:** The admin should be able Add/Edit/Delete the Categories and even the content of the directory list.
 33. **Manage Social Media Links:** Option to Add/Edit/Delete Social Media links should be available.

34. Manage Users: The admin should be able to Approve/Add/Edit/Delete Users
35. Manage Roles: The admin should be able to Approve/Add/Edit/Delete User's Roles and Responsibility.
36. Types of Users: Application should have option to Register all types of users associated with department e.g., Admin, Sub-Admin, Donors, Donee etc.
37. Report Management: The Admin should have the option to compile the list of Donors/ Donee in one Excel File.
38. Manage Job/ Volunteer Postings: The Admin should be able to Accept Add/Edit/Delete Job/ Volunteer Posts
39. Blog Management: The admin should have the option to Add/Edit/Delete Blog posts.
40. Manage News and Press Release: The admin should have the option to Add/Edit/Delete News and Press Releases
41. Manage Layout of the feeds: The admin should be able to make changes to the existing Layouts or add a new one.
42. Complaint, Grievances and Feedback Management: Admin should have option to view all message along with user detail.
43. Control Panel: The website should be fully accessed by the control panel of the Content Management System. The control panel should be securely accessible to the authorized staff within the department and content management team.
44. Manage Users/ Donors: The CMS should have authority of master administration user to add users, assign roles and responsibilities.
45. Manage Activities: The admin should have the option to Add/Edit/Delete Activities
46. Manage Terms and Conditions of Competitions: Option to Edit and Add Terms and Conditions of the Participation should be available
47. Manage Testimonials: Option to Add/Edit/Delete Testimonials from Visitors and Artisans should be available
48. Manage Event Calendar and Schedule page: Option to Manage the particular dates, their time and venue details of the Events should be available.
49. Manage Feed and Contest Page: Option to Manage all the Donee feed and contests organized at the feed and manage details like brief of competition, eligibility, how to donate should be available.
50. Manage NGO Room: Option to Manage the requirements of this page like brand guidelines etc should be available.
51. Manage Media Gallery: Option to add Single/Multiple photos of the events/ Feed and Past feed should be available
52. Manage Newsletter Subscription: Option to Add/Edit/Delete Users from Subscription List should be available.
53. Reports: Admin should have option to view all kind of reports.

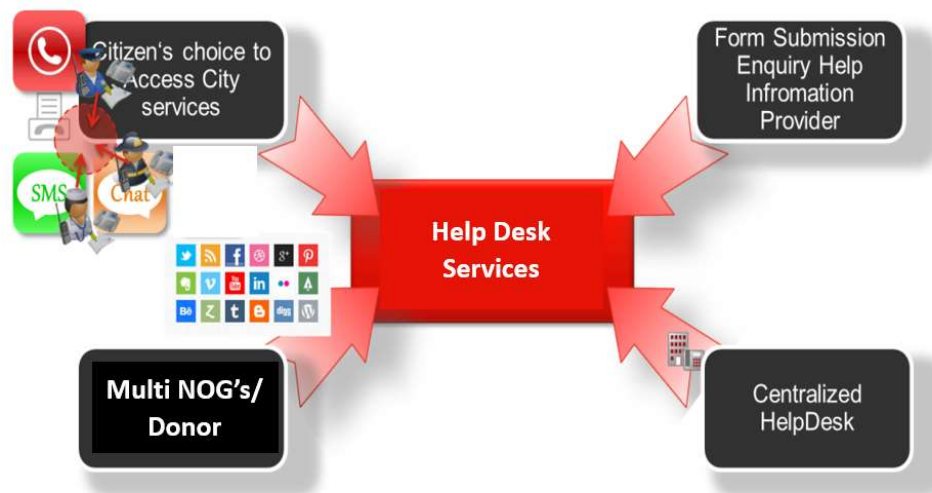
Contact Centre/ Help Desk

The Contact / Call Center will log and track all tickets raised either by voice call, email, SMS, web requests through portal, in-person requests, etc.

ESOMA is envisaging to setup state of art Users Care center. Department intends to implement a modernized Help Desk & Support center to allow Himachal Pradesh Users's/ Donors/ Donee to choose the channel of their choice to communicate back to the authorities.

a. Users Help Desk Services

This vision is to bring Users's/ Donors/ Donee more close to the city/authority and help them support/rectify their issues in minimal time and proactively. Few of the important aspects of the Donor/ Donee helpdesk center includes-



1. An Integrated Unified Users care center Setup to enable Users's for reaching out to the authorities via any communication channel.
2. Common Communication Channels must include voice, email, SMS, chat and social media interfaces.
3. This Helpdesk should be central to the administration for different departments of the Donee, so that Users's reaching out to the individual department's websites/mobile apps will be directed to this central helpdesk for further help.
4. Vision is providing most of the support related services via digital and voice channels including important task such as mentioned below but not limited to -
 - a. Donations and payment
 - b. Registration
 - c. Creating a Fundraiser feed

d. Public Information Services etc.

5. Going digital should also help to improve the overall performance & timelines in favor of public as it will allow quick resolution.
6. Common Services including basic queries answers, form submission, complaint registration etc. should be easily available to the public via IVR (Voice & Mobile) and Chatbot applications.
7. All the communication between Users and Authorities should also be recorded for complaint resolution and for any further issues.
8. Survey and emergency notification solutions should be among few other services to measure Users's/ Donors and Donee happiness.

b. Smart AI - Chat-Bot

Offering most common Users/ Donor/ Donee Support services over Chat solution. The solution should provide conversational chat solution wherein users can interact with bot for simple enquires to complex form submission services as well. Therefore, it should allow users to just type their question into the chat window and get an instant response from a AI bot or virtual digital assistant and even fill up some online forms. In case, when users enquire cannot be handled by bot application, the same chat can be escalated to Contact/Helpdesk Centre with previous chat history so that User's enquiry can be handled by live agent without losing the context of the previously happened conversation. The same chat transcript should be emailed to the Users after the chat completion.

Association plans to enrich the experience of users/ Donor/ Donee using ChatBOT as a solution. ChatBOTs are an ideal way to provide always-on self-service options without need of any human being. Following shall be some of the use cases after ChatBOT implementation:

- **Chatbot Application:** The presence of the Chatbot in emulates the experience of talking to a AI bot and later real person. Users/ Donors/ Donee get answers to their questions, and accurate, up-to-date information on various services enquiries, complain/ grievance. For complex queries, they can be quickly transferred to agent chat through the same chat window.
- **Automated Agent Transfer:** While getting ChatBOT assistance, if Users has complex queries and want to connect with agent, he can ask from ChatBOT to connect him with an agent. It should quickly transfer him from Chatbot to agent chat.
- **Consistent and accurate Users experience:** ChatBOT should learn patterns to help it more efficiently solve problems. They should efficiently and accurately

update the knowledge database with more current and relevant information based on new scenarios and new fixes.

- **Seamless Integration:** ChatBOT should be able to co-exist with any existing process based on the government process requirement.

The following is an indicative set of deliverables as part of Chatbot solution-

- Automated interaction via bots, with contextual escalation to the operator: In this example, the customer is able to make a set of standard enquiries through a scripted, automated interaction. If a follow-up query is beyond the scope of the bot, the conversation is escalated to an agent. At this point, the agent is ready to continue service without interruption since the entire context is available immediately e.g. the user's identity, the sequence of actions executed with the bot, the particular enquiry that resulted in the escalation
- Customer: Clicking a "Chat Support" button inside the Users services app or web portal should land the user into a conversation page with the AI bot first and if the query is not responded by the AI then the chat goes straight into a conversation with agent. If NO agent is available or after hours or a holiday, the customer shall get into a conversation with a bot. IF the bot interaction is selected, the customer should be greeted with a BOT message and should be given an option to have a simple dialog to do one of ten scripted actions. Or agent call back option

Following modules should be available as part of this solution -

Web view with for customer: The interface of the messaging solution should be delivered through a web view. This web view should be invoked by the existing mobile App or web portal on the customer side.

Web client for Agent Experience: The agent view should be the standard web client integrated with Telephony Solution.

- The agent should be able to read and send messages through this client along with the ability to push widgets.
- Agent should be able to set their presence
- Agent can push widgets to customer view while in a conversation
- Agent should have the history view of previous interactions with the customer involving agents, text conversations, and interactions with form/widgets

c. Intelligent ChatBot Feature List

Leveraging technologies like Natural Learning Process (NLP) and Machine learning to enhance contextual understanding, generative responses and learning abilities while doing end to end conversation with users. Decision trees should be applied for leaning for the previous conversation.

- **Bi-Lingual:** The Chatbot should be available in the local languages such Hindi and English to interact the users
- **Interface:** This should be interface between the Chatbot and the users. Through this the User should be able to interact with the system like a human interaction.
- **Measure users Satisfaction/Feedback:** With conversation ratings, it should get the information that should be needed to improve bot's performance and make the users happier. When the rating is poor, the Chatbot should automatically propose alternative actions (leave a message, or switch to a human agent when available).
- **First-level support, automated and consistent:** Self-service not only helps customers find solutions faster, but it also ensures consistent support. Additionally, it should help the ESOMA department to reduce the queries to helpdesk services.
- **Chatbot** application to enhance contextual understanding, generative responses and learning abilities while doing end to end conversation with users.
- **Providing** admin users to Department officials to add/update/delete the query and response on the basis of the conversation analysis between Chatbot and users.
- Providing different levels of filters criteria for generation of reports and dashboards based on the interactive queries. The solution should be capable of handling all questions and access to all the conversations based on search text in reports. Solutions should be capable of providing reports in different formats like word, excel, csv, pdf and so forth instantaneously useful throughout the entire organization. The solution should provide various filters, criteria for generation of reports.
- Understanding and predictive analysis of the customer based on the previous interaction & behavior analysis of the user.
- Focusing on operational efficiency, quality and cost efficiency with continuous improvement by learning from regular sessions.
- Scalability for enhanced add-on services as per industry standard.
- Capturing Feedback as applicable/required by the ESOMA department for data analysis
- Recognizing and responding to new suggestions, if provided by user.
- Understanding & executing compound query, at the same time ability to identify different intents and act upon both simultaneously.
- Providing admin users to Department officials to add/update/delete the query and response on the basis of the conversation analysis between Chatbot.

d. Integration with customer's backend / CRM system

The APIs provided by the Empowerment of Schedule Castes, Other Backward Classes, Minorities and Specially Abled should be used to deliver the transactional capabilities through messaging. These capabilities should be delivered through widgets.

e. Basic Agent reporting

The solution should provide details of the interactions of the agent with their respective users. The reporting should have both

- a. Active conversations- those that have had a message come in recently
- b. Historic for a given time period.

- c. The report should provide the number of conversations, customers, number of messages in each conversation, average response time, number of bot and human agent conversations and details on widget usage.

Basis on current services utilization, Cooperation may choose to shortlist any 10 nos. of forms from below table which should be created afresh and other 10 forms (already available) which should be pushed using URL Calling.

Service Name	Subservice Name	Forms Availability
Grievance Management System	➤ Users should be able to fill form online and submit using the web portal/ mobile app.	Yes
	➤ After successful submission of the form a request should be sent to first level approving authority.	
	➤ Users should be able to receive notification of complaint after each approval / rejection using SMS / Email.	

Scope

- Deployment (including implementation & testing) and maintenance of a comprehensive software solution for departmental portal to meet requirements of the e-Governance applications
- Solution be capable of operation in cloud environment
- Maintenance and enhancement of ESOMA website
- Setting up, operational management and maintenance of Helpdesk to resolve queries regarding various processes, services of the department etc as well as internal user queries
- Preparation of Training Plan, Training Material & Delivery of Training to Departmental Staff
- Preparation of audio-visual help content ("how to" videos) to guide internal/external users in operating the portal & accessing the e-Governance applications

ESOMA Web Portal Development

General Requirements

- Design and development of the web portal according to the Guidelines for Indian Government Websites (GIGW)

- b) The portal will provide information about ESOMA programmes and web links to these. Content architecture of the portal shall be in accordance with GIGW
- c) All information and services being published on portal must mandatory have metadata as specified in GIGW
- d) The portal should primarily be available for display in English & Hindi
- e) Shall be available anytime, anywhere: The portal will be available 24 hours a day, 7 days a week, and accessible from anywhere in the world via the internet. While the technology shall be available round the clock, functional support might be available only during the normal working day ie. ESOMA working hours.
- f) Shall be accessible from a variety of channels: The portal can be accessed via a variety of established channels, including individual users (through PCs), Mobile phones, PDA's etc.
- g) The portal shall also host all forms for various services accessible to students and institutions. A user will be able to fill the form electronically through internet and save/submit his/her application electronically.
- h) A user will be able to track the status of his/her application / request at any point in time.
- i) Portal development shall include development of a complete application for electronic receipt of forms by the destination office, MIS, printing, status reporting, query service and payment handling.
- j) Portal shall also contain video tutorials for helping internal/external stakeholders in navigating through the web portal & accessing/interacting with all e-Governance applications
- k) Operation and Maintenance of the Portal including bug-fixes and problems,
- l) The e-Governance systems that are implemented should follow the guidelines set by STQC

Content Management System (CMS)

- a) The CMS should be capable of uploading pictures, videos, brochures, information dockets and other material for generating interest.

- b) The web portal must be functional on web browsers including but not limited to Internet Explorer, Google Chrome, Mozilla Firefox, Opera etc. (on desktops, laptops, mobiles & other handheld devices) without being technology or platform dependent.
- c) If during content page creation, the content creator wants to embed the same content in third party website/portal, the proposed CMS should support this functionality
- d) The CMS must have capability to cache the whole page to meet high traffic requirements.

Mobility Requirements

ESOMA wants to make key business processes available to its stakeholders via a one stop mobile app for smartphones and tablets. The mobile application should be supported on Android, iOS and Windows devices.

Features of Mobile Apps for Donor (Android and iOS)

- a) Users should be able to view the splash screen and onboard screens on which they can view an overview of the services.
- b) The app should be bilingual for the users so they can select any one language i.e., English or Hindi.
- c) Users should be able to view the about us section on the app in which they can view the company information, an overview of the company vision and mission. Also, there should be a How it works section in which there should be a step to help the users with the working of the app.
- d) Users should be able to register on the app by entering their full name, email, contact number, password, confirm password, E-KYC verification, agreeing terms and conditions, privacy policy, and submitting the form on the app.
- e) Users should be able to receive the OTP on their registered contact number for which the SMS gateway is required which must be provided by the client.
- f) Users have to wait for the account approval from the admin side. Once the account is approved then the user can proceed with the login and in the case rejected than have to register and resubmit the detail on the app.
- g) Users should be able to log in by entering their email addresses and password on the app. In case the user forgot the password then can click on the forgot password

link and a system-generated password should be sent to the user's registered email address.

h) Users can change the password from the change my password section which should be available under my account module on the app.

i) Users have to complete the available forms on the app and approve the donor agreement.

j) Users can view their my account section in which they can view all the details input at the time of registration and only a few were allowed to change on the app. Also, there should be a change my password section in which the user can easily click and change their account password on the app.

k) Users can view the list of all the feeds approved by the admin on the app. On the listing screen, they can only view the images, title, raised funds, required funds and can further share the specific feed on a social media platform like WhatsApp, Facebook, Twitter, Instagram on the app.

l) Users should be able to search for the feed by entering the title, NGO name in the available search panel and can also, filter by category or price.

m) Users should be able to view/ select any one feed in which can view the detailed information of the feed which should be images, title, description, total raised funds, total required funds. Users can also, add the specific feed to their favorite or can click on the share button which should allow them to share the feed on their social media platform which can be WhatsApp, Instagram, Facebook, Twitter.

n) If the user is interested to donate then can click on donate button where they have to enter the amount, mark the check on “anonymous donation “if they do not want to reveal their identity and make the payment online through their debit/ credit card on the app.

o) Users should be able to view their history of donations made through the app. Also, they can view the feeds added to their favorite section where they can anytime unfavorite them on the app.

p) Users should be able to view/ select the NGO in which they can view the NGO detail and list of their feeds approved by the admin on the app.

- q) Users should be able to view the FAQs, privacy policy, Terms and conditions on the app.
- r) Users can contact or send inquiries to admin any time from the contact us section on the app and can also, successfully log out from the app.
- s) Users should receive a notification on successful registration through the app.
- t) Users should receive a notification once their account is approved/ Rejected by the admin.
- u) Users should receive a notification at a time the new feeds are approved by the admin for their favorite NGO.
- v) Users should receive a notification once the online payment is successfully made on the app.

Features of Native Mobile apps for Donee/ Beneficiary/ NGO (Android and iOS)

- a) The donee should be able to view the splash screen and onboard screens on which they can view an overview of the services.
- b) The app should be bilingual for the users so they can select any one language i.e English or Hindi.
- c) The donee should be able to view the about us section on the app in which they can view about the company information, overview of the company vision and mission.
- d) The donee should be able to register on the app by completing the registration form, contact number, password, confirm password, E-KYC, agreeing terms and conditions, privacy policy, accepting Donee Agreement, and submitting the form on the app.
- e) The donee should be able to receive the OTP on their registered contact number for which the SMS gateway is required which must be provided by the client.
- f) The donee should be able to wait for the account approval from the admin side. Once the account is approved then the user can proceed with the login and in case rejected then have to register and resubmit the detail on the app.
- g) The donee should be able to log in by entering their email address and password on the app. In case the user forgot the password then can click on the forgot password

link and the system-generated password will be sent to the donee's registered email address.

h) A donee can change the password from the change my password section under my account module on the app.

i) The donee should be able to complete the bank details on the app and can be further edited under the My account module.

j) The donees should be able to request the donation for which they have to complete the requirements form, add images, descriptions, relevant documents(optional), required Funds, Duration, and submit it for approval from the admin. The submitted feed will not be shown on the app till it gets scrutinized and approved by the admin.

k) Once the feed is approved then donee should be able to track the status, view the funds received, the details of their transactions, and filter the transactions by date. Also, they can search the specific transaction by entering the transaction ID in the available search panel on the app.

l) The donee should be able to view FAQs, privacy policy, Terms and conditions on the app.

m) The donee should contact the admin from the available contact us section on the app and can successfully log out anytime from the app.

n) The donee should receive a notification on successful registration on the app.

o) The donee should receive a notification once the account is approved/ rejected by the admin.

p) The donee should receive the notification on successfully Logout on the app.

q) The donee should receive a notification on the successful submission of the feed on the app.

r) The donee should receive a notification once the feed is approved/ rejected by the admin on the app.

s) The donee should receive a notification once the required goal funds are achieved through the app.

Technical Requirements

- i. Mobile application development platform via which ESOMA can build mobile applications that should connect to backend systems.
- ii. The platform should allow fast, secure and easy development and deployment of mobile applications.
- iii. GPS coordinate tracking

Centralized Application (Portal)

The Centralized Application to serve as the backend application for all the stakeholders to receive and process the information / applications received from the front end. The centralized application shall provide the following functionality: -

a) Centralized Data Repository

- i. The submitted data along with the required attachments are stored in designated specific data stores.
- ii. The internal stakeholders at ESOMA can access the central application by providing their access credentials.
- iii. The compartmentalized central database will provide for the required role-based access control mechanisms to ensure that departmental data remains secure
- iv. The platform should provide capability of creating clones / multiple copies of already configured application and allow making changes to the copied version to achieve multiple variants of the applications without redevelopment from scratch.

b) User Authentication & Role based access control

- i. The portal should have role-based authentication for accessing various functionalities of different modules with encrypted passwords. Access Rights can be given to Individual Users or Groups.
- ii. The portal should have the flexibility to define distinct role and designation for the users.
- iii. The portal should have the capability for providing user rights to various forms to create new record, view existing record or edit existing record.

- iv. An audit trail of changes to data in the system should be maintained to identify the users responsible for the modification. There should be a facility to create reports on audit logs
- v. The portal should be capable of adding more fields to the data input screens for capturing additional business specific information.
- vi. A user will be able to fill the form electronically through internet services and submit his/her queries electronically. The user of the system will be able to track the status of application / inquiry at any point of time.
- vii. Provision for departmental approval/reviewers to sign system generated letters issued to stakeholders using their own digital certificate-based signatures.

c) Workflow Services

- i. The application should provide configurable assignment engine which should be configurable at administration level i.e. without any need of core IT skills.
- ii. The application should support visual workflow definition for business process automation instead of writing script / code.
- iii. The system should have a robust rule engine through which it should be possible to configure or modify complex rules in short period of time, without a need of coding or changes to code. The rule definitions should be done using pseudo English and using a user-friendly interface instead of XML.
- iv. Rules repository should reside centrally and should be accessible using web services and API by any part of application, eg. the eGovernance Portal, Mobile apps etc. One should be able to test the rules on directly generated user interface and if needed user should be able to download the outcome in a pdf.
- v. On submission of the form appropriate message should be generated. (Reason for rejection in case of failure and acknowledgement of form submission with unique acknowledgement number in case of successful submission)

MIS Reporting





- a) Information related to donors, donee and employees.
- b) The MIS reporting system to provide reports for all applications.
- c) Reporting of details related to the applications received and processed will be generated from the Central Application.
- d) Scheduling of important reports should be possible.
- e) System should allow the internal users to enter query parameters, which are then used to select and retrieve only the data that meet the specified criteria
- f) System should have provision to print and export the report generated in the pre-defined file format (e.g. spreadsheet, word processing, etc. as per desktop office solution)
- g) Provide 360-degree dashboard for department, and other stakeholders.

Broad List of Activities

It is proposed to identify the requirements and develop appropriate To-Be scenarios for implementation of Donor/ Donee application for ESOMA.




As-Is Assessment

Activities to be performed under As-Is Assessment are as follows:

-  Identify the existing process of the Stakeholder
-  Identify the key stake holders in the existing process at each level.
-  Identify the availability of IT infrastructure with the Stakeholder for Integration on to the ESOMA Donor/ Donee application.
-  Preparation of As-Is report for implementation schemes.




To Be Report/Requirements

Activities to be performed under to be report/requirements are as follows:

-  Identify the loop-holes and improvements in the existing process
-  Create an ICT environment in ESOMA.
-  Preparation of to be report/requirements for implementation schemes





Application Design

Activities to be performed under application design are as follows:

-  Preparation of FRS document
-  Preparation of SRS document
-  Preparation of High-Level Design document such as class design, database design etc.


Application Development

Activities to be performed under application development are as follows:

-  Development of Donor/ Donee application
-  Create a build release for the developed application
-  Testing of the developed application
-  Develop Mobile App (Android, IOS, Windows)



Application UAT

Activities to be performed under application UAT as follows:

-  Demo and review of the application feature by the concern ESOMA





Application deployment

Activities to be performed under application development are as follows:

-  Deployment of an application in HP State Data Centre
-  Testing of application in Data Centre.



Training

Activities to be performed under application training are as follows:

-  Identify Tech support staff training requirements
-  Identify Operation support staff training requirements
-  Train tech support staff
-  Train operation support staff

Roll-Out





Activities to be performed under pilot roll-out are as follows:

-  Submit go live checklist and audit declaration/certificate
-  Open application for live operations in ESOMA

 Go live

Support & maintenance

Activities to be performed under support & maintenance are as follows:

-  Maintenance of Hardware, Servers and Networks
-  Maintenance of application software's, databases and licenses
-  Database backup and data maintenance
-  Application server and Database monitoring

Note: This section covers all the modules required under the scope of work for this project. However, there can be an increase of 10% in the scope of work indicated above. The bidders may quote the price accordingly.

SECTION II– IMPORTANT INFORMATION TO THE BIDDERS

Time Duration of Project:

The successful bidder will complete the project within 150 days after award of contract. After that operation, maintenance & help desk support will be for three years from the date of Go-live of the project. Project will be implemented as per following schedule:

Sl. No.	Milestones	Timelines
1	Award of Contract/LOI	T
2	Phase-1: Onsite Detailed Functional Requirement study, System Requirements Study and System Design.	T + 30 Days
3	Phase-2: Design, Development, implementation, configuration, integration and software testing.	T + 120 Days
4	Phase-3: Supporting User Acceptance Testing of the Software system	T + 130 Days
5	Phase-4: Deployment of required infrastructure for Operationalization Help desk	T + 135 Days
6	Phase-5: Training to staff members	T + 140 Days
7	Phase-6: Go-Live of software	T + 150 Days
8	Phase-7: Operation and Maintenance of the entire software and helpdesk	3 years from Date of Go-Live

PRE-BID MEETING & CLARIFICATIONS

- All interested bidders can participate in pre-bid meeting to seek clarification on the bid, if any.
- The bidders designated representatives may attend the Pre-Bid meeting online through video conferencing.
- The Bidders are requested to send their consolidated queries to email id or at address mentioned below

**Managing Director,
Himachal Pradesh State Electronics Development Corporation Ltd.
1st Floor, IT Bhawan, Mehli,
Shimla (H.P.)-171013
Email ID: hpsedc@hpsedc.in**

Annexure-1

The queries must be sent in an excel sheet as per the format specified below:

S. No.	Page No.	Section	Sub-section	Details	Clarification required

- The queries not adhering the above-mentioned format will not be entertained.

- HPSEDC shall not be responsible for ensuring that the bidder's queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the HPSEDC.
- Non-attending the pre-bid meeting will not be a cause for disqualification of a bidder.

RESPONSES TO PRE-BID QUERIES AND ISSUANCE OF CORRIGENDUM

The HPSEDC will endeavor to provide timely response to all queries. However, HPSEDC makes no representation or warranty as to the completeness or accuracy of any response made in neither good faith, nor does HPSEDC undertake to answer all the queries that have been posed by the bidders.

CLARIFICATIONS AND AMENDMENTS OF RFP

HPSEDC may for any reason, modify the RFP from time to time. The amendment(s) to the RFP would be clearly spelt out posted on the website and the bidders may be asked to amend their proposal due to such amendments. No separate emails or any communication shall be sent to any prospective bidders. Bidders are advised to keep on visiting the official website for any changes.

INSTRUCTIONS TO THE BIDDERS FOR PREPARATION AND SUBMISSION OF PROPOSALS

- All bids should be accompanied with Tender fee and the EMD. Any bid submitted without Tender Document Fee and EMD or with the lesser amount may be rejected being non-responsive. The bidder should ensure that Tender Document Fee and EMD has to been attached with the Bid
- The bid should contain eligibility and technical offer containing documents, qualifying criteria, technical specifications and all other terms and conditions except the rates (price bid).
- Bidder will submit their eligibility-cum-technical bids online on HP Govt. e-Procurement Portal i.e. <https://hptenders.gov.in>.
- The bidder may submit original DDs or Bank Guarantee in favour of HPSEDC.
- In case of any change in the authorization, it shall be the responsibility of management / partners of the company/firm to inform the certifying authority about the change
- The bidders are strictly advised to follow dates and times as indicated in RFP. The date and time shall be binding on all bidders
- The Client may, at its discretion, extend the submission date for any administrative reason.
- Notwithstanding anything else contained to the contrary in this Tender Document, the Managing Director, HPSEDC, Shimla, reserves the right to cancel/withdraw/ modify fully or partially the 'Invitation to Bidders' or to reject one or more of the bids without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

SECTION III – PRE-QUALIFICATION CRITERIA

Before opening and evaluation of their technical proposals, bidders are expected to meet the following pre-qualification criteria. Bidders failing to meet these criteria or not submitting requisite supporting documents / documentary evidence for supporting pre-qualification criteria are liable to be rejected summarily.

S. No.	Pre-Qualification Criteria	Specific Requirement	Documents Required
1	The responding firm / agency here after referred as bidder – (a) Should have submitted Tender Fee of Rs. 5000 (non-refundable) in the form of Demand Draft of only Nationalized/ Scheduled Banks, drawn in favour of “Managing Director, HPSEDC” payable at Shimla. (b) Earnest Money Deposit (EMD): The Bidders shall furnish Earnest Money Deposit (EMD) of Rs 5,00,000 (Rupees Five Lakh only) in form of demand draft of only Nationalized/ Scheduled Banks, drawn in favour of “Managing Director, HPSEDC” payable at Shimla valid for at least 3 Months.		Demand Draft/RTGS of Rs 5,000 Demand Draft/RTGS of Rs 5,00,000
2	Legal Entity	The bidder should be a company registered under Indian Companies Act, 1956/ 2013 OR a partnership firm registered under Indian Partnership Act, 1932 or LLP Act, 2008 of India.	<ul style="list-style-type: none">• Copy of valid Registration Certificates• Copy of Certificates of incorporation
3	Presence in India	The company must be in existence for at least 5 years as on date of Bid Submission.	<ul style="list-style-type: none">• Copy of Certificates of incorporation
4	Financial Turnover:	The bidder must have annual turnover of at-least Rs.20 Crores for each of the last three financial years (i.e.	<ul style="list-style-type: none">• Audited balance sheet, Profit and Loss statement and Income Tax returns for all F.Y.

S. No.	Pre-Qualification Criteria	Specific Requirement	Documents Required
		from FY 2018-19, 2019-20 and 2020-21) from IT solutions and services, Software/IT Software Development (Same shall not include Hardware, infrastructure & Third-party software license procurement projects)	from 2018-19, 2019-20 and 2020-21), along with copy of company PAN Card. • CA Certificate from the Statutory auditor mentioning turnover from Software/IT product Development and Software Support service activities
5	Financial: Net Worth	The net worth of the Bidder for every year for last Three years (2018-19, 2019-20 and 2020-21) should be Positive.	CA Certificate with CA's Registration Number/ Seal
6	Financial: Profitability	The profitability of the Bidder for every year for last 3 years (2018-19, 2019-20 and 2020-21) should be Positive.	CA Certificate with CA's Registration Number/ Seal
7	Tax Registration	The bidder should have a valid - i. GST where his business is located ii. PAN Number	Copies of relevant certificates of registration
8	Technical Capability & Experience	Bidder should have experience in any State or Centre Government or PSU at the time of submission of the bid as follows: <input type="checkbox"/> Experience of execution of at least one IT related software and Mobile App (IOS + Android) project providing end-to-end solutions with maintenance for a period of 1 year after Go-Live and <input type="checkbox"/> Experience of one project in development, implementation and operations of IT projects using payment gateway.	Form-5 per project reference And Work Completion Certificates from the client. OR Work Order + Self Certificate of Completion / Part Completion (Certified by the Statutory Auditor/ Auditor/ Chartered Accountant); OR Work Order + Phase / Part Completion Certificate from the client
9	Certification	The bidder must possess valid certifications as under:	Copy of valid certificate/s

S. No.	Pre-Qualification Criteria	Specific Requirement	Documents Required
		Quality: ISO 9001:2008/2015 Security: ISO 27001:2013 CMM/CMMI: Level 3 All the above certifications should be valid upto 45 days from the date of Technical Bid opening	to be provided
10	Mandatory Undertaking	Bidder should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) Comply with the code of integrity as specified in the bidding document.	A Self Certified letter as per Form-6: Self-Declaration
11	Blacklisting	The Bidder should not have been blacklisted or in fraud list by/off Govt. of India/State Government/ Central PSU / Multilateral / bilateral agencies / and	Declaration regarding Clean Track Record (As per Form 7 of this RFP)

S. No.	Pre-Qualification Criteria	Specific Requirement	Documents Required
		regulators, etc. at the time of bid submission date	
12	Capability of Management human resources	The bidder must have at least 100 full time employees in its payroll as on date of submission of bid.	Declaration from HR
13	Projects Capability & Experience	Bidder should have completed/ ongoing at least one (1) IT, IT'es Services/ Software development projects where project of value should be more than Rs. 1 crore for any State or Centre Government Department or Public Sector Undertaking (PSU) during last 3 years	Copy of Work Order/ Completion Certificate

The proposals meeting the above qualification criteria will be evaluated as per the Technical Evaluation criteria. Agencies / firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals may be rejected.

NOTE: - MSME are exempted only for tender document fee and EMD. Other requirements are required for pre-qualification criteria.

SECTION IV – EVALUATION OF BIDS/ PROPOSALS

BID OPENING SESSION

The bids will be opened on the specified date, time and address. In the event of the specified date of bid opening being declared a holiday for HPSEDC, the Bids shall be opened at the same time and location on the next working day.

PROPOSAL EVALUATION PROCESS

- 1) Proposals will be evaluated by a Tender Committee (TC).
- 2) HPSEDC has the right to appoint any individual / organization as an expert member of this committee as long as the particular person does not have any conflict of interest in the bidding/evaluation process.
- 3) HPSEDC has the right to share the contents of the proposals or bids with the experts or consultants appointed for the purpose of evaluation of the bids, as the case may be.
- 4) Evaluations of bids will be only on the basis of information provided by the bidders in the proposals, or any additional information provided by the bidders against specific requests for clarifications requested by HPSEDC during the evaluation process.
- 5) During the time of the evaluation of the Technical bid, HPSEDC may seek clarifications from the bidder on specific items in the bids submitted by them. All such clarifications will be sent to the contact persons indicated in the proposal either by email or mail.
- 6) The primary role of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. The clarifications provide the opportunity for HPSEDC to state its requirements clearly and for the bidder to more clearly state its proposal.
- 7) The bidder has the option to respond or not respond to these queries. If the bidder fails to respond within the stipulated time period, HPSEDC has the right to make assumptions on the Technical submitted by the bidder and if such assumptions lead to disqualification of the Technical, HPSEDC is not accountable for these omissions.
- 8) All the responses to the clarifications will be part of the Technical Proposal of the respective bidders, and if the clarifications are in variance with the earlier information in the proposal, the information provided in later stages will be the part of the contract for implementation between bidder and HPSEDC.
- 9) Evaluation of the bids will be done in the following sequence and as per the Checklist given in this RFP:
 - a. Scrutiny of Tender fee & EMD and adherence to general guidelines
 - b. Evaluation of Qualification/Eligibility
 - c. Evaluation of Technical specifications

DISQUALIFICATIONS

HPSEDC may at its sole discretion and at any time during the evaluation of Proposals, disqualify any Bidder, if the Bidder has:

- a. Made any misleading or false representations in the forms, statements and attachments submitted in its bid;

- b. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- c. Submitted a proposal that is not accompanied by required documentation or is nonresponsive;
- d. Failed to provide clarifications related thereto, when sought;
- e. Submitted more than one Proposal (directly/in-directly);
- f. Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted;
- g. Submitted a proposal with price adjustment/variation provision;
- h. Not submitted in as specified in the RFP documents;
- i. Not submitted the Letter of Authorization (Power of Attorney);
- j. Suppressed any details related to bid;
- k. Submitted incomplete information, subjective, conditional offers and partial offers;
- l. Not submitted documents as requested in the checklists/RFP;
- m. Submitted bid with lesser validity period;
- n. Any non-adherence/non-compliance to applicable RFP content.

EVALUATION OF PRE-QUALIFICATION BIDS

For the evaluation of Pre-Qualification Bids, the documentation furnished by the Bidders will be examined to check if all the eligibility requirements and furnished in accordance with the formats supplied are met.

- a. The HPSEDC may ask the Bidder for additional information whenever committee feels that such information would be required. This may also include reference checks to verify credentials supplied by the Bidder.
- b. Proposals not meeting pre-qualification criteria will not be processed further for technical evaluation.

EVALUATION OF TECHNICAL BIDS

- 1. Technical Proposals would be evaluated only for those Bidders, who qualify the Pre-qualification evaluation.
- 2. The Technical Proposals will be evaluated against the requirements specified in the RFP and the Technical Evaluation Criteria.
- 3. Bidders shall be invited to make a presentation to the Evaluation Committee as per technical evaluation criteria.
- 4. Consequent upon the evaluation as per technical evaluation criteria, each Technical bid will be assigned a Technical Score out of a maximum of 100 points.

TECHNICAL EVALUATION

The Technical Bid will be examined by the evaluation committee based on responsiveness to the scope of work, applying the broad evaluation criteria and points system specified below. The Technical Evaluation Committee, at its sole discretion, would evolve a further benchmark-scoring pattern within the allocated marks for each line item indicated in the table below.

Sr. No.	Particulars	Max Marks	Criteria	Marks
1.	No. of years of existence of company, (as on date of publishing of RFP)	10	For ≥ 5 years, 5 Marks One mark for each completed year > 5	10 Marks
2.	The bidder must have annual turnover of at-least Rs.20 Crores for each of the last three financial years (i.e. from FY 2018-19, 2019-20 and 2020-21) from IT solutions and services, Software/IT Software Development (Same shall not include Hardware, infrastructure & Third-party software license procurement projects)	5	For ≥ 20 Crores to < 30 Crores, 2 Marks For ≥ 30 Crores to < 40 Crores, 3 Marks For ≥ 40 Crores to < 50 Crores, 5 Marks	5 Marks
3.	Experience in IT, ITes Services/ software solutions / consulting completed/ongoing projects value of more than Rs 1 Crore for any State or Centre Government Department or Public Sector Undertaking (PSU) during last 3 years	10	5 marks for each project of IT, ITes Services/ software solutions and consulting projects	10
4.	No. of Software development projects/ consultancy projects for enforcement/ regulatory organization in India.	10	5 marks for each Project	10
5.	Evaluation of organization's human resources and strength.	5	100 full time employees in company payroll: 3 points Additional 50 employees : 2 points	5
6.	Bidder must have deployed Technical Manpower's at least one (1) project of value not less than Rs. 90 lakhs, or at least two (2) projects of values not less than 50 lakhs each project for any State or Centre Government Department or Public Sector Undertaking (PSU) during last 3 years.	5	Copy of Work Order/ Contract	5
7.	ISO20000-1:2011	5	Copy of valid certificates	5
8.	Presentation on proposed services for design & development of web & mobile applications	45	To be decided by the evaluation panel. Parameters could be: a) Company Details b) Projects completed by the	45

			firm c) Technical design of web portal d) Technical design of mobile app e) Technical design of Annual Technical Support f) Creative design-UI/UX g) Application user documentation h) Strategies for application security i) Tools and licenses to be used 5 additional marks for any innovative idea	
9.	Presentation of CRM Software for Help Desk Support services	5	Similar Project / Solution Demonstration and approach for handling calls for support	5
		Total		100 marks
		Cut Off Marks to be eligible for financial bid opening		75 marks

PRICE BID SCHEDULE

Sample of Price Schedule:

Design, Development and Implementation of Web Portal and Mobile App for Donor - Donee bridge e-Services/ SETU

SI No.	Item Name of Application	Total Price in Rs	Total Price in Words
1	Application Development *		
2	Dashboard & Portal		
3	Operation & Maintenance for 3 Years		
4	Help desk support for 3 Years		
5	Training and Capacity Building		
Total			

Note: *The bidders may quote the price keeping in view that there can be an increase of 10% in the scope of work indicated in this document.

FINAL SCORE EVALUATION

1. Final evaluation shall be based on QCBS

Quality and Cost Based Selection (QCBS) method will be followed during the overall selection process. Based on the evaluation of technical proposal, the technically qualified bidders shall be ranked highest to lowest Technical Score (**ST**) in accordance to the marks obtained during the technical evaluation stage. There shall be 70% weightage to technical score and 30% weightage to financial score.

The individual bidder's financial score (**SF**) will be evaluated as per the formula given below:

SF = $[F_{min} / F_b] * 100$ (rounded off to 2 decimal places) where,

SF = Normalized financial score of the bidder under consideration

F_{min} = Minimum financial quote among the technically qualified bidders

F_b = Financial quote of the bidder under consideration

Combined Score (S) = $ST * 0.7 + SF * 0.3$

Where ST = Technical score secured by the bidder. Where SF = Financial score secured by the bidder.

2. The bidder securing the highest evaluated **Combined Score(S)** will be awarded the contract observing due procedure.
3. In the event that two or more Bidders achieves the same combined score (the "Tie Bidders") for the Project, the HPSEDC may:
 - adjudicate the bidder securing the highest technical score in the "Relevant Past Experience" Section of Technical Evaluation Table as the "Best responsive bid" for award of the Project;
 - In Case there is again a tie in scores of the "Relevant Past Experience" Section of Technical Evaluation Table adjudicate the bidder securing the highest technical score in the "Resources Proposed for deployment" Section of Technical Evaluation Table as the "Best responsive bid" for award of the Project;

OR

 - in its sole discretion, may annul the Bidding Process

NEGOTIATION

There would be no post RFP negotiations. However, negotiations may hold with S1 bidder under exceptional circumstances.

CORRECTION OF ERRORS

1. Bidders are advised to exercise adequate care in preparing response to the RFP. No excuse for corrections in the bid will be entertained after the proposals are opened. All corrections, if any, should be performed before submission, failing which such items may not be considered.
2. Arithmetic errors in proposals will be corrected as follows:

In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the overall proposal price shall govern.

NOTIFICATION OF AWARD AND SIGNING THE CONTRACT

1. HPSEDC will award the contract to the successful bidder whose score is calculated as highest during the proceedings of the Bid Final score evaluation as per R1 method stated as above.
2. Prior to the expiration of the bid validity period, HPSEDC will notify through a “Letter of Intent”, to the successful bidder in writing or by facsimile or email, that their proposal has been accepted and under consideration for signing a contract.
3. The successful bidder who has been issued with a letter of intent is expected to furnish a Performance Bank Guarantee (PBG) for an amount of @10% of total work order value. This Performance Bank Guarantee has to be from any Nationalized/ Scheduled bank.
4. The contract between the successful bidder, HPSEDC and ESOMA will come into force only upon the bidder furnishing the Performance Bank Guarantee in 15 days and HPSEDC signing the contract with the successful bidder.
5. If the successful bidder fails to furnish the Performance Bank Guarantee, within the specified period and subject to specified conditions, HPSEDC has the right to withdraw the notification of award and next qualified bidder shall be awarded the project or go for retendering. The decision of HPSEDC shall be final in this regard.
6. If the successful bidder tries to alter the Financial Proposal or the Technical Proposals, with something which were not part of the proposals and which are in variance with the basic spirit and letters of the proposals, while signing the contract, HPSEDC has the right to withdraw the notification of award and the bidder will forgo the EMD furnished during the bidding process.
7. Failure of the successful bidder to agree with the Terms and Conditions of the RFP, the terms as put forward by HPSEDC and/or the failure to present the Performance Bank Guarantee within the stipulated period and/or non-fulfilment of the condition of executing a contract by the successful bidder shall constitute sufficient grounds for the annulment of the award, and forfeiture of EMD. In such an event HPSEDC may award the contract to the next best value bidder or call for new proposals
8. Expenses for the Contract-The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.

PERFORMANCE BANK GUARANTEE

- The successful bidder shall at its own expense deposit with HPSEDC, within thirty (30) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized bank payable on demand, for the due performance and fulfillment of the contract by the bidder. Format of PBG is given at Form-3 of this document.
- The performance guarantee shall be denominated in the currency of the Contract and shall be by bank guarantee.
- This Performance Bank Guarantee will be for an amount equivalent to 10% of the contract value. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- The performance bank guarantee shall be valid till the end of six months after the period of end of contract.
- The PBG shall be valid till the end of six months after the period of end of contract
- The Performance Bank Guarantee may be discharged / returned by the client upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

- In the event of the bidder being unable to service the contract for whatever reason, the Client would invoke the PBG. The Client shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default. This will be in addition to other penal actions that can be initiated by HPSEDC as detailed in this RFP.
- The HPSEDC shall also be entitled to make recoveries from the Bidder bills, PBG or any other payment due, in case of any error/ omission on bidder's part

EARNEST MONEY

1. The Bidder shall furnish Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees Five Lacs only) as part of its bid. Any bid, submitted without EMD or with the lesser bid amount, will be rejected being non-responsive.
2. The Earnest Money Deposit (he above mentioned EMD).
3. The EMD may be forfeited:
 - a. If a Bidder withdraws its bid during the period of bid validity specified by the Bidder and required by the HPSEDC.
 - b. During the tendering process, if a Bidder indulges in any such activity as would jeopardize the tender process. The decision of the HPSEDC regarding forfeiture of the EMD shall be final & shall not be called upon question under any circumstances.
 - c. In the case of a successful Bidder, if the Bidder fails,
 - i. To sign the contract, and
 - ii. To furnish Performance Security.
 - d. Violates any of such important conditions of this tender document or indulges in any such activity as would jeopardize the interest of the HPSEDC. The decision of the HPSEDC regarding forfeiture of the EMD shall be final & shall not be called upon question under any circumstances.

ARBITRATION

- a. All the disputes and/or differences arising out of this agreement shall in the first instance be settled amicably. In the event such amicable settlement is not reached then such unresolved dispute shall be settled through arbitration as provided herein.
- b. Any dispute or differences whatsoever arising between the parties to the agreement, out of or relating to the consideration, meaning, scope, operations or effect of the contract or the validity of the breach thereof shall be settled in accordance with the provisions of Arbitration and Conciliation Act, 1996.
- c. The arbitration shall be conducted at Shimla.
- d. During the period of arbitration there shall be no suspension of the agreement.
- e. The cost of arbitration shall be shared equally by both the parties.
- f. The agreement shall be governed by Indian Laws and competent courts in Himachal Pradesh shall have exclusive jurisdiction.

SECTION V – GENERAL TERMS AND CONDITIONS

The terms and conditions given in the RFP and subsequent corrigendum released by HPSEDC shall apply. These General Conditions shall apply to the extent that these are not superseded specific by provisions in other parts of this tender document. The main clauses are as follows:

ONE PROPOSAL PER BIDDER

Each bidder shall submit only one Proposal. The bidder who submits or participates in more than one Proposal will be disqualified.

COST OF PROPOSAL

The bidder shall bear all costs associated with the preparation and submission of its Proposal, including site visits, and the HPSEDC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the proposal process.

AMENDMENT OF RFP DOCUMENTS

At any time prior to the deadline for submission of Proposal, the HPSEDC may amend the RFP document by issuing suitable Addendum.

Any addendum/corrigendum thus issued shall be part of the Tender document and shall also be posted online at www.hptenders.gov.in. No claim will be entertained or accepted regarding non-receipt of addendum/corrigendum.

To give bidders reasonable time in which to take an Addendum into account in preparing their Proposals, the Client shall extend, if necessary, the deadline for submission of Proposals.

LIMITS ON PROMOTION

The bidder will not make any reference to the department or this procurement or resulting contract in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of the authorized representative of the HPSEDC. The bidder shall not perform any kind of promotion, publicity or advertising etc. at the department field offices through any kinds of hoardings, banners or the like without the express prior written consent of the same.

USE & RELEASE OF BIDDER SUBMISSIONS

HPSEDC is not liable for any cost incurred by the bidder in the preparation and production of the Proposal, the preparation or execution of any benchmark demonstrations, simulation or training service or for any work performed prior to the execution of a formal contract. All materials submitted become the property of the HPSEDC and may be returned at its sole discretion. The content of each bidder's Proposal will be held in strict confidence during the evaluation process, and details of the Proposals will not be discussed outside the evaluation process.

DEADLINE FOR SUBMISSION OF PROPOSALS

Proposals must be submitted online by the bidders no later than the time and date stipulated in the RFP. The authorized authority may, in exceptional circumstances and at his discretion, extend the deadline for submission of Proposals by issuing an Addendum or by intimating all bidders who have been provided the Proposal Documents, in writing or by facsimile or by email in accordance with the

RFP requirements. In this case, all rights and obligations of the department and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

LATE PROPOSALS

The e-procurement portal www.hptenders.gov.in will not accept any proposal past the deadline date & time. Physical or Manual submission of proposals shall not be entertained after the deadline.

MODIFICATION AND WITHDRAWAL OF BIDS

- The bidder may modify or withdraw its Bid after the Bid's submission prior to the deadline prescribed for submission of online Bids.
- No Bid may be modified subsequent to the deadline for submission of Bids, without the explicit consent of the department. No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form.

PRESENCE OF BIDDERS

The bidders may send their authorized representative in the bid opening process. Information relating to the examination & clarification may be sought from the Bidder at the time of pre-qualification and technical evaluation. However, the HPSEDC reserves the right to not share the comparative analysis of proposals and marks allotted to the bidders until the award to the successful Bidder has been announced.

CORRECTION OF ERRORS

Bidders are advised to exercise greatest care in entering the pricing figures in the Bill of Quote (BoQ). No excuse that mistakes have been made or requests for prices to be corrected will be entertained after the quotations are opened online. All corrections, if any, should be digitally signed by the person signing the bid form before submission, failing which the figures for such items may not be considered.

Arithmetic errors in bids will be corrected as follows:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.
- Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of department, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.
- The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

CONTACTING DEPARTMENT

Any effort by bidders to influence the officials in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Bidder's Proposal. Queries, requests if any regarding the bid should be forwarded to the RFP issuing authority at the address/e-mail-id specified in this RFP.

DISQUALIFICATION

The bid is liable to be disqualified if:

- Not submitted in accordance with this RFP.
- During validity of the bid or its extended period, if any, the bidder increases his quoted prices without the consent of the Client to change the bid quote.
- The bidder puts his own conditions with the bid.
- Bid received in incomplete form or not accompanied by EMD and Tender document fee.
- Manual Bid received instead of online submission, unless authorized by the Client.
- Bid not accompanied by all requisite documents.
- Bidder fails to enter into a contract within 30 working days of the date of notice of the award of tender or within such extended period, as may be specified by an authorized representative.

LIQUIDATED DAMAGES

- In the event Bidder fails to provide the Services in accordance with the Service Standard, Bidder shall be liable for penalty as per the terms and conditions of the agreement signed between the successful bidder, HPSEDC and the ESOMA.
- HPSEDC is entitled to withhold (deduct) from the payment due or the Performance Bank Guarantee the liquidated damages that have become due as per clauses of this RFP.
- In the event Bidder fails to provide the Services in accordance with the Service Standard, Bidder shall be liable for penalty @10% of the total contract value.
- HPSEDC is entitled to withhold (deduct) from the payment due or the Performance Bank Guarantee the liquidated damages that have become due as per clauses of this RFP.

TERMINATION OF CONTRACT

TERMINATION FOR DEFAULT

HPSEDC, without prejudice to any other remedy for breach of Contract or non-compliance with service levels, by written notice of default sent to the Bidder, may terminate the Contract fully or in part:

- If the selected Bidder fails to deliver any or all Contracted services as per service standards specified in the Contract or
- If the selected Bidder fails to perform any other obligation(s) under the Contract as per the contract timeline and for the period of contract, or
- If the Bidder/ selected Bidder has engaged in corrupt or fraudulent practices in competing for or in executing the Contract or
- If onsite resources do not possess requisite qualification and/ or experience, as prescribed by CERT-In for IT organizations.

In the event HPSEDC terminates the Contract in whole or in part, it may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the selected Bidder shall be liable to HPSEDC for any excess costs for such similar services. However, the Bidder may continue performance of the Contract to the extent not terminated. HPSEDC would not be liable to pay any damages to the selected Bidder in cases comprising Termination for default.

TERMINATION FOR INSOLVENCY

HPSEDC may at any time terminate the Contract by giving written notice to the selected Bidder, if the selected Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the HPSEDC.

TERMINATION FOR CONVENIENCE

HPSEDC, by written notice sent to the successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination be for its convenience. In case of termination for convenience, HPSEDC would pay to the bidder cost of services provided till the date of the termination. The PBG in such a case would be refunded to the successful bidder.

FORCE MAJEURE

- The successful Bidder shall not be liable for forfeiture of its Performance bank guarantee, Liquidated Damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- For purposes of this clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the successful Bidder fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the Client in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- If a Force Majeure situation arises, the successful Bidder shall promptly notify the authorized representative of Client in writing of such condition and the cause thereof. Unless otherwise directed by the authorized representative of the Client in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

EXIT MANAGEMENT

PURPOSE

- This clause sets out the provisions that will apply on expiry or termination of the contract.
- In the case of termination of contract due to illegality, HPSEDC will decide at that time whether, and if so during what period, the provisions of this clause shall apply.
- The Parties shall ensure that their respective associated entities, authorized representative of or its nominated agencies and the successful bidder, carry out their respective obligations set out in this Exit Management Clause.

COOPERATION AND PROVISION OF INFORMATION

During the exit management period:

- The bidder will allow HPSEDC or its nominated agencies access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable it to assess the existing services being delivered;
- Promptly on reasonable request by the HPSEDC or its nominated agencies, the bidder shall provide access to and copies of all information held or controlled by it, which have been prepared or maintained in accordance with the contract. HPSEDC or its nominated agencies

shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The vendor shall permit the HPSEDC or its nominated agencies and/or any Replacement vendor to have reasonable access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the vendor and to assist appropriate knowledge transfer.

CONFIDENTIAL INFORMATION, SECURITY AND DATA

The Bidder will promptly on the commencement of the exit management period supply to the HPSEDC or its nominated agencies the following:

- Information relating to the current services rendered and customer satisfaction surveys and performance data relating to the performance in relation to the services; and
- Documentation relating to Intellectual Property Rights; and
- HPSEDC data and confidential information; and
- All current and updated departmental data as is reasonably required for purposes of the HPSEDC or its nominated agencies transitioning the services to its replacement vendor in a readily available format; and
- All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable HPSEDC or its nominated agencies, or its Replacement vendor to carry out due diligence in order to transition the provision of the Services to the HPSEDC or its nominated agencies, or its Replacement Operator (as the case may be).
- Before the expiry of the exit management period, the Vendor shall deliver to the HPSEDC/ ESOMA or its nominated agencies all new or up-dated materials from the categories set out in point (1) above, and shall not retain any copies thereof, except that the Vendor shall be permitted to retain one copy of such materials for archival purposes only.
- Before the expiry of the exit management period, unless otherwise provided under the contract, HPSEDC/ ESOMA or its nominated agencies shall deliver to the Vendor all forms of Vendor confidential information which is in the possession or control of HPSEDC or its nominated agencies or its users

EMPLOYEES

- Promptly on reasonable request at any time during the exit management period, firm shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to HPSEDC or its nominated agencies a list of all employees (with job titles) of firm dedicated to providing the services at the commencement of the exit management period;
- Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from firm to the HPSEDC or its nominees, or a Replacement Vendor ("Transfer Regulation") applies to any or all of the employees of firm, then the Parties shall comply with their respective obligations under such Transfer Regulations.
- To the extent that any Transfer Regulation does not apply to any employee of firm, the HPSEDC or its nominated agencies, or its Replacement Vendor may make an offer of employment or contract for services to such employee of firm and the Vendor shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the department or its nominated agencies or any Replacement Vendor.

TRANSFER OF CERTAIN AGREEMENTS

On request by HPSEDC or its nominated agencies, firm shall effect such assignments, transfers, innovations, licenses and sub-licenses as HPSEDC may require in favor of HPSEDC or its nominated agencies, or its Replacement Vendor in relation to any equipment lease, maintenance or service provision agreement between firm and third party lesser, vendors, or Vendor, and which are related to the services and reasonably necessary for the carrying out of replacement services.

RIGHT OF ACCESS TO PREMISES

- At any time during the exit management period, where Assets are located at firm's premises in relations to this project, firm will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) HPSEDC or its nominated agencies, and/or any Replacement Vendor.
- Firm shall also give HPSEDC or its nominated agencies, or any Replacement Vendor right of reasonable access to firm's premises and shall procure the HPSEDC or its nominated agencies and any Replacement Vendor rights of access to relevant third-party premises during the exit management period and for such period of time following termination or expiry of the contract as is reasonably necessary to migrate the services to HPSEDC or its nominated agencies, or a Replacement Vendor.

GENERAL OBLIGATIONS OF FIRM

- Firm shall provide all such information as may reasonably be necessary to effect as seamless handover as practicable in the circumstances to HPSEDC or its nominated agencies or its replacement Vendor and which firm has in its possession or control at any time during the exit management period.
- For the purposes of this Clause, anything in the possession or control of any Vendor or associated entity is deemed to be in the possession or control of firm.
- Firm shall commit adequate resources to comply with its obligations under this Exit Management Clause.

EXIT MANAGEMENT PLAN

- Firm shall provide to HPSEDC/ ESOMA or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the contract as a whole and in relation to the Project Implementation, the Operation and Management SLA and scope of work.
 - A detailed programme of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
 - Plans for communication with such of firm's staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on ESOMA operations as a result of undertaking the transfer; and
 - If applicable, proposed arrangements for the segregation of Firm's networks from the networks employed by HPSEDC or its nominated agencies and identification of specific security tasks necessary at termination; and

- Plans for provision of contingent support to the HPSEDC or its nominated agencies, and Replacement Vendor for a reasonable period after transfer for the purposes of providing service for replacing the Services.
- Firm shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- Each Exit Management Plan shall be presented by firm to and approved by HPSEDC or its nominated agencies.
- In the event of termination or expiry of the contract each Party shall comply with the Exit Management Plan.
- During the exit management period, the firm shall use its best efforts to deliver the services.
- Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- This Exit Management plan shall be furnished in writing to the HPSEDC or its nominated agencies within 90 days from the Effective Date of the contract.

CONFIDENTIALITY

- Neither party will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services which if disclosed in tangible form is market confidential or if disclosed otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential. Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under this Contract or any other contract between the parties
- These restrictions will not apply to any information which:
 - is or becomes generally available to the public other than as a result of a breach of an obligation under this Clause; or
 - is acquired from a third party who owes no obligation of confidentiality in respect of the information; or
 - is or has been independently developed by this recipient or was known to it prior to the receipt.
- Notwithstanding Clause (a) mentioned above, either party will be entitled to disclose confidential information of the other (1) to its respective insurers or legal advisors, or (2) to a third party to the extent that this is required by any or where there is a legal right. Duty or requirement to disclose, provided that in the case of sub- Clause (ii) (and without branching any legal or regulatory requirement) where reasonably practicable not less than 2 business days' notice in writing is first given to the other party.
- Without prejudice to the foregoing provision of this Clause above the firm may cite the performance of the services to clients and prospective clients as an indication of its experience.
- The firm shall not, without State prior written consent, disclose the commercial terms of this work order to any person other than a person employed by the FIRM in the performance of the work order.
- The clause on Confidentiality shall be valid for a further period of one year from the date of expiry or termination of the assignment, whichever is earlier.

RESPONSIBILITY FOR SAFE CUSTODY AND INTEGRITY OF DATA

- The firm shall not, without prior written consent from HPSEDC/ ESOMA, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the HPSEDC in connection therewith, to any person other than a person employed by the firm in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.
- The firm shall not, without prior written consent of HPSEDC/ ESOMA, make use of any document or information made available for the project, except for purposes of performing the Contract.
- All project related documents issued by HPSEDC/ ESOMA, other than the Contract itself, shall remain the property of the HPSEDC/ ESOMA and shall be returned (in all copies) to HPSEDC/ ESOMA on completion of the firm's performance under the Contract if so required by the HPSEDC/ ESOMA.

CONTRACT AMENDMENT

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties.

RESOLUTION OF DISPUTES

- All disputes and /or difference arising out of this agreement shall on the first instance be settled amicably. In the event such amicable settlement is not reached then such unresolved disputes shall be settled through arbitration as provided herein.
- Any dispute or difference whatsoever arising between the parties to the agreement, out of relating to the consideration, meaning, scope, operation or effect of this contract or the validity of the breach thereof shall be settled in accordance with the provisions of the Arbitration and Conciliation Act, 1996.
- During the arbitration there shall be no suspension of the Agreement.
- The cost of arbitration shall be shared equally by both the parties.
- The agreement shall be governed by Indian laws and the competent courts shall have Jurisdiction.
- Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this contract to ensure continuity of operations.

INSURANCE REQUIREMENT

Firm shall maintain standard forms of comprehensive insurance including liability insurance, system and facility insurance and any other insurance for the personnel, assets, data, software, etc. and submit the list of all the insured items to HPSEDC prior to the start of operations. Firm shall take and keep effective all the insurances during the period of the Contract.

NOTICES

- Any notice or other document, which may be given by either Party under this SLA, shall be given in writing and signed by the duly authorized representatives of the Parties. The notice or document may be given either in person or by pre-paid recorded delivery post or by facsimile transmission or by e-mail. A notice shall be effective from the date when delivered, tendered or affixed on notice board whichever is earlier.

- In relation to a notice given under this Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address.
- Immediately on signing of Agreement, firm will appoint its duly authorized representative/ nodal person who will be taking/ sending notices on behalf of firm and will be responsible for deliverables, communication with HPSEDC. The firm will confirm in writing the name of nodal person to HPSEDC along with his/ her official email address. Similarly, HPSEDC will appoint nodal officer and inform firm.

INTERPRETATION OF CLAUSES

In case of any ambiguity in the interpretation of any of the clauses in the bid document, HPSEDC's interpretation of the clauses shall be final and binding on all parties.

THIRD PARTY CLAIMS

- The firm (the "Indemnifying Party") undertakes to indemnify the HPSEDC (the "Indemnified Party") from and against all losses, claims or damages including losses, claims or damages on account of bodily injury, death or damage to tangible property.
- The firm shall indemnify HPSEDC against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof in reference to this project in India.

PAYMENT TERMS

1. No advance payment shall be made to the Software Service Provider on any account.
2. Client shall release payments to the Software Service Provider as follows:

Report/ Milestones	Payment Schedule
Onsite Detailed Functional Requirement study, System Requirements Study and System Design	15 % of one-time project development cost
Design, Development, implementation, configuration, integration and complete testing of software	25 % of one-time project development cost
Supporting User Acceptance Testing of the Software	15 % of one-time project development cost
Deployment of required Setup for citizen helpline	15 % of one-time project development cost
Training to staff members of department as well as other stakeholders for effective use of the system.	10 % of one-time project development cost
Go-Live of software system	20 % of one-time project development cost

Operation and Maintenance of the software for a period of three (3) years after Go live	Quarterly Payments to be made in equal instalments of total O & M cost
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LIMITATION OF LIABILITY

The aggregate liability of the firm to the HPSEDC in contract or tort or under statute or otherwise, for any loss or damage suffered by the HPSEDC arising from or in connection with the Services, however the loss or damage is caused, including firm's negligence but not fraud or other deliberate breach of duty, shall be limited to the amount of fee paid to the firm for the Services.

APPLICABLE LAW

The contract shall be governed by the laws and procedures established by Govt. of India/ State of Himachal Pradesh within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

TIME SCHEDULE

The duration of the contract has been given in Section III above. If HPSEDC/ ESOMA decides the firm to carry on with the activities beyond the stated period, based upon the satisfactory performance of the firm, the same may be extended by additional period as required at the same commercial terms based on concurrence of the firm. The communication for extension of the contract shall be done by the client 3 months before the expiry of the contract.

SECTION VI – FORMS AND ANNEXURES

FORM 1: FORMAT FOR PRE-QUALIFICATION PROPOSAL

Date: DD-MM-YYYY

**Managing Director,
Himachal Pradesh State Electronics Development Corporation Ltd.
1st Floor, IT Bhawan, Mehli,
Shimla (H.P.)-171013**

Ref: Request for Proposal (RFP): Design, Development and Implementation of Web Portal and Mobile App for Donor - Donee bridge e-Services/ SETU

Ref: Design, Development and Implementation of Web Portal and Mobile App for Donor - Donee bridge e-Services/ SETU (RFP No: SEDC/ESOMA-SETU/2K22-1576)

Dear Sir/Madam

1. Having examined the RFP documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the RFP documents. To meet such requirements and provide such services as set out in the RFP documents, we attach hereto our response to the RFP documents, which constitutes our proposal for being considered for appointment as the Service Operator.
2. We undertake that this is our sole participation, and we are not participating or co-participating in this bid through any other related party or channel.
3. We undertake, if our proposal is accepted, to adhere to the Project Schedule put forward in the RFP documents or such adjusted plan as may subsequently be mutually agreed between us and the HPSEDC/ ESOMA or its appointed representatives.
4. If our proposal is accepted, we will submit a Performance Bank Guarantee in the format given in the RFP document issued by a Scheduled bank in India, acceptable to the HPSEDC, as per the details specified in the RFP documents for due performance of the Agreement.
5. We have read all the terms and conditions set out in the RFP documents and confirm that these are unconditionally acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our Proposal shall not be given effect to.
6. We have studied all instructions/forms/terms/requirements/other information of the RFP documents carefully and have submitted this bid with full understanding and any implications thereof.
7. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the Proposal is true and correct to the best of our knowledge and belief.

8. It is hereby confirmed that I/We are entitled to act on behalf of our company and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2022

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company) (Seal/Stamp of bidder)

Enclosure: Copy of Power of attorney/Board resolution in name of authorized signatory

FORM 2: FORMAT FOR FURNISHING GENERAL INFORMATION

Details of the Bidder (Company)

1. Name of the Bidder
2. Address of the Bidder
3. Status of the Company (Public Ltd/Pvt. Ltd)
4. Details of Incorporation of the Company
5. Details of Commencement of Business
6. Valid Sales tax registration no.
7. Valid Service tax registration no.
8. Permanent Account Number (PAN)
9. GST Identification Number
10. Name & Designation of the contact person
to whom all references shall be made
regarding this RFP
11. Telephone No. (with STD Code)
Mobile Number
12. E-Mail of the contact person:
13. Fax No. (with STD Code)
14. Website

FORM 3: PERFORMANCE BANK GUARANTEE FORMAT

To

1. Whereas M/s _____ (**Name of firm agency**) (hereinafter called "firm") has to do project as per agreement dated _____ signed between Managing Director, (HPSEDC), Shimla (hereinafter called "Client") and them and as per the agreement M/s _____ (**Name of firm agency**) will submit Performance Bank Guarantee amounting to **Rs.** _____/- (Rupees only).

2. NOW THEREFORE KNOW ALL THE MAN THESE PRESENTS THAT WE, (Bank Name) _____
having its Head Office
at _____

_____ (hereinafter called "the Bank") are bound up to the "Client" in the sum of Rs. _____ (_____) for which payment will and truly to be made to the "Client", the Bank binds itself, its successors and assignees by these presents.

3. "The Bank" further undertakes to pay to the "Client" up to the above amount on receipt of its first written demand, without the "Client" having to substantiate its demand. The Client's decision in this regard shall be final and shall not be called upon to question under any circumstances. The Bank Guarantee will remain in force up to _____. However, its validity can be got extended before _____ solely at the instance of the "Client". This clause shall remain valid notwithstanding anything else contained to the contrary in the document.

4. Our liability under this guarantee is restricted to _____ (_____) and it will remain enforce up to _____ unless a demand in writing is received by the bank on or before _____, all your rights under the said guarantee shall be forfeited and we shall be released and discharged from all the liabilities thereunder.

5. Sealed with the Common Seal of the said Bank this ____ day of _____ 20 ____.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this _____ day of _____ 20 ____

for Bank _____

Witness

Signature

Name

M/s. _____ (complete address)

FORM 4: FINANCIAL INFORMATION**1. Annual Turnover of the Bidder in IT Application Development**

Financial Year 2018-19	Financial Year 2019-20	Financial Year 2020-21	Page number where the details are provided

FORM 5: FORMAT FOR LIST OF PREVIOUS WORK ORDERS EXECUTED

SL. No.	Name of Client	Name of the Project	Project Brief	Project Cost	Status (Complete/ In Progress/ Delay)
1					
2					
3					
.					
.					

FORM 6: SELF-DECLARATION {to be filled by the bidder}

To,

**Managing Director,
Himachal Pradesh State Electronics Development Corporation Ltd.
1st Floor, IT Bhawan, Mehli,
Shimla (H.P.)-171013**

In response to the RFP. No. _____ dated _____ for Design, Development and Implementation of Web Portal and Mobile App for Donor - Donee bridge e-Services/ SETU, as an Owner/ Partner/ Director/ Auth. Sign. of _____, I/ We hereby declare that presently our Company/ firm _____, at the time of bidding: -

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed in the RFP, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,
Name of the Bidder: -
Authorized Signatory: -
Seal of the Organization: -

Date: _____
Place: _____

FORM 7: Declaration Regarding Clean Track Record (To be submitted on Bidder's letter head)

To,

**Managing Director,
Himachal Pradesh State Electronics Development Corporation Ltd.
1st Floor, IT Bhawan, Mehli,
Shimla (H.P.)-171013**

Dear Sir,

Declaration Regarding Clean Track Record

(RFP No : _____ dated _____)

I have carefully gone through the Terms & Conditions contained in the **RFP No: _____**
dated _____ regarding Design, Development and Implementation of Web Portal and
Mobile App for Donor - Donee bridge e-Services/ SETU. We hereby declare that our company has not
been debarred/ blacklisted or in fraud list by/of any PSU, Public Sector Bank, RBI, IBA or any other
Government / Semi Government organizations in India / Multilateral agencies / Bilateral agencies /
authorities / regulators, etc. as on the date of bid submission.

I further certify that I am competent authority in my company to make this declaration that our
bid is binding on us and persons claiming through us and that you are not bound to accept a bid you
receive.

We further declare that we are eligible and competent as per the eligibility criteria given by the
client and the information submitted by the company in all Annexures is true and correct and also able to
perform this contract as per RFP document.

Thanking you,

Yours sincerely,

Date Signature of Authorised Signatory ... Place Name of the Authorised Signatory ...

Designation ...

Name of the Organisation ...

Seal ...

FORM 8: DECLARATION REGARDING ACCEPTANCE OF TERMS & CONDITIONS CONTAINED IN THE TENDER DOCUMENT

To

The Managing Director,
H.P. State Electronics Development Corporation Ltd.,
1st Floor, IT Bhawan, Mehli, Shimla-171013.

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document [No.: ***SEDC/ESOMA-SETU/2K22-1576***] regarding Design, Development and Implementation of Web Portal and Mobile App for Donor - Donee bridge e-Services/ SETU by HPSEDC. I declare that all the provisions of this Tender Document contained in this tender and subsequent corrigendum(s)/ clarifications issued from time to time are acceptable to my Company/firm. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours very truly,

Name: _____

Designation: _____

Company: _____

Address: _____

Contact No:

Email-id: