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

e-TENDER

FOR

Design, Development, Implementation and Maintenance of Integrated Management System for HPSAMB

E-Tender No: HPSEDC/Dig-HPSAMB/2K24-15070

H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.,
1st FLOOR, I.T BHAWAN, MEHLI, SHIMLA-171013, H.P.
Tel. Nos.: 2623513 (Telefax): 0177-2626320.
Email: procurement@hpsedc.in

Website: www.hpsedc.in, tender document can also be downloaded from https://hptenders.gov.in

24-01-2025

Contents

4

GLOSSARY

The following terms are used in the document interchangeably to mean:

Sr. no.	Acronym	Description
1.	**Applicable Law**	means all relevant laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect herein after in India, including judgement, decrees, injunctions, writs or orders of court, as may be in force and effect during the subsistence of this tender document
2.	**Bid Document**	RFP/Tender document
3.	**Contract**	shall mean the agreement to be entered into between HPSAMB and the successful bidder
4.	**Evaluation Committee**	shall mean the committee constituted by HPSAMB
5.	**EMD**	Earnest Money Deposit
6.	**IMS**	Integrated Management System
7.	**HPSAMB**	Himachal Pradesh State Agricultural Marketing Board
8.	**HPSEDC**	Himachal Pradesh State Electronics Development Corporation
9.	**PQ**	Pre-Qualification
10.	**TQ**	Technical Qualification
11.	**RFP**	Request For Proposal
12.	**SDC**	State Data Centre
13.	**FRS**	Functional Requirement Specifications
14.	**SRS**	System Requirement Specifications
15.	**SI**	System Integrator
16.	**Similar Work**	IT Project(s) which included software development but excluding pure IT hardware projects
17.	**O&M**	Operation and Maintenance

DISCLAIMER

- The information contained in this bid document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of HPSEDC or any of their employees is provided to Bidder(s) on the terms and conditions set out in this document and such 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.

- By acceptance of this tender document, the recipient further agrees that this tender document may not be distributed, reproduced or used for any other purpose than the evaluation of the scope of work set herein. The recipient agrees that it will cause its directors, partners, officers, employees and representatives and any other parties who provide services to the recipient to use the tender document for the purposes in the manner stated above.

- 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 HPSAMB/ HPSEDC and the Bidder.

Letter of Invitation

HPSEDC through this Letter of Invitation invites eligible bidders to provide services for Design, Development, Implementation and Maintenance of Integrated Management System for HPSAMB. The bidders shall have prior experience in executing the said works as described in detail under the Scope of Work section in this tender.

1. The Press e-Tender Notice has been published in the following newspapers.

    a) Indian Express

    b) Amar Ujala

2. You are requested to visit the websites https://www.hpsedc.in/ and https://hptenders.gov.in/ for downloading the e-bid and any communication pertaining to changes in the bid document, corrigenda etc.

3. Details on the bid submission date, time and address are provided below:

Particulars	Details
Tender Number	HPSEDC/Dig-HPSAMB/2K24-15070 Date: 24/01/2025
Tender 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",
Bid Security (EMD)	Rs. 30,00,000/- (Rs. Thirty Lakh only) in the form of BG/ Demand Draft of Nationalized / Scheduled Commercial Banks, drawn in favour of "Managing Director, HPSEDC, Shimla"
Bid Validity	180 days (from date of Bid Submission)
Pre-Bid Meeting	Pre-Bid queries will only be accepted upto 04/02/2025 at 5PM through email and no query would be entertained after 04/02/2025 through e-mail (procurement@hpsedc.in) Note: Pre-bid queries beyond 04/02/2025 would not be entertained regardless of the nature of queries.

	Pre-Bid meeting will be held on 05/02/2025 at 11:30AM for discussion on the queries submitted upto 04/02/2025 through video conference. Video Conferencing link is as under: meet.google.com/zwt-nivf-ozz

Date Submission Start Date	18/02/2025 (11:30 AM)
Last Date and time for submission of Bids	25/02/2025 (02:30 PM)
Date and Time of Opening of Technical Bids	27/02/2025 (02:30 PM)
Presentations	To be notified to the qualified bidder
Method of Selection	Quality & Cost Based Selection (QCBS) procedure
Contact Address, E-mail and Phone No.	Address – HPSEDC, 1st Floor, IT Bhawan, Mehli, Shimla - 171013 E-mail - procurement@hpsedc.in Phone No – 0177- 2623513

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

Yours' Sincerely

The Managing Director,
HP State Electronics Development Corporation,
1st Floor, IT Bhawan, Mehli,
Shimla - 171013

Background and Objective

Himachal Pradesh State Agricultural Marketing Board (HPSAMB) is a premier institution in state to facilitate marketing of agricultural and allied activities produce by providing marketing infrastructure and market intelligence. It plays an important role in development of efficient marketing system, promotion of agri. Processing, establishment, and proper administration of agricultural markets in the State of Himachal Pradesh. It ensures level playing field for competitive markets to operate through setting of minimum standards for facilities, procedures, and systems, thereby promoting the establishment of well administered and efficient infrastructure.

The objective of the RPF is to onboard SI to design, develop, implement, and maintain IMS for HPSAMB to bring transparency and efficiency in the operations of HPSAMB, its field offices and all Market Committees in the State of Himachal Pradesh. Adoption of Information and Communication Technology by way of implementing IMS in the Market Committees aim is to eradicate duplication of manual efforts at different stages and to make collection of fees more effective. The IMS would not facilitate only capturing the basic details of farmers and the commodity at the arrival gate of the Mandis but would also provide for recording auction transactions online. It should also have provision of recording exact weight in the auction transactions. The proposed system should facilitate generation of all the subsequent records/ registers automatically, based on the online data recorded at the arrival and auctions. From Office perspective, entire work of Estate including online auction of properties and their accounts should be there along with financial management of HO, its field offices and APMC's.

Scope of Work

The SI shall be responsible for analyzing the requirement, designing and development of IMS portal and application for HPSAMB. The overall responsibility of the selected System Integrator (SI) shall be to design, develop, implement, and maintain web portal and mobile application for Integrated Management System for HPSAMB. SI shall conduct legacy data migration to the new portal and application and manage and provide technical support for the installed software.

Broad List of Activities

Below is the list of the activities to be performed by the system integrator:

1. **Design of IMS Application and Web Portal**

   Activities to be performed under application design are as follows:

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

2. **Development of IMS Application and Web Portal**

   Activities to be performed under application development are as follows:

   - Development of various modules
   - Create a build release for the developed Portal & App
   - Testing of the developed application

3. **User Acceptance Testing of IMS Application and Web Portal**

   Activities to be performed under application UAT as follows:

   - Demo and review of the application feature by the user Department.

4. **Legacy Data Migration**

   The existing data available online and in hard copies will be converted into database and migrated to new developed application and web portal. The Data provided to the SI shall be converted into desired format by the SI and migrated. Post migration the SI will be responsible for keeping the system up and running on 24*7 basis.

5. **Deployment of IMS Application and Web Portal**

   Activities to be performed under application development are as follows:

   - Bidder will nominate One (1) Project Coordinator with minimum 8+ year experience deputed onsite at the time SRS, FRS, Development, Training, Implementation period who will be single point of contact during the contract.
   - Assessment of requirement of infrastructure for hosting of Application and portal
   - Deployment of application in HP State Data Centre/ NIC Data Centre or as proposed by HPSAMB.
   - Security Audit of the application from CERT-In/ CERT-In Empaneled vendors
   - Testing of application in Data Centre.

6. 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

7. Roll-Out

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

- Submit go live checklist and audit declaration/certificate.
- Open portal & app for live operations
- Go live.

8. Support & Maintenance

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

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

9. Application Support

- Application support includes, but is not limited to, production monitoring, troubleshooting, and addressing the functionality, availability, and performance issues, implementing the system change requests etc. The bidder shall keep the application software in good working order; perform changes and upgrades to applications as requested by the department team.

10. Software Maintenance

a) The bidder shall provide unlimited support through Telephone/Email/Video Conferencing / Installation Visit as required.

b) The bidder shall address all the errors / bugs / gaps in the functionality in the solution implemented by the SI (vis-à-vis the FRS and SRS signed off) at no additional cost during the support phase.

c) All patches and upgrades from OEMs (if any) shall be implemented by the bidder ensuring customization done in the solution as per the requirements are applied.

d) Technical upgrade of the installation to the new version, as and when required, shall be done by the bidder.

e) Tuning of products/ applications, databases, third party software's and any other components provided as part of the solution software including reconfiguration of the system in the event of any hardware/ network failures/ if any hardware/ network components must be replaced, shall be the responsibility of the bidder.

f) Issue log for the errors and bugs identified in the solution and any change done in the solution shall be maintained by the bidder.

g) Any changes/upgrades to the software performed during the support phase shall subject to the comprehensive and integrated testing by the bidder to ensure that the changes implemented in the system meet the specified requirements and doesn't impact any other function of the system.

11. Features of Mobile Application

Mobile apps should have all the features & modules as mentioned below. The app will be available on the App Store for I-phone users and Play Store for android users.

S. No.	Feature	Description
1.	Landing Screen	• Once application will load landing screen will be appear every time to users • Landing screen should have all the navigational menus and submenus available to navigate inside the application
2.	Splash Screen	• The application should launch with momentary splash/branding screen.

S. No.	Feature	Description
		• The screen should have a branding logo of the application and name of the application. • The splash screen should remain on screen for 3-5 seconds every time when user will open the application
3.	Touch Login	Touch login services using fingerprint authentication shall be available to access various services in a mobile application

4.	Notifications	• User will get various notification/OTP on registered Mobile Number & Email Id • Push notifications to users with ability for the user to Accept / Decline receiving these notifications (Turn notifications on / Off).
5.	One Touch Calling	One Touch Calling and email from app directly to designated help line / call center numbers or email ids
6.	Design	• The application should have a clean and simple design with perfect color code and font, making it easy for users to navigate through relevant information in fewer taps. • The design will be as per the Android and iOS standards and guidelines for smartphones
7.	Response Time	App should work smooth and in less responsive time
8.	Standards	Mobile Application shall be in conformance to standards related to interoperability, data standards, security standards
9.	Scalability	Mobile app solution should be scalable to allow for easy upgrades in future
10.	Ratings & Reviews	Ability for users to rate the App and to add / surf comments
11.	HPSAMB Dashboard	HPSAMB defined users should be able to see its dashboard on the application

12.   **Common Features of Web Portal & Mobile App**

Sr. No.	Feature	Description
1.	Compatibility	Should be compatible with desktops, laptops, mobiles, tabs, i-pads etc.
2.	Platforms Support	Should support windows, android & iOS platforms
3.	Social media	Social media integration with the ability for users to share their comments with friends and networks via Facebook, Twitter, Instagram, YouTube channel, Google Plus & other media channels
4.	GIGW (Guidelines for Indian Government Websites)	Should be developed as per the GIGW guidelines.
5.	SMS Gateway	Integration with SMS gateway.
6.	Payment Gateway	Integration with all modes of payment systems and payment gateways etc. to pay all sort of fees / charges for all type of users
7.	Security Features	- Security guidelines like: Web Content Accessibility Guidelines, World Wide Web Consortium Compliance, OWASP Vulnerabilities (Open Web Application Security Project) have to be followed while developing the website. - Web portal should be mandatorily security audited (Safe to Host Certificate) every year from CERT-In/CERT-In Empaneled vendors during the entire contract period.
8.	Search Engine Optimization	Making design and architecture of the site friendly to search engines and using key words for search engine optimization

1. Functional Requirement Specifications

The functional requirement specifications stated below are the minimum features that the solution suggested for HPSAMB should have. This indicative functional requirement has been provided here to be used by the SI for the effort estimation. The System Integrator (SI) shall develop the final detailed Functional Requirement Specifications (FRS) and System Requirement Specifications (SRS) documents after a detailed design phase where all the processes, procedures and existing templates should be studied in detail by the SI. SI should independently design the solutions as may be required to support the business operations. The SI shall be required to coordinate with the department for the detailed system study and interact with the different users of the department for preparation of final FRS, SRS and related design documents. The FRS and SRS documents shall be prepared in a comprehensive manner in word document format along with process flow document detailing functioning of each module. SI shall also make presentations on the FRS and SRS to the Client elaborating the proposed solution and making changes as desired by the Client.

The SI shall develop modules for major stakeholders as mentioned below. The system must have all the provisions, roles & responsibilities and reports etc. outlined hereunder. However, this is not an exhaustive list of the functionalities required in the system.

Roles & Responsibilities – Details to be reflected in the application.

A.   Farmer

A.1   User Profile
The module will record the following details from the farmer in the application prior to entry in the mandi premises:

- Name of farmer
- Aadhaar of farmer
- Village of Origin
- District Name/code
- Block name/code.
- Mobile number of farmers
- Commodity Names
- Approximate weight
- Packing Detail (including weight of container/ bags)
- Commission Agent Name (optional)

- Vehicle Number

- Date & time of arrival.

- Clicked picture of the farmer

- Bank Account Number and IFSC code.

- Registration details of the farmers/drivers along with mobile number (to be filled in by designated APMC officer, if not fed into the app through farmer's profile)

- Registration details matched with ID Proof of farmer/seller recorded during signup in the application.

- Details of the commission agent to whom the produce is being sold.

- Date and time of the entry and exit of vehicles shall be recorded and reflected in the app, with QR codes and Unique Application ID mechanisms used to authenticate and authorize the process.

A.2   Reports to be generated/Details to be reflected:

- Commodity-wise daily rates – district and mandi-wise

- Documents pending/due in registration process on the application.

- No. of bids participated in – mandi-wise (weekly/monthly/quarterly)

- Auction transaction history with:
    - Name, type and weight of commodity sold.
    - Date of sale
    - Agent name and shop no. at which produce sold.
    - Whether auction was offline or online

- Payment transaction history

B.   Commission Agent

B.1   User Profile
The module will record the following details from the commission agent in the application prior to the auctioning process:

- Name of agent

- Aadhaar of agent

- District Name/code

- Block name/code.

- Mobile number of agent.

- Bank Account Number of the agent and IFSC code.

- Registration details matched with ID Proof of agent recorded during signup in the application.

- Details of the farmer from whom the produce is purchased.

- Date and time of the entry and exit of vehicles shall be recorded and reflected in the app, with QR codes and Unique Application ID mechanisms used to authenticate and authorize the process. Then agent can decide to match with the farmer.

B.2   Reports to be generated/Details to be reflected:

- Commodity-wise daily rates – district and mandi-wise

- Weekly/monthly/quarterly reports of number of farmers matched with – district and mandi-wise.

- No. of Form R's generated and sent (weekly/monthly/quarterly)

- No. of Form Q's generated (weekly/monthly/quarterly)

- Auction transaction history with:

- Name, type and weight of commodity purchased.

- Date of purchase

- No. of offline and online auctions participated in

- Payment transaction history

- Pending payments

- Pending fee payments against sale

- License details and reminders about imminent expiration

- Lease/agreement details and documents pending/due.

C.   APMC

C.1   Reports to be generated/Details to be reflected:
The following district-wise details to be reflected in the application to be accessed by APMC staff members:

C.1.1 Entry & Exit details:

- Commodity wise approximate produce arrival in each mandi

- Net Weight of each commodity sold out in mandi.

- Stock lying with each agent within mandi.

- Stock lying as Deposit awaiting sale with each agent.

- Stock lying with wholesaler within mandi.

- Stock transfer to another Mandi.

- Commodity wise Historical Trends of each Mandi

- Entry Gate Register – vehicle type, vehicle number, origin state/district of the vehicle etc.

- Exit Gate Register – date and time of exit, vehicle type, vehicle no. etc.

- Stock sold by each agent to whole seller or domestic consumers.

- No. Entry and Exit Gate Passes issued by each mandi in a day/week/month/quarter.

- No. of Vehicle Token and Tracking System (VTS) issues raised (daily/weekly/monthly) and resolved in each mandi + nature of issues.

C.1.2 Entry Gate Pass Issuing Details:

- Date Range of issuing

- APMC Mandi

- Farmer's name

- Issuing employee Name

- Commodity name

- Vehicle number

- Commission Agent name.

- Village name

- Aadhaar of farmer

- Inter Mandi Transfer Certificate No.

C.1.3 Exit Pass Issuing Details:

- No. of Exit Gate passes issued against Exit Gate Pass Number (auto generated)

- Date & time of Issuing.

- Vehicle numbers

C.1.4 Other details:

- No. of live farmer and commission agent profiles (new IDs generated) – district and mandi-wise.

- No. of defunct farmer and commission agent profiles (inactive IDs) – district and mandi-wise

- No. of new registrations by sellers/farmers per month and quarterly – district and mandi-wise

- No. of R Forms generated – state/district and mandi-wise.

- Total qty. recorded in R forms – state/district and mandi-wise.

- Highest winning bid amounts in each mandi/district

- Total fee generated district and mandi-wise (weekly/monthly)

- No. of offline and online auctions held.

- No. of e-challans issued and paid/pending payment.

D. Buyer

D.1 User Profile

- Name of buyer

- Aadhaar of buyer

- District Name/code

- Block name/code.

- Mobile number of buyer.

- Bank Account Number of the buyer and IFSC code.

- Detail of reference person, if any/ applicable

D.2 Reports to be generated:

- Commodities purchased by date and type of commodity.

- Payment transaction history

- Notification of next auction date and time – district and mandi-wise

1.1 Farmer Facilitation Module and Recording of Arrival / Exit Module

The Farmer Facilitation module

It will analyze and study farmer-related data and aid in preparation of farmer-facilitation databases.

The functions under the module are as given below:

    a.   Farmer Registration

- The mobile-friendly application will allow the farmer to register and create a profile by providing answers to relevant prompts at farm level. It will lead to generations of Unique IDs for the farmers.
- Local-language translation of the prompts will be provided at relevant points for ease of access.
- The app provides secure authentication and user-friendly form features to create a farmer's profile, including the following details of the farmer:
  - Name
  - Aadhaar details
  - District
  - Village
  - Mobile number
  - Bank a/c details etc.
- It will feature Aadhar-OTP/ Number based OTP verification mechanism for signup and record the farmer's ID proof with photograph.
- The farmer will be able to upload pictures of the commodity.
- The farmer details will be used to generate a draft Form R.
- The farmer will also have the option to choose the mandi and fill vehicle and driver details for shipment and auctioning of the produce.

b. Prior to commodity-shipment
- The application will provide real-time updates on prevailing market rates and trends for each type of commodity to the farmer, sorted by mandis and districts.

c. Entry and Exit Gate Management
- The application will be integrated with the Entry and Exit Gate Management System.
- Upon the loaded vehicle's arrival at the mandi's entry gate, the farmer profile, Unique ID and vehicle details filled in by the farmer shall be reflected in the system – generating a QR code.
- In case the vehicle details have not been filled in prior to arrival, the designated APMC officer at the entry gate will manually feed in detail (including vehicle license plate number, type of vehicle, driver details etc.) into the application.

- The agent will be able to match the generated QR code to begin the auction with the selected farmer.

- Upon successful matching, the farmer can participate in online auction/receive notifications of offline auction.

- Upon the vehicle's exit from the mandi, the farmer will receive SMS/push notification regarding the vehicle's exit post sale. The same details will be reflected in the application.

d.   Auctioning process

- Upon matching with an agent, the system will reflect the profile match and the application will provide the agent's profile details to the farmer.

- The farmer will also receive an SMS/push notification regarding the match.

- In case of offline auction, the details will be reflected post-auction in the application.

- Additionally, confirmation and details of the winning bid will be sent to the farmer through SMS/push notification. The application will also enable online auctions.

- The agent will authorize and finalize Form R and Form Q and send them online via the application to the farmer.

e.   Payments

- The application will be integrated with e-payment gateways.

- The farmer will receive push notification/SMS on receipt of the payment. The application will also reflect successful transactions, transaction history and generate digital receipts for the farmer.

- In case of penalty to be paid for vehicle having spent more than 2 hours within the mandi, a notification/SMS shall be sent to the farmer/ owner of the vehicle and same will reflect on the application online, along with a digital receipt for the same generated post the payment.

f.   Reports to be generated:

- Farmer details – district and state-wise
- Commodity-wise real-time prices/auction rates – district and mandi-wise
- Mandi selected by farmers – district and state-wise

- Type of commodity sold – district and mandi-wise (daily/ weekly/monthly/quarterly)

- Type of commodity sold – based farmer's original location (district and mandi wise)

- Qty. of Form R received by farmer – district/mandi wise (daily/ weekly/monthly/quarterly)

- No. of e-payments and digital receipts – district and mandi-wise

The Arrival / Exit Recording module

The Arrival / Exit Recording module is required for recording the daily arrival / exit of agricultural produces at the mandi yards. The indicative functionalities of the module are discussed as under:

- This module shall be used at the entry and exit gates at every mandi.

- The concerned authority (APMC) at the mandi entry and exit gates will approve and allocate entry and exit gate passes.

- The module shall generate MIS report for daily entry and exit details.

1.1.1 System Login

1. The module shall be accessible only to the Departmental users.
   a. APMC – Responsible for issuing entry / exit gate passes.
   b. APMC – Responsible for complete mandi operations
   c. Other departmental users such as Police Department, Excise Department for Generation of entry / exit details MIS reports for each mandi

2. The module should allow the admin to create different level users to access various functions, forms, screens, sub modules, information etc. as per the authorizations and user roles permissible.

3. The module should have a provision for creating unique login ID for users on provision of certain mandatory details such as Name, Department, Employee code, Designation, Location, Office Address, Residential Address, Contact Details, Email id etc. as finalized in discussions with the Department.

4. The module should provide access rights and privileges according to login ID and password in consultation with the Department. The ultimate rights and privileges will be with the Department administration to change/ create user access to portal/ application.

5. The module should have a mechanism for resetting and emailing the new password to the user's registered email ID, in case one forgets his password.

6. The module must prompt the user to change the password on the first login.

7. The module should also have provision for OTP-based login. The OTP shall be sent to the phone number of the user.

8. The module shall as a part of registration establish challenge and responses mechanisms for session validation for future online sessions. Details such as a username and password, challenge question and response answer should be asked if login details are forgotten etc.

9. The module shall apply spam control measures like 'captcha' images during registration to avoid spurious details being automatically submitted and ensure that data is not submitted by non-humans.

1.1.2 System Access

1. The module should be accessible only for following roles and indicative privileges:

   a. APMC – as per the user role specified by the HPSAMB for issuing of entry / exit gate passes.

   b. APMC – as per the user role specified by the HPSAMB for monitoring day to day operations at the mandis.

   c. Other departments users such as Police Department, Excise Department for generation of entry / exit details MIS reports for each mandi

1.1.3 Entry Recording Sub module

1. The module should have provision to issue and generate unique entry gate pass numbers across the mandis/ collection centers under HPSAMB in the State.

2. The module should provide the functionality to record the following details at the entry gate of mandi premises:

   - Name of Farmer
   - Aadhaar of farmer
   - Village of Origin
   - District Name/code
   - Block name/ code.
   - Mobile number of farmers.

- Commodity Names

- Approximate weight

- Packing Detail (including weight of container/ bags)

- Commission Agent Name (optional)

- Vehicle Number

- Date & time of arrival.

- Clicked picture of the farmer

- Bank Account Number and IFSC code.

- Registration details of the farmers/drivers along with mobile number (to be filled in by designated APMC officer, if not fed into the app through farmer's profile)

- Registration details matched with ID Proof of farmer/seller recorded during signup in the application.

- Details of the commission agent to whom the produce is being sold.

- Date and time of the entry and exit of vehicles shall be recorded and reflected in the app, with QR codes and Unique Application ID mechanisms used to authenticate and authorize the process.

3. The application should manage queues at entry points to avoid congestion and ensure a smooth flow of vehicles. It should provide real-time information on queue status to APMC officers.

4. For sale transactions within state, the module should have facility to capture the details provided at the exit module such as QR code and exempt the mandi fee for inter-mandi transfer.

5. The module should secure authentication and form features to create a farmer's and commission agent's profile, including details of the farmer/seller and agent, Number based-OTP verification mechanism for signup, ID proof of the farmer and agent.

6. The module should be able to generate a Unique Application ID number generated for each farmer – to assist with recording details after weighing and assaying of each lot.

7. The module should have integration with an SMS gateway and WhatsApp providing real time data and information to the users. The module should provide

SMS/ WhatsApp facility to the farmer regarding updates about current market price of respective commodity brought in by the farmer.

8. Electronic weighing Machine will be used for capturing the weight at the entry gate. The module should be able to interlink with electronics weighbridge at the entry gate.

9. The module should also be able to record the weight of the product through software which captures the weight from the weighing machine at the gate.

10. In the case of Inter-Mandi transfers, there is an exemption on the mandi fees.

11. The gate opening shall be through multiple boom barriers so that in case of failure of one boom barrier, other boom barriers can be used. Entry of the vehicle shall be only posting the entry gate slip (physical/ digital copy with QR code) is issued by the APMC through the module.

1.1.4 Search Entry Gate Pass

The module should allow central /online search option for validation of entry gate pass. The search should be allowed as per the following filters:

- Date Range
- APMC Mandi
- Farmer's name
- Issuing employee Name
- Commodity name
- Vehicle number
- Commission agent name.
- Village name
- Aadhaar of farmer

1.1.5 Exit Recording Sub module

1. At exit gate, the module should be able to record every vehicle going out of the mandi. The module should have provision to capture the following details at the exit gate:
   - Entry Pass No through QR code scanning
   - Exit Pass Number to be auto generated.
   - Date & time of Recording exit.

- Vehicle number

- Commodity Bring in Gross Weight of Empty vehicle (QR code scan)

- Net weight of produce sold in mandi (if Any)

- Quantity of produce deposit to trader/ commission agent

- Quantity of produce sent to other mandi.

- Quantity of produce sold by the agent.

- Approximate Balance Quantity (if any)

2. At the exit gate, the module should be able to record every transaction of the mandi. The following types of transactions are envisaged:

    - Farmer vehicles exit after the sale of produce.

    - Vehicle carrying consignment sent to other mandi.

    - Farmer deposits the produce and receives the deposit slip/ WhatsApp/ SMS

    - Vehicle carrying consignment sold by the agent to wholesaler/business community/domestic user vide issue of sales invoice (digital/physical)

3. The module should generate unique exit gate pass numbers across the mandis/ collection centers under HPSAMB.

4. The module should automatically calculate net weight of produce sold in mandi based on total quantity sold through auction corresponding to the given entry gate pass number. A farmer can sale out his produce to multiple locations within a mandi, in such case there will be multiple sales slip and auction of single consignment.

5. The module should have a feature for interlinking and tracking quantity sold vide one entry gate pass number along with multiple sales slips.

6. The module should automatically generate the total quantity of produce deposit to trader/commission agent as deposits awaiting sale transactions held within mandi corresponding to the given entry gate pass number.

7. The module should interlink with the electronics weight scale to capture the gross weight of an empty vehicle. In case the facility of electronic weigh scale is not available in the jurisdiction of APMCs, then it should allow manual input to capture this record.

8.   The module should automatically calculate approximate balance quantity on the basis of given formula:

Balance Quantity = Gross Weight of Vehicle – (net weight of empty vehicle+ total Quality sold+ quantity deposited awaiting sale+ Weight of packaging material)

1.1.6 Exit Gate Pass – Sales

The module should have the facility to capture all transactions being sent by agent/trader vide issue of sales invoice. The exit gate pass should comprise of the following details:

- Exit Gate Pass Number (auto generated)
- Date & time of Recording!
- Vehicle number
- Consignor Name/ License No (agent)
- Invoice No (manual Input)
- Issue date!
- Consignee name & Address
- Commodity
- Quantity

1.1.7 Exit Gate Pass – Deposit awaiting Sale:

1.   The module should have the facility to capture all transactions being deposited by the farmer with trader/agent awaiting sell. The exit gate pass should comprise of the following details:

- Exit Gate Pass Number (auto generated)
- Date & time of Recording!
- Vehicle number
- Farmer's information
- Deposit slip Number.
- Date of Deposit
- Commission agent.
- Quantity deposited awaiting sale.
- Commodity details Grade if any

- Employee code of APMC employee in whose presence transaction is recorded.

2. The module should have facility to record all the transactions passing through the exit gate and it should automatically update Yard Stock or Traders Stock on the basis of produce purchased by the agent and produce sold/ transferred by the agent.

1.1.8 Interlinking with other Modules

The module should have inter-linkages with the below:

- Auction Management Module
- Mandi Fee Management Module
- Licensing Management Module

1.1.9 Upload Monthly Arrival Report

1. The module should provide interface to the regional offices to upload commodity wise monthly arrival and price report for their respective mandis. The indicative list of field requires to capture are as under

  - Date
  - Regional office
  - APMC Mandi
  - Month
    - ✓ Commodity Category
    - ✓ Commodity Name
    - ✓ Commodity Code
    - ✓ Total arrival Quantity
    - ✓ Total Quantity Sold
  - Total Value
  - Average Price

2. The Module should have the ability to automatically show the comparative statement with last year arrival and price.

3. Should have the ability to generate trend analysis based on last year's data in terms of:

- Arrival Variation

- Price Variation

- Sale Variation

- Variation Between arrival and sale

1.1.10 Search – Exit Gate Pass

The module should allow central /online search option for validation of Exit gate pass.

The search should be allowed as per the following filters:

- Date Range

- Exit Gate Pass Number

- Invoice number & Commission Agent name.

- APMC Mandi & Issuing employee Name.

- Commodity name

- Vehicle number

- Commission Agent name.

1.1.11 Weighing and Grading Management – Integrated with Digital submission of Forms R and Q

- The module should be able to lead to generation of Form R. At the commission agent's end, details post weighing, assaying and grading of produce shall be fed into the application online.

- Form R shall be sent digitally to the farmer's profile once the agent has filled in details into the application.

1.1.12 Feedback mechanism through SMS/ Pop-up notifications and QR codes

- The module should be able to send automated SMS/notifications to the farmers and agents and provide feedback to the department regarding the status of entry approval, weighment, assaying, sale and exit of vehicles, thereby completing the feedback loop amongst all stakeholders.

- The module should be able to generate QR codes twice in the process – once after farmer's signup and the creation of Unique Application ID, and thereafter when the agent has completed filling the Q Form online. They will ensure transparency and smoothen the process of entry and exit management.

1.1.13 MIS Reports

Based on entry and exit gate details, the module should generate daily MIS reports such as those mentioned below:

- Commodity wise approximate produce arrival in each mandi
- Net Weight of each commodity sold out in mandi.
- Stock lying with each agent within mandi.
- Stock lying as Deposit awaiting sale with each agent.
- Stock lying with wholesaler within mandi
- Stock transfer to other Mandi
- Commodity wise Historical Trends of each Mandi
- Entry Gate Register
- Exit Gate Register
- Stock sold by each agent to whole seller or domestic consumers
- No. of live farmer and commission agent profiles (new IDs generated) – district and mandi-wise.
- No. of defunct farmer and commission agent profiles (inactive IDs) – district and mandi-wise
- No. of new registrations by sellers/farmers per month and quarterly – district and mandi-wise
- No. of R Forms generated – state/district and mandi-wise.
- Total qty. recorded in R forms – state/district and mandi-wise.

1.2 Auction Management Module

The Auction Management Module is required for automation and standardization of the complete process of sale, including auctions. The indicative functionalities are discussed as under:

1. The module shall be accessible only to the Departmental users.

- APMCs Accountant –Responsible for auction management
- APMCs officer – Responsible for complete mandi operations
- Other departmental users for Generation of auction reports for each mandi

2. The module should allow authorized different level users created by APMC to access various functions, forms, screens, sub modules, information etc. as per the authorizations and user roles permissible as per guidelines and policies of the Department.

3. The module should have a provision for creating unique login ID for users on provision of certain mandatory details such as Name, Department, Employee code, Designation, Location, Office Address, Residential Address, Contact Details, Email id etc. as finalized in discussions with the Department.

4. The module should provide access rights and privileges according to login ID and password. The rights and privileges allowed to that user should be as per Department guidelines and policies.

5. The module should have a mechanism for resetting and emailing the new password to the user's registered email ID, in case one forgets his password.

6. The module must prompt the user to change the password on the first login.

7. The module shall as a part of registration establish challenge and responses mechanisms for session validation for future online sessions. Details such as a username and password, challenge question and response answer should be asked if login details are forgotten etc.

8. The module shall apply spam control measures like 'captcha' images during registration to avoid spurious details being automatically submitted and ensure that data is not submitted by non-humans.

1.2.1 System Access

The module should be accessible only for following roles and indicative privileges:

- APMCs Accountant user as per the user role specified by the HPSAMB for conducting auctions at the Mandis.

- APMCs officer's user as per the user role specified by the HPSAMB for monitoring day to day operations at the mandis.

- Other Department Users for generation of auction reports for each mandi

1.2.2 Sales Recording

1. The module shall have the facility to create and update master for commodity wise grades.

2. The module shall have the facility to create and update master for commodity wise minimum support price.

3.	The module should have the facility to create and update master for the schedule rates on Commission and other incidental charges. These rates shall be applicable according to the commodity.

4.	It should be a mobile-based application. The module should be compatible with Wi-Fi, 4G and 5G enabled handheld devices to capture the auction related data on real time basis.

5.	The module should ensure Bidders' details are captured digitally and ensure a smooth transaction in offline auction.

- Once the vehicle arrives in the mandi, the integrated system will capture the Unique Application ID data from the Gate Entry and Exit Management System and account for the generated QR code.

- A similar profile as the farmer's will be filled out online by the commission agents. This will allow them to use the QR code and allow matching of agent profiles with farmer's and prospective sellers' profiles.

- The system will capture the number of sellers interested in bidding and notify the agent online.

- Once the data captured at the entry gate is reflected on the online portal, the commission agent will match with the farmer/seller using the QR code and auction will begin.

6.	The Module should enable online filing of the auction register and bid details

- Once the auction is over, the platform will provide forms for commission agents to fill in, including the auction register (Form P), providing details of quality assurance details of the produce, and reflecting the details of the bidder, bidding prices and successful bid. The designated mandi official shall approve the form P and post approval only subsequent steps shall take place.

7.	The module should enable Auto-generation of Form R

- Form R should be auto-generated and appear auto-filled in the agent's profile.

- Once the form R is generated, it should go to the person a level above the designated mandi official, who shall have the right to edit the form. Once the form is edited, it shall be sent back to the agent.

- The agent should then receive the option to authorize Form R and proceed. Subsequently, a new, corrected version of Form R shall be generated by the system.

8. The module should enable Digital submission of Form Q
   - Once Form R has been completed, a QR code should be generated post weighing of the vehicle.
   - Form Q should be filled in to ensure exit of the vehicle after sale of produce. It should be digitally filled in by the agent and data will be reflected on the system.
   - The system should auto-calculate stock of leftover produce based on data captured from the Entry Gate and auction details. It should also capture the volume of produce and variety sold on a particular date and time.

1.2.3 Interlinking with another Module

The module should have integration with below modules:
- Recording of Arrival / Exit Module
- e-NAM
- Mandi Fee Management Module
- Licensees database
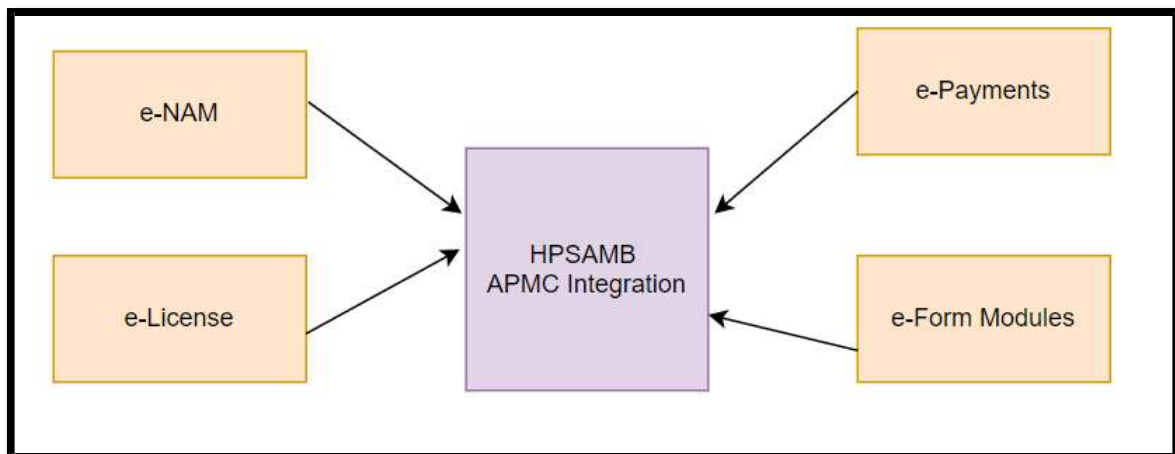
1.2.4 MIS Reports

The module should generate periodic auction MIS reports, mandi wise, in line with the requirements of the Department. The module should be able to generate jurisdiction wise MIS reports related to application and applicants. The indicative reports are as under:

- Price information
- Mandi Wise Auction Details
- District Wise Auction Details
- No. of Q Forms generated No. – district and mandi-wise.
- Qty. recorded in Q Forms – district and mandi-wise (received from qty. stored in QR code)
- Agent Wise Auction Details
- Inter Mandi Transactions
- Direct purchase by Agencies
- Purchase by Government Agencies
- Sale by Agents/Traders
- Stock lying with each Trader/agent.
- Mandi Wise sales summary
- Day wise average Market price for a particular commodity
- Grade wise market price of a commodity.

1.3 Mandi Fee & Other Payments Management Module

1. The Mandi Fee Management Module is required for collection and monitoring of APMC wise market fees in correlation with actual arrivals of agricultural produce. The indicative functionalities are as under:

2. The module shall be accessible only to the Departmental users.
   - Director- Responsible for defining the mandi fees.
   - APMCs Accountant –Responsible for auction management
   - APMCs officer – Responsible for complete mandi operations
   - Other departmental users for Generation of MIS reports for each mandi

3. The module should allow authorized different level users created by APMC to access various functions, forms, screens, sub modules, information etc. as per the authorizations and user roles permissible as per guidelines and policies of the Department.

4. The module should have a provision for creating unique login ID for users on provision of certain mandatory details such as Name, Department, Employee code, Designation, Location, Office Address, Residential Address, Contact Details, Email id etc. as finalized in discussions with the Department.

5. The module should provide access rights and privileges according to login ID and password. The rights and privileges allowed to that user should be as per Department guidelines and policies.

6. The module should have a mechanism for resetting and emailing the new password to the user's registered email ID, in case one forgets his password.

7. The module must prompt the user to change the password on the first login.

8. The module shall as a part of registration establish challenge and responses mechanisms for session validation for future online sessions. Details such as a username and password, challenge question and response answer should be asked if login details are forgotten etc.

9. The module shall apply spam control measures like 'captcha' images during registration to avoid spurious details being automatically submitted and ensure that data is not submitted by non-humans.

1.3.1 Access Right

1. The module should be accessible only for following roles and indicative privileges:

- Director for defining the applicable mandi fees rates.

- APMCs Accountant user as per the user role specified by the HPSAMB for conducting auctions at the mandis.

- APMCs officer's user as per the user role specified by the HPSAMB for monitoring day to day operations at the mandis.

- Other Department Users for generation of MIS reports for each mandi

1.3.2. Fee calculation

- The module should have features to define the mandi fees and other government fees applicable to corresponding commodities.

- The module should have a feature to define the allowed commission charges and other incidental charges with respect to corresponding commodities.

- The module should have the ability to calculate mandi fee due from the agent, corresponding to the quantity of commodity auctioned by the agent/ trader.

- The module should have a feature to automatically calculate and allocate the 0.25% of applicable 1% mandi fee to HPSAMB. This database shall be maintained separately.

- After the online submission of Form Q, the system should auto-generate a fee to be charged by the Market Committee, based on the quantity of produce sold and recorded in Form Q and recorded in the QR codes.

- This fee will be compared to actual fee deposited as per the details reflected in the system and provide the user detail of actual fee to be paid.

- Once the fee notice is published, the agent should receive an alert through SMS/push notification. Delay of more than 15 days in publishing a notice by Committee will generate another alert informing about the delay.

- The system will calculate a tentative revenue based on rent collection reflected in the Estate Management System, fee deposited and penalties.

- The system will generate reports which can be downloaded in Excel and PDF formats and visualize the revenue through interactive dashboards.

1.3.3 Fee Payment

- The module should allow capturing the payment details of mandi fee through challan systems/ digital payment. After payment of mandi fees, module should generate unique payment receipt number across the mandis.

- The module should allow the business community like agent's traders to pay their respective Mandi fee / other government fee through an online payment gateway.

1.3.4 Fee Collection

- The module should have provision to manage the workflow for recovery and collection of mandi fees. It should have a feature to define the authority and corresponding action points for respective recovery of mandi fees.

- The module should allow the agent/ traders to see their respective dues and payment history.

1.3.5 Interlinking with another Module

The module should have integration with the below:
- Recording of Entry / Exit module
- Auction management Module.
- License allotment and management module
- Licensee Database

1.3.6 MIS Reports

1. The module should generate following MIS reports with regards to mandi fees:

2. The module should provide the details of outstanding market fees

3. The module should generate the list of defaulters who have not paid their market fees and other charges within a stipulated period as specified by APMC

4. The module should provide a report of actual of the expected market fee realizable and the actual fee realized.

1.3.7 Search

The system should provide a search facility to validate Mandi fee receipts. The search should be allowed through following parameters:

- Receipt number
- Date of payment
- Agency name

1.3.8 Other Payments Management Module

1. The module should capture data from the farmer and commission agent's profiles for login and setting of profiles, being integrated with the Gate Entry and Exit Management System for user identification, registration and authentication.

2. The module should be integrated with the auctioning management system to synchronize and handle payments after successful bids.

3. The module should track the status of payment and delays, providing reminders in set intervals to be decided in mutual agreement with HPSAMB. The notifications/SMS/WhatsApp should be triggered after R form is generated and sent to the farmer.

4. The module should support multiple modes of payment viz. NEFT/ RTGS/ UPI/ Debit Cards/ Credit Cards etc.

5. The module should support recording details of transactions and feature a transaction history reflected on farmer and commission agents' profiles. Record details of transactions should include the amount, payer and payee's bank a/c details and purpose of transaction.

6. Once the agent has completed the payment, payment confirmation message should be sent via push notification/SMS to the farmer and updated status should reflect in

respective farmer and commission agent profiles, as well as the payment management module.

7. The module should auto-generate digital receipts after every successful transaction and will reflect the receipts in farmer profile, commission agent profile and the payment management system.

8. Notifications of payment delays against number of R Forms generated should reflect on the system.

9. Delay of more than stipulated number of days (as decided by HPSAMB) in payments should send a push notification/SMS to the agent regarding imposed penalty and record agent profile details of the agent whose payment is delayed and how much penalty is to be provided by the concerned party. Thus, the system should have the capability to compute penalty based on pre-defined business logic.

10. The module should enable a mobile-friendly interface on the application for payments-on-the-go.

11. The module should generate payment reports, real-time tracking of transactions and provide balance sheets and summaries, downloadable by authorized users in Excel and PDF formats.

12. MIS reports required for this module include

    •   No. of R Forms against which payments have been completed – district and mandi-wise.

    •   No. of payments to farmers completed by commission agents – district and mandi-wise (no. of digital receipts generated)

    •   No. of pending payments – district and mandi-wise

    •   No. of payments completed post the acceptable timeline, sorted by time-period of delays (x no. of days) – district and mandi-wise.

    •   Amount deposited through digital payment gateways – district and mandi-wise.

1.4 License Allotment and Management Module

This module pertains to issuance of licenses for establishment of private consumer market yards and sub-yards, direct purchase licenses and licenses for various market functionaries.

License allotment to agents: This module pertains to issuance of license for traders/ commission agent/ labor as well as labor (Performing loading, unloading, cleaning, weighting etc. activities) within APMC notified area. The indicative functionalities of the module are discussed as below.

In Trade License Management Following functions will be performed:
- ➢ The new application will be registered through online portal.
- ➢ Reminder for license renewal.

Document upload and verification:

Enable applicants to upload necessary documents, such as business permits, certificates, and identification.

Automated document verification and validation processes.

Provide applicants with the ability to track the status of their license applications in real time.

Renewal of old licenses

Approval of new license registration through portal.

Approval of renewal license.

Database would save all the new and old license data.

Database would also have record of approved and rejected license data.

1.4.1   System Login

1.   The module shall be accessible to the Departmental and public users.

- Managing Director HPSAMB
- Director of Agriculture Marketing
- Officer In Charge
- APMC officer
- Public User
- Registered User
- Applicants

2.   The module should allow authorized different level users created by APMC to access various functions, forms, screens, sub modules, information etc. as per the authorizations and user roles permissible as per guidelines and policies of the Department.

3.   The module should have a provision for creating unique login ID for users on provision of certain mandatory details such as Name, Department, Employee code, Designation, Location, Office Address, Residential Address, Contact Details, Email id etc. as finalized in discussions with the Department.

4.   The module should provide access rights and privileges according to login ID and password. The rights and privileges allowed to that user should be as per Department guidelines and policies.

5. The module should have a mechanism for resetting and emailing the new password to the user's registered email ID, in case one forgets his password.

6. The module must prompt the user to change the password on the first login.

7. The module shall as a part of registration establish challenge and responses mechanisms for session validation for future online sessions.

8. Details such as a username and password, challenge question and response answer should be asked if login details are forgotten etc.

9. The module shall apply spam control measures like 'captcha' images during registration to avoid spurious details being automatically submitted and ensure that data is not submitted by non-humans.

1.4.2 Access

The module shall be accessible to the Departmental and public users.

- APMC or DMI – For providing final decision (approval / rejection) on license allotment to the applicant.

- Officer In Charge: Overall monitoring of license allotment process APMC officer: To Track mandi wise status of submitted applications as authorized by HPSAMB. Responsible for providing status updates and providing response to clarifications initiated by HPSAMB.

- Public User / Registered User / Applicants: Uploading documents related to the license allotment and to view and download final findings related to the allotment, to track status of submitted complaints.

1.4.3 Application Form

1. The module should provide online application form for
   - Issue of licenses
   - Renewal of licenses
   - Issue of Duplicate license

2. This module should enable HPSAMB in real time tracking of status of licenses and automation of renewal or issuance of licenses

3. This module should also enable HPSAMB for
   - Refusal of License
   - Suspension of License

- Cancellation of License

4. The stakeholders for whom Licenses are required to be issued by HPSAMB are as follows:
   - Direct purchase/ single license/ Trader/commission agent /joint license
   - Warehousing agencies
   - Commission Agents
   - Laborers

5. The module should have the facility to create master for application fees corresponding to the various categories of licenses.

6. The module should provide an option to download the information on the license allotment. It should comprise of the following details:
   - Eligibility criteria
   - Category of License allotments
   - Allotment process
   - Downloadable version of Application form should be in CSV/PDF/XLS format.
   - This form should have inbuilt validation checks for fields, data types, date range, date format etc.

4. The module should have a feature to publish downloadable link on web portal along with detailed information about allotments and procedure for approval.

5. The module will also manage licenses issued under sections 25 and 40 of the APMC Act (Forms A-L) against registered IDs.

6. The applicant should be notified about status of application (pending/completed) and reason for pending application, with next steps provided, through SMS/push notification within the stipulated timeline for each type of license, as per the APMC Act.

7. The module should allow online uploading of documents by the applicant and allow raising of queries to the respective branch/officer in the Department.

1.4.4 Eligibility Criteria

1. The module should provide a feature to capture detailed eligibility criteria of the different stakeholders.

2. The module should provide a feature to list supporting documents needed to be attached along with application forms under each category.

1.4.5 Application Process

1. The module should be able to define the complete workflow required for the application process. It should capture the steps / business rules and digital signatures required and further role-based action required from application registration to final grant of licenses.

2. The module should provide a facility to update business rules for application processing, as and when new departmental guidelines are applicable.

1.4.6 e-Registration and e-Application Submission

1. The web portal should have the ability to provide electronic form for submitting the application in following modes for scheme / licenses:

   - Registered users choose to fill in an online application form wherein users should be allowed to fill in the application form in online mode and submit.

   - Office users may fill out the application on behalf of the applicant and capture the details.

2. The web portal must support uploading of scanned supporting documents. The software must have provision to downsize/upsize the supporting documents according to required format and size. There must be a check for ensuring the upload of all mandatory documents.

   The web portal shall have the ability to commit the application through configured workflow for approval and communicating necessary alerts and messages through email and uni, only after validating that required information has been provided by the applicant. Otherwise, will flash appropriate messages/reminder SMS/reminder email to the applicant. The web portal shall have the ability to automatically reflect information on the dashboard of designated authority as per the business rule applicable for respective scheme and license allotments. The web portal shall have

the ability to allow the designated authority to forward the application to the next level authority for inspection and verification. This should be allowed as per the business rule applicable for respective scheme and for license allotments.

Following will be the key steps:

- Application Submission as per eligibility criteria

- Attaching suitable documents

- Inspection by Inspection Authority which may or may not be physical depending on scheme / license allotments and submission of inspection report.

- Sanctioning of the application request

- Receiving a payment description

- Making / Receiving payments

3. The web portal should perform data validation checks on the input such as data formats, completeness of the form in terms of mandatory fields, checking for file type and size of files uploaded, etc. In case of any validation failure, the web portal should display an appropriate error message.

4. The module shall be able to facilitate dissemination of information about the allotment to stakeholders such as registered users, agents, and employees through SMS and through the online web application.

5. The module should have integration with SMS gateway.

6. The module shall allow authorized users to access the details of the past and present allotments.

7. The module should have integration with payment gateway and should provide an online facility for payment of application fees.

8. The module should provide an interface for office users to accept and record application fee payment description. The module should generate a unique receipt number for all such types of receipts.

9. The module should provide workflow for the processing at office level, and it should automatically publish the status on web site till the final decision on allotment.

10. The module should provide an online facility for applicants to track the status of application online and through departmental websites.

11. The module should provide an interface to record the existing list of licensed agents along with their details as required by the department.

12. The module should have a feature to allow printing of approved licenses to the applicants post approval.

13. The module should provide license renewal workflow as per the business rule of HPSAMB.

14. The module should have a feature to record the status of any disciplinary action/ suspension of license etc.

15. The module should capture information about the number of licenses issued with date and other details in a specified period within all categories for each market committee and district.

1.4.7 Search

The module should provide a search option to validate licenses. The search option should be enabled as per the following filters:

- License number
- Licensee name & APMC name
- License issue date
- License category

1.4.8 MIS Reports

The module should generate the MIS reports as per the requirement of APMC. Indicative list of reports is as under:

- Number of License applications received.
- Number of License applications rejected.
- Number of licenses allotted.
- Applications forwarded to HO for approval.
- At any given time, the list of licensees
- List of licensees under suspension
- Past record of Licensees

1.5 Other Functional Requirements

1.5.1   Human Resource Management System (HRMS) and Payroll System:

The HRMS module shall be integrated with the system software include the following application modules:

S. No.	Module of Application
1	Organization Structure E-Profile (EIS)
2	Recruitments & Appointments
3	User Credential Module
4	E-Profile (EIS)
5	Employee self-service management
6	Employee Exit
7	Document Management System (DMS)
8	MIS/Report/Analytics
9	Awards and Punishments
10	Payroll processing
11	Leave and Attendance management

1. **Organization Structure E-Profile**
   - This module would facilitate the authorized users to structure organization mapping.
   - Post mapping and designation creation under that organization, employee profile creation and mapping of employee to respective posts/branches/wings/roles etc. will be commenced with.

2. **Recruitments and Appointments**
   - This module will facilitate the authorized user to add details of Recruited employees.
   - Based on the approval of final list of successful candidates appointed, the system would allow mapping and completion of candidate allocation to vacant posts, by generating a unique ID for each candidate.
   - The system of mapping with IDs would also facilitate department/offices to directly recruit employees on temporary/permanent post.

3. **User Credential Module**

This module will be responsible for User Management. This module would have the following features for users:

a.   Create User

b.   Modify User

c.   Delete User

d.   Managing User Groups and Permissions

e.   User Access rights

f.   User Mapping

g.   Reset Password

4. **E-Profile**

- After completion of recruitment process, Data Entry Operator/Authorized User will create an e-Profile for newly joined employees and submit the details to Authorized User/Department for required approval.

- The E – Profile will capture information like personal details, address, family details, nomination details, qualification details, pre-employment details, co-curricular details and miscellaneous details, including Employee ID or Unique ID number, if available.

5. **Employee Self-Service Management System**

This module will empower employees to enter the data/view/edit pre-defined data on self-e.g. updating of personal records like bank details, marital status, record/change nomination etc. and leave balance, leave status, salary details, liabilities, declare investments for IT returns, property returns, lease data etc.

It will involve:

a.   Employees will be able to pay bills through the bill payment system which would include reimbursements by uploading scanned copy of bills with barcode sticker interaction. This would have features for submission, tracking, and approval and credit/debit the account, for receiving of physical proof/bills etc.

b.   The employee will receive reminders through self-service/e-mail/SMS notification regarding modification or requirement of additional data.

c.   The employee will be able to see important documents through provision of a section of important circulars/instructions/policy documents/rules and policies related to HR.

d.   The employee can view projections on Income Tax liability, terminal benefits etc.

e. The managers will have features providing the capability to approve leave, bill payments, loans etc. for employees reporting to them.

f. The employees and managers will be able to view compilation of online appraisal/performance report, review and approve the same.

g. Employees will be able to apply for or cancel any kind of leave online, submit self-appraisal, generate reminders for those working under him/her who have not submitted the appraisal etc.

h. The system should send the employee confirmations after changes are made online.

i. Users will be able to customize the menus and provide immediate updates to the core HRMS database when data changes complete the workflow cycle.

j. The system should provide workflows accommodating multiple levels of review and approval.

k. The System should provide the capability to create new self-service transactions as and when required. The system should allow the superior officer to provide access to staff performance review information.

l. Managers will be able to conduct performance appraisals of the system. Managers will also be able to save custom reports and drill down to lower levels based on their area and level of responsibility.

m. The system should provide immediate updates to the core HRMS/payroll database when data changes complete the workflow cycle.

n. A mobile application for HRMS supported native mobile app to enable employees to self-service easily.

Creating a mobile app for employee self-service enhances accessibility and convenience. Here are key features to consider for a mobile self-service app:

Employee Profile:

➢ Allow employees to view and update their personal information, contact details, and emergency contacts.

Attendance Tracking:

➢ Provide a mobile attendance feature for clocking in/out or logging work hours.
➢ Display attendance history and leave balances.

Leave Requests:

- Enable employees to submit leave requests directly from the app.
- Display leave accruals, balances, and approval status.

Payroll Information:

- Show detailed pay slips and salary breakdowns.
- Provide access to historical payroll data.

Benefits Enrollment:

- Allow employees to view and enroll in benefits programs.
- Display information on health insurance, retirement plans, etc.

Employee Directory:

- Offer a searchable employee directory with contact details.
- Facilitate communication within the organization.

Company News and Announcements:

- Share important updates, news, and announcements.
- Keep employees informed about company events.

Expense Reporting:

- Allow employees to submit and track business expenses.
- Upload receipts and monitor expense reimbursement status.

Grievance Handling:

- Provide a platform for employees to raise grievances.
- Track the status and resolution of grievances.

Document Access:

- Offer access to important HR documents, policies, and procedures.
- Ensure document version control.

Push Notifications:

- Send push notifications for important announcements, deadlines, or pending approvals.

> ➢ Keep employees informed in real-time.

Security Measures:

> ➢ Implement secure login with multi-factor authentication.
> ➢ Ensure data encryption for sensitive information.

Feedback and Surveys:

> ➢ Allow employees to provide feedback through surveys.
> ➢ Gather insights for continuous improvement.

Language and Accessibility:

> ➢ Support multiple languages for diverse employee demographics.
> ➢ Ensure accessibility features for users with disabilities.

Mobile Helpdesk/Support:

> ➢ Provide a helpdesk or support feature for inquiries and assistance.
> ➢ Include chat or messaging support.

Offline Mode:

> ➢ Enable essential features to work in offline mode.
> ➢ Synchronize data once the device is back online.
> ➢ The system must be linked to biometric attendance. Leaves on this portal must be in consonance with the biometric system. The system must have a provision to deduct leaves automatically based on biometric attendance of the employee as per the requirement/ decision of the Client.

6. **Employee Exit**

   This module would include information on completing the employee exit process, involving the following:

   a. Details of Exit Initiation: - Superannuation, Death, Termination, VRS, Resignation, Compulsory Retirement

   b. Details of Clearances Completed

   c. Final Settlement details

7. **Document Management System (DMS)**
   - The DMS will provide an online platform for storing the organization's paper-based

documents, including agreements, circulars and notifications and other electronic contents with proper indexing and meta-data for their easy retrieval, as and when required.

- It will facilitate movement of files digitally, enabling collaboration and automating day-to-day movement of files while eliminating paper-use.
- It will facilitate digital archival of records and have features for storage-search-retrieval of files.

The DMS will include the following sub-modules:

S. No.	Sub-Module
A.	Workflow Management and Office Notes Creation
B.	Inward/Outward Management Workflow
C.	Meetings Management

A. Workflow Management and Office Notes Creation

The proposed solution should provide a facility to create Office Notes and send in a workflow for approval.

- The system should have the facility to capture information like File Subject, Department etc. while creating the note.
- Creation of new blank Office Note documents through MS Office applications. DMS Menu Option should be available in the toolbar of MS Office applications.
- The system should have the feature to directly save the MS Office document in DMS. Folder/Cabinet structure of DMS should be available on MS Office interface for selection and saving of the document in a desired folder.
- All the authorized users shall be able to route the Office Note for approval as per their user role & access rights.

- Attachment for the note, if warranted, from DMS and user should be able to do so as per his role & access rights. The system will provide a facility to users to append their comments, which shall be automatically stamped with username, date and time.

- The system will be capable of routing of Note for approval:

  a. Sequential routing: Note to be routed one after the other in a pre-defined sequence.

  b. Ad-hoc routing: Changing the routing sequence by authorized personnel.

- When a note is opened from the inbox, sender's comments will be displayed along with the complete history of the office note. Recipient can add comments/forward/return for review/ approve the note.

- The system should support annotations and should provide a facility for securing annotations for selective users.

- The system shall provide audit trail for all revision/modifications.

- Users involved in the workflow can track and check the status of the note and will also be intimated once the decision on a note is taken by the approving authority.

- The system ensures that the office note is archived in the system and remains available for search in future.

- The system shall provide security on notes so that noting/comments once written signed and forwarded shall not be amendable by any user, including the originator.

- The system shall provide the facility of securing the notes or making a note confidential and allow only selected authorized officers to view the secured notes.

- The system will allow you to attach/link other related files in the workflow for easy reference while in workflow.

- Once the workflow is initiated, the system will automatically intimate the respective users by email for their action once the file is in their inbox.

- Users shall be able to view fixed timelines for completing tasks, as defined by the system. The system will intimate the user by email on reaching the threshold time for completing the task. The system will allow defining escalation actions, if the task is not completed in time, through email, automatically moving the file to alternate officer.

- The system will allow the printing of office notes.

B. Inward/Outward Management Workflow

- The system shall have a facility to scan and add correspondence received by capturing information like date of receipt, sender details, date of letter etc. in bilingual format (English and Hindi).

- The system shall allow capturing the document using mobile device like Smartphone/tablet and add directly to the module.

- The system should allow Auto Numbering of letters and important documents both inward and outward, which can be easily tracked at any point of time.

- It will allow indexing/filing/numbering and a feature to mark-off/close cases.

- The system shall have a facility to route the correspondence/letters/contracts to the users whom it is addressed to.

- The system shall allow electronic filing and forwarding documents to the other user for action or to multiple users together for action.

- The system shall have a facility to prepare responses and attach the workflow of inward correspondences if a response is to be given to the letter.

- The system shall provide the facility to monitor reports.

With this system, the movement of receipts and files becomes seamless and there is more transparency in the system since each action taken on a file is recorded electronically.

C. Meetings Management

The system will:

- Facilitate meeting management including scheduling, notifications, attendance, agenda and document sharing.

- Provide search capabilities for searching Meetings & Documents.

- Provide records of previous meetings which can be retrieved anytime.

- Enable detailed user profile management to ensure restricted rights.

- Set up and initiate urgent/ad-hoc meetings directly without creating committees.

- Ensure that stakeholders receive invites directly on setting up of a meeting.

- Provide dashboard view to all users with a calendar reflecting all meetings that the user has accepted.

- Facilitate individual annotation for Board members/Senior management of the department on documents such as note taking and bookmarking capabilities.

8. **MIS/Reports/Analytics**
   - The system would have provision to generate various kinds of reports and dashboards for each application, linked to other components of the module, as per the requirement of the Department from time to time.
   - The parameters based on which reports will be generated would be those for which Data Entry was done.
   - Reports would have generic features to Export in Excel and PDF format. Users would also be able to take print out.

9. **Awards and Punishments**

   This module would allow the authorized user/data entry operator (DEO) to maintain records of an employee nominated for awards and punishments. Awards would include internal awards and State-level Awards, Cash prizes, Certificates, Medals, etc. In case of punishment, it may include a monetary fine, withholding increment for certain time, etc. This module would be integrated with employee records and payroll processing module.

10. **Payroll generation and processing**
➢ Dynamic Salary Structures
➢ Pay Roll Management
   - Automatic Workdays calculation from Attendance module
   - Automatic Leave calculation from Leave Module
   - Automatic integration with Holidays
   - Provision of LWP
   - Supplementary Salary processing
   - Salary Hold and Clearance
   - Pay bill Register, Pay slips.
   - Bank Advice Generation
   - Mid-month salary generation
   - Exit Salary Generation!
   - Separate policy management – Employee Category wise (Contract staff, Deputation, etc.)
   - Income Tax calculators

Reports generated by module (daily, weekly and monthly):

- No. of new Employee Profiles created.
- New designations/positions created.
- Vacancies generated.
- Vacancies filled in.
- Awards and amounts
- Penalties against profiles and amounts paid/delayed.

11. **Leave and attendance Maintenance.**
   ➢ Employee attendance –
   ➢ Online Attendance submission
   ➢ Offline approval provisions
   ➢ Visibility on Monthly Calendars

Leave record management –
   ➢ Online application submission & Approval process /
   ➢ Offline approval provisions
   ➢ Visibility on Monthly Calendars
   ➢ Weekly Holidays (Sundays, Saturdays)
   ➢ Festival Holidays

1.5.2 Estate Management System

The estate management module will ensure real-time, cashless, and efficient management of assets and auction sites for the Market Committees and allottees through an online portal. The SI shall study the existing ACTs and provisions and develop the module as per the allotment policy. It will include but will not be limited to the following:

a) **Property Management System**

- The system will maintain a comprehensive database of all properties within each mandi, including sheds, warehouses, offices, and open spaces.
- It will record details such as size, location, and current occupancy status.
- It will ensure records of registration details, lease agreements and rental details of properties and e-auction platforms on a single, accessible digital portal.

b) E-auctioning of property/assets

- E-auctioning of property and allotment shall take place through generation of Unique User IDs. The system will automate the criteria for selection of bidders.

- Allotment of property shall be integrated with SMS/push notification mechanism sent automatically through the system against User IDs.

- The system shall also maintain a list of properties against which there are court cases and court decisions, either ongoing/pending or have been in the past – displaying the permissible details of the case on the portal.

c) Payment module

- The system will integrate e-payment gateways and digitize old auctions, further integrated with the e-auctioning system.

- It will allow initial submission of security deposit and thereafter, payments and installments against the registered User ID.

d) Lease and Tenancy Management

- The system shall ensure online registration and verification of allottees, providing e-forms/profiles for registration of tenants and verification of credentials and ID through Aadhar-linkages. This will include details such as the name and address of the allottee, contact details, date of allotment, allotment letter, platform/shop no. allotted etc.

- It will manage lease agreements for each property, including terms and conditions and rental details.

- Soft copies of all agreements shall be uploaded on the portal and maintained in digital archival records.

- Renewal for property allotment options in portal.
- Rent submission option would be there in the portal.
- Database would have details about APMC owned property.
- Property allocation and renting.
- User details would be saved.
    - Inspection can be done for different options such as property management (improvement or any repairs required)
    - Document management.
    - Database will record all the property details, allotted properties, Infrastructure database etc.

e) Kisan Bhawan and other property booking:

- The system shall provide a comprehensive listing of guest houses/properties available for booking, sorted by categories and mandis.

- It will enable administrators to add, edit and manage details of available properties.
- The system shall reflect the location, size, rates (if applicable) and facilities of available properties/rooms mandi-wise.
- It will also maintain a calendar with details regarding the duration of booking of properties/guest houses already booked, and when the same will be open for further booking – district and mandi-wise.
- The system will allow APMC administrators to reserve rooms/properties according to the pre-determined quota for stay of designated APMC officers.
- The booking module shall register the following details:
    - Name of the employee booking
    - Employee code
    - Whether booking for self/someone else
    - Details of the person room/property booked for (if applicable)
    - Category of property/Kisan Bhawan selected for booking.
    - Duration of booking (dates confirmed)
- Post selection and confirmation of availability of the guest house/property for rent, confirmation SMS/Push notification with details and dates shall be sent to the employee's registered mobile number.

f) Rent Collection and Invoicing

- The system will automate rent collection processes and generate invoices digitally. Monthly reports of invoices generated and paid shall be issued online.
- It will allow multiple forms of payments, including RTGS/NEFT, net banking etc.
- The system will track payments, defaulters, interest, and penalties on property allotted.

g) MIS and Dashboard

- Monthly reports of the number of leases issued, cancelled, or revoked shall be generated against the number of allottees and their registration details, to be accessed by the authorized officer of the department.
- Monthly reports of guest houses/Krishi Bhawans and other properties booked, with details of the duration of booking – district and mandi-wise.
- A dashboard of real-time analytics regarding components of the property management system shall be available to authorized users.

1.5.3 Vehicle Token and Tracking System (VTS)

The Vehicle Token and Tracking System (VTS) will be integrated with the Gate Entry and Exit Management System, from which the following information will be captured:

a) Vehicle registration details and Form Q

- Details such as the vehicle number plate, driver details and type of vehicle will be captured at the entry gate, leading to generation of a token number for live tracking within the mandi.

- Prior to the vehicle's exit, integration with the Gate Entry and Exit Management System will interlink this module with the QR code generation (post weighing of the vehicle) as vehicle proceeds towards exit. This information will be reflected in the system.

- Once Form Q is completed and uploaded by the agent, the vehicle will proceed towards exiting the mandi.

- If the system-generated information reveals that the seller is not a local Himachali, the vehicle will require passing through another check-post where the QR code details will be verified again. Post this step, the vehicle will exit, and the tracking token will be rendered inactive on the system.

b) Logs of Entry and Exit Time

- The vehicle's entry and exit time shall be captured by the module as it is integrated with the Gate Entry and Exit Management System.

- Post entry, after capturing relevant details, the system will generate an online token against the unique ID of each vehicle number and track the vehicle using the token, which will become inactive and archived post the vehicle's exit from the mandi.

- Prolonged idle time and the amount of time spent by the vehicle in the mandi shall be reflected in the system against the token, accessible to the authorized user and linked to the 'queue management' sub-module from the Gate Entry and Exit Management System.

- Penalty fees for vehicles spending more than 2 hours at the mandi shall be reflected in the application and system.

- The barcode scanner at the Exit Gate will record the details of the exiting vehicle and exit time.

- Automated payment deduction at the exit gate, through partnership with service providers authorized by NCPI (National Payments Corporation of India) shall be facilitated.

c) Post-exit vehicle tracking

- At the exit, a wired GPS-enabled tracker shall be attached to large vehicles and a declaration will be signed between the driver and APMC explicitly stating the terms and purpose of GPS tracking of the vehicle to ensure safe and smooth transit of the produce, in compliance with *Digital Personal Data Protection Act, 2023* of India or other regulations as applicable, and based on the location to which the produce is to be transferred. Copies of this document will reflect on the application and be sent to the farmer and buyer.

- Battery-powered GPS trackers with validity of x days will be attached to the exiting vehicles and the GPS management software will with integrated with VTS mobile application.

- The Command Centre will have access to the fleet management software which will provide the option to deactivate the SIM card within the GPS tracker, post x number of days.

The GPS-based tracking system will enable:

- Facility to auto-generate routes for vehicles based on origin and destination point.
- Facility to track defined vs. actual movement of vehicles, capture deviations if any.
- Facility to view vehicle movements real-time on digital maps and provide information on current location on demand.
- Facility to view vehicle details of a particular vehicle on an interactive GIS Map supporting latitude, longitude location records generated by GPS device. This should include all possible types of map view like a roadmap, terrain, and other applicable views.
- Facility for users to access and view position/location information on GIS maps near real-time through a web interface with historic data displayed on maps.
- Facility for playing back the recorded details of the vehicle movement along the authorized route.

Additionally, the VTS module will be integrated into a mobile-friendly application connected to:

d) The Command Centre

- When the vehicle enters the mandi, integration with the Gate Entry and Exit Management System will ensure that vehicle and produce-related details are captured and reflected on the command center's application. Thereafter, a unique ID and token will be generated for the vehicle, through which it will be tracked within the mandi.

- Data will be stored in the application and retrievable by authorized users from cloud-based servers.
- The application will enable real-time monitoring, incident reporting and escalation mechanisms by authorized users.
- The Centre will be able to track volume of vehicles etc. through dashboards and be connected to CCTV cameras and other apparatus for vehicle tracking positioned in the physical space of the mandi. The Centre will capture and track the following:
  - Vehicle entry and exit with timestamp.
  - Vehicles stopping/parking at unauthorized locations with timestamp.
  - Vehicles crossing the prescribed speed limit.
- The physical location of the command center, where the designated department staff will be stationed, will preferably have wall-mounted TVs for ease of monitoring and incident reporting on the app.

e) Helpdesk

- The designated helpdesk staff of the Department will be stationed in the Command Centre and redirect on-location queries and incidents to the concerned authority.
- The helpdesk staff will run a helpline for the stipulated duration of vehicle operations and assist with resolving any technical issues which may occur.
- Integration with the VTS application maintained by the Command Centre will ensure that all incident-related data is captured by the helpdesk online and ensure best practices for vehicle monitoring.

1.5.4 Engineering Project Management Module

Features of Engineering Project Management System:

Project Planning and Scheduling:
- Gantt charts, task dependencies, and critical path analysis for comprehensive project planning and scheduling.
- Enables visual representation of project timelines, task dependencies, and identifies critical tasks for efficient planning.

Resource Allocation and Management:
- Resource allocation tools to assign personnel, equipment, and materials to specific tasks.

- Benefit: Ensures optimal utilization of resources, preventing bottlenecks and delays in project execution.

Budgeting and Cost Control:
- Budget tracking, expense management, and cost forecasting capabilities.
- Enables real-time monitoring of project expenditures, ensuring projects stay within budget constraints.

Document Management:
- Centralized repository for engineering drawings, specifications, and project documentation.
- Facilitates easy access to project-related documents, fostering collaboration and reducing the risk of information silos.

Task and Issue Tracking:
- Task assignment, progress tracking, and issue resolution tools.
- Improves transparency, accountability, and facilitates quick resolution of project-related issues.

Collaboration and Communication:
- Collaboration platforms, communication tools, and discussion forums.
- Enhances team collaboration, streamlines communication, and promotes knowledge sharing among project stakeholders.

Risk Management:
- Risk identification, assessment, and mitigation tools.
- Proactively identifies and addresses potential risks, minimizing their impact on project timelines and outcomes.

Quality Assurance and Inspections:
- Inspection checklists, quality control measures, and compliance tracking.
- Ensures adherence to quality standards and regulatory requirements, reducing rework and project delays.

Real-time Progress Monitoring:
- Dashboards and reporting tools for real-time project progress monitoring.
- Benefit: Provides stakeholders with instant visibility into project status, milestones achieved, and potential issues.

Equipment and Asset Management:

- Tools for tracking and managing construction equipment, tools, and other assets.
- Ensures proper maintenance, utilization, and availability of equipment to support project activities.

Subcontractor Management:

- Subcontractor tracking, performance evaluation, and payment management.
- Streamlines subcontractor relationships, monitors performance, and ensures timely payments.

Mobile Accessibility:

- Mobile applications for on-the-go access to project information.
- Enables field teams to access project data, update progress, and communicate in real-time from mobile devices.

Client and Stakeholder Engagement:

- Portals or communication channels for client/stakeholder updates and feedback.
- Enhances transparency and client satisfaction by providing regular updates on project progress and milestones.

Environmental and Safety Compliance:

- Tools for tracking and ensuring compliance with environmental and safety regulations.
- Mitigates risks associated with environmental impact and enhances worker safety on construction sites.

In Management of Engineering projects following functions perform:

- ➢ New projects identification
- ➢ Repair and maintenance of projects!
- ➢ RFP for new projects
- ➢ Control Allotment
- ➢ Monitoring of Infra projects and its tracking.

1.6 Grievance Management System

For the HPSAMB portal, the Grievance Management System should be designed to enhance interactions with stakeholders, streamline communication, and manage relationships effectively.

Here are key components that should be included in the Grievance Management System for the HPSAMB portal:

- A web enabled Management Information System (MIS) would be provided by SI. A user friendly and easily accessible one single portal giving due regard to the query. When a person an approach their query and case details will be fed into this system as per the prescribed format and a Unique ID Number would be generated through which the case would be followed by the authorities from district to HO level.

- This system would also be used to access accurate information about the network of institutions and resources available and able to provide support.

- Grievance management software to be developed/customized which will take all the queries and complaints of the citizens/department related to the project. Below are the specifications which are to be provided by the developing agency in the grievance management solution.

- **There shall be the following types of Roles in the grievance management solution:** SI will make the provisions accordingly.

Sr. No	Type	Case Handling	Permissions
1	Helpdesk Executive	Helpline	• Ticket Generation, • Ticket Closure, • Individual Dashboard, • Follow ups, • Addition of remarks, • updating of status, • Inter Call transfer & conference, • reverting or forwarding of Case • Searching of Tickets • Individual MIS report
2	Supervisor	Only Specific	• Live Dashboard Monitoring, • Follow ups, • Inter Call transfer & conference, • Addition of remarks, • updating of status • MIS reports • Searching of Tickets

3	Nodal Officer:
	  o L1 Level
	  o L2 Level
		Cases concerned to their department only or escalated to them only	• Individual Dashboard,
			• Addition of remarks,
			• reverting or forwarding of Case
			• Individual MIS report

4	Admin	NA	• Rights to all permissions change, • user creation, • user deletion, • Dashboard Monitoring, • MIS Reports complete access • Searching of Tickets

➢ **Following types of Login IDs shall be created:**
  • Login ID for all operators which includes operators as well.
  • Supervisor General
  • Admin In charge – Admin
  • L1 for Departments
  • L2 for departments
• Functionality of Dialer
  o Call should land over the computer.
  o Incoming, Outgoing, Call transfer, mute features enabled dialer to be provided.
  o Auto pop up of the Caller details on the software (Call registration page) to be provided.
• CRM enabled.
• Integration of Dialer with Grievance management
• 100 % voice recording
• Auto Call distribution on the Agents seat
• IVR messaging for Call busy and non-operation timing.
• SMS gateway for citizens as well as for the departmental Nodal officers
• Email gateway for citizens as well as for the departmental Nodal officers.
• There shall be a provision to search for any Docket/Ticket No and all the details related to that Docket/Ticket No.
• Admin Section (MIS reporting in excel as well as graphical manner with filters like)
  o Sector wise.
  o Date wise (Daily, Weekly and Monthly)
  o Department wise
  o Age Wise
  o Resolved, overdue.
  o Information or complaint
  o Urgency or priority level

• Admin Section (Live Dashboard Monitoring)
  o No. of call landed.
  o No of the calls dropped.
  o No of calls in the queue
  o Duration of the call currently going on
  o No. of agents busy on the call or seating idle currently.
  o Intervention of supervisor during the call like snooping
  o Call snooping and barging.

MIS Modules:

Module	Purpose
User Registration	This will facilitate the user to register himself or through admin under Program/schemes
Ticket Allocation	This will facilitate the user to allocate the ticket which is create by the helpdesk executive.
Field Inspection Report	This use case will facilitate the user to specify field inspection details.
Ticket Status	This use case will facilitate the user to verify specify ticket status.
Reporting Module	This use case will provide reports as per desire by departments.

Stakeholder Database:

- Maintain a centralized database of stakeholders, including farmers, traders, and other entities involved in agricultural activities.

User Profiles and Access Levels:

- Create user profiles for different stakeholders with varying access levels based on their roles and responsibilities.
- Ensure secure authentication and authorization mechanisms.

Categorization:

- Grievances are categorized based on their nature (e.g., pricing issues, quality concerns, market access).
- This categorization helps in prioritizing and assigning grievances to the relevant authorities.

Assignment and Workflow:

- Grievances are automatically or manually assigned to the responsible officers or departments for resolution.
- A workflow is established to ensure that each grievance goes through the necessary stages of review, investigation, and resolution.

Communication Tools:

- Implement communication features such as email, messaging, and notifications to facilitate seamless interaction between HPSAMB and stakeholders.
- Enable mass communication for announcements, updates, and important information.

Activity Tracking:

- Track and record interactions, transactions, and activities related to stakeholders.
- Monitor user engagement, feedback, and support requests.

Feedback and Surveys:

- Collect feedback through surveys and ratings to assess stakeholder satisfaction.
- Use feedback to improve services and address areas of concern.

Transaction History:

- Maintain a comprehensive record of transactions, including buying and selling activities in APMC markets.
- Enable stakeholders to access their transaction history for reference.

Market Trends and Analysis:

- Integrate market analytics to provide stakeholders with insights into commodity prices, demand trends, and market forecasts.
- Utilize data visualization tools for easy comprehension.

Document Management:

- Store and manage important documents related to stakeholders, such as licenses, permits, and contracts.
- Ensure document version control and secure access.

Integration with Other Modules:

- Integrate Grievance Management System with other modules of the HPSAMB portal, such as e-Auction, Accounting, and Logistics, for seamless data flow and holistic stakeholder management.

Mobile Accessibility:

- Develop a mobile-friendly Grievance Management System interface to ensure stakeholders can access information and communicate on the go.
- Provide a mobile application for convenient access.

Event Management:

- Manage and track events such as training sessions, workshops, and outreach programs.
- Allow stakeholders to register for events through the Grievance Management System.

Analytics and Reporting:

- Implement analytics tools to generate reports on stakeholder engagement, transaction trends, and Grievance Management System performance.
- Provide customizable dashboards for users to monitor relevant metrics.

Security Measures:

- Implement robust security measures to protect sensitive stakeholder information.
- Comply with data privacy regulations and ensure secure data storage.

User Training and Support:

- Provide training materials and support for stakeholders to use the Grievance Management System effectively.
- Offer a responsive helpdesk for Grievance Management System -related inquiries.

1.6.1   Help-Desk:

1. An Integrated Unified Users care center Setup to enable Users 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. The vision is to provide most of the support-related services via digital and voice channels.

4. Going digital should also help to improve the overall performance & timelines in favor of farmers as it will allow quick resolution.

5. 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.

6. All the communication between Users and Authorities should also be recorded for complaint

resolution and for any further issues.

7. Survey and emergency notification solutions should be among few other services to measure user's experience.

8. The team should work in general shift that is 9 Am to 17:30 PM six days a week (Monday-Saturday) except national holidays.

9. Helpdesk Executive will be deployed during O&M phase.

Sl. No.	Positions	Qualifications & Experience	Job Responsibility	Persons Month
1	Helpdesk Executives – 4	Graduate/diploma.	a) To receive the calls and resolve queries related to portal	60 months

Reports generated by module (daily, Weekly and monthly):

- No. of tokens generated and rendered inactive – district and mandi-wise.

- Tokens sorted by type of vehicle – district and mandi-wise.

- No. of vehicles of Himachali sellers (vehicles not stopped at check-post for QR code verification) – district and mandi-wise.

- No. of vehicles stopped at the check post for QR code verification (non-Himachali sellers) – district and mandi-wise.

- Time taken by vehicle within the mandi, sorted by tokens allotted to type of vehicle – district and mandi-wise.

- Payments/transactions through Fastag.

- No. of vehicle-tracking declarations signed – district and mandi-wise.

- GPS fleet management software generated reports – routes, destination, and location of exited vehicles, mandi and district-wise.

- Time taken by vehicle within the mandi, sorted by tokens allotted to type of vehicle – district and mandi-wise.

1.7 Chatbot Application:

A chatbot FAQ, or Frequently Asked Questions, serves as a comprehensive guide to address common queries users may have about a chatbot. This resource provides quick and accessible information, allowing users to find answers to their inquiries efficiently. Covering a range of topics from functionality and features to troubleshooting and user guidelines, the FAQ serves as a valuable tool to enhance user experience. By proactively addressing common concerns, the chatbot FAQ ensures users have a seamless and informed interaction, fostering a positive and satisfying

engagement with the chatbot.

In cases where the bot cannot handle user inquiries, the chat seamlessly escalates to a Contact/Helpdesk Centre, preserving the chat history for live agent assistance. This ensures a smooth transition for users, allowing live agents to address queries without losing context from previous conversations.

The goal is to enhance the user experience by leveraging Chatbot capabilities, providing always-on self-service options and eliminating the need for human intervention in routine interactions.

Following shall be some of the use cases after Chatbot implementation:

Automated Agent Transfer: During Chatbot assistance, if users encounter complex queries and wish to connect with an agent, they can request the Chatbot to facilitate the connection. The system ensures a swift transfer of the chat to an agent chat, streamlining the process for a seamless transition.

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

- Automated interaction through bots, with contextual escalation to the operator: In this scenario, users can initiate a series of standard inquiries through a scripted, automated interaction. If a subsequent query falls outside the bot's capabilities, the conversation seamlessly transitions to an agent. At this point, the agent is equipped to continue service without interruption, as the entire context is readily available, including the user's identity, the sequence of actions executed with the bot, and the specific inquiry that led to escalation.

- **User Experience**: The chat smoothly transitions to a conversation with an agent. In cases where no agent is available, or during after-hours or holidays, the user is directed to engage in a conversation with the bot. If the bot interaction is selected, the user receives a personalized greeting from the bot and is presented with options for a scripted dialogue or an agent call-back.

  • The solution must offer a conversational chat platform, enabling users to engage with the bot for straight forward inquiries.

Additionally, users should be able to complete online forms within the chat interface.

• In instances where the bot cannot address user inquiries, the chat should seamlessly escalate to the Contact/Helpdesk Centre. This escalation should retain the previous chat history, ensuring that the user's inquiry can be seamlessly addressed by a live agent without losing the context of the prior conversation.

Chatbot application Feature List:

Machine learning (ML) 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:** There should be an 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 for Rapid Solutions:

Enable users to find solutions swiftly through self-service, reducing reliance on helpdesk services.

This ensures quick issue resolution and standardized support experience.

Admin Controls for Query Management:

Grant administrative users (Department officials) the ability to manage queries by adding, updating, or deleting query-response pairs based on the analysis of chatbot-user interactions.

Filter Criteria for Report Generation:

Provide diverse filter options for generating reports and dashboards, facilitating a nuanced analysis of interactive queries.

These filters should cover a spectrum of criteria, enhancing the specificity and relevance of the generated reports.

Versatile Report Formats:

Ensure that the solution supports the generation of reports in various formats such as Word, Excel, CSV, PDF, etc.

This versatility enables seamless sharing and utilization of reports across different departments.

Instantaneous Report Generation:

The solution should be capable of generating reports instantaneously, contributing to real-time decision-making processes.

Incorporate a user-friendly interface for efficient and prompt access to reports by authorized personnel.

• 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 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 based on the conversation analysis between Chatbot.

1.8 Temporary GPS tracking for fleet management

a. **Stakeholders**
- Mandi Command Centre Officer (APMC)
- Driver
- Fleet Manager
- System Administrator

b. **Preconditions**
- GPS tracker chips with SIM cards are installed in vehicles.
- The temporary tracking period is set to 10 days.

- The system is accessible to the APMC designated officer (Command Centre), Fleet Manager and System Administrator.

c. Process flow:

- **Step 1: Fleet Manager logs into the system.**

  The system authenticates the Fleet Manager's credentials.

- **Step 2: Fleet Manager selects the "Activate Temporary Tracking" option.**

  The system prompts the Fleet Manager to choose specific vehicles for temporary tracking.

- **Step 3: Fleet Manager sets the tracking duration to 10 days.**

  The system records the temporary tracking duration for the selected vehicles.

- **Step 4: GPS trackers in the selected vehicles start transmitting location data.**

  The system captures and displays real-time location information on the monitoring dashboard.

- **Step 5: Drivers operate the vehicles during the 10-day tracking period.**

  The GPS trackers continuously transmit location data to the system.

- **Step 6: After 10 days, the system automatically disables the GPS trackers.**

  The system sends notifications to the Fleet Manager about the end of the temporary tracking period.

- **Step 7: The SIM cards in the GPS trackers are automatically disabled.**

  The system initiates a command to deactivate the SIM cards, ensuring no further data transmission.

d. Postconditions:

- Temporary tracking is disabled after 10 days.
- SIM cards are deactivated, preventing any additional communication.

e. Alternative Flows:

  Fleet Manager can manually deactivate temporary tracking before the scheduled 10 days if required.

f. Exception Flows:

  If there is a system error or failure in deactivating the trackers, the system alerts the System Administrator for immediate resolution.

1.9 Accounts Management System

The module will track and maintain budget-related activities on a unified digital platform, involving the following sub-modules:

Sr. No.	Sub-Module
A.	Budget Management System
B.	FMS (Financial Management System):
B.	Disbursement Engine
C.	Accounting

Features:

- Uniform Chart of Accounts
- General Ledger Head + Subsidiary Ledger Heads
- Common Vouchers – BPV, BRV, JV, Contra Voucher
- Customized Vouchers
- Contractors Payments – JV Generation
- Supplier Payments – JV Generation
- Customer Invoice – Invoice Generation
- Voucher Entry possible– Selective Account Heads
- Inter Unit Transfers (IUT) and its reconciliation.
- Bank Advice Entry
- Bank Reconciliation
- Fixed Asset Schedule – Depreciation Calculation
- Dashboards – TDS Payable – BPV Generation
- Reports – Trial Balances, Ledger, Schedules, IT Reports

A. Budget Management System

- The sub-module will operate based on separate profiles and a 'username & password-based' login for each Market Committee, with all the Committee profiles visible to the designated Head Officer of the Department for master access and control.
- There will be a separate in-built profile creation, registration and authentication of authorized users.

- The system will create a multi-level budget approval workflow for designated officers of the department and provide alerts and notifications by email to the officers on generation of new requests, re-allocation of amounts under different heads etc.

- The system will provide a visual, interactive budget planner for monitoring and tracking mechanism with incorporated data analytics for real-time tracking. The system will track all payments made by the Department and record the purpose of payments. The budget planner will allow creation of budget heads, track active/inactive budget heads – customizable according to the requirements of the Market Committee – maintain archival records and previous versions, and permit re-allocation of budget and transferring amounts between heads digitally.

- The system will allow sanctioning and raising of requests for additional budget under different heads. All budget requests will be controlled online.

- The system will generate and store and enable retrieval of receipts, invoices and disbursement requests,

- The system will generate monthly, quarterly and annual reports.

- The system will allow forecasting and contribute predictive analytics to enable informed decision-making by the Committee.

- The system will use data encryption to ensure security mechanisms related to sensitive budgetary and financial information.

B. FMS (Financial Management System):

Proposed Functional Modules:

- Chart of Accounts
- Subsidiary Accounts
- Vouchers
- Reconciliation Module
- Fixed Asset Module
- TDS Module
- GST Module
- Labor Cess Module
- Schedule/Grouping
- Financial Reports

- Other MIS Reports

1. Chart of Accounts Management Module
This module will help in defining the complete list of account heads of the corporation.

The power to define a new account head will lie with authorized person of head office only (Acct_Admin)

1.1 Managing Corporate Hierarchy
Location Types –
A. Corporate (Consolidation of Accounts of all levels and formulation of corporate balance sheet)
B. Head Office Location (HPSAMB) – for its expenses.
C. Master Yard
D. Sub-Yard

Mapping of Jobsites with unit, Units with Adm zones and Consolidation zones with effective date.

1.2 Managing Accounts Hierarchy
Account Type – Asset, Liability, Expense, Income
Accounts Main Group
Accounts Subgroup.
Accounts Sub-Group.

1.3 Managing Allocation of Account head to various location levels.
– Head Office, Zones, Units, Job Site

2. Subsidiary Accounts Management Module
Subsidiary Accounts or Party Accounts are created in few of the account heads for maintaining party wise break-up of all amounts (Opening balances, during year debit/ credit and closing balances).
These are mostly maintained in Asset and Liability type of heads.
Some of the examples are –

Account Head (GL Code)	Subsidiary Ledger Type (SL Type)
Advance to Suppliers	Suppliers List
Travel Advance to Staff	Employee List
Security Deposit	Contractors List
Loan from State Govt.	Loan Nos List
Cash at Bank	Bank Accounts List
Fixed Deposit with Bank	FDR List

For the sake of operational convenience, all units will be entitled to create new party accounts as per their convenience, except employee list, Loan nos. etc. which are to be controlled by head office.
Moreover, a new bank account may be opened at may be opened at Unit Office, but with an alert to head office.
More such policies would govern the creation/ updating of subsidiary accounts list.

3. Vouchers Management Module

This module would facilitate entry of following type of vouchers by all locations –

- Cash Payment Voucher (CPV) (Cash Account in Credit Side but no Bank Account at all)
- Cash Receipt Voucher (CRV) (Cash Account in Debit Side but no Bank Account at all)
- Bank Payment Voucher (BPV) (Bank Account in Debit Side but no Cash Account at all)
- Bank Receipt Voucher (BRV) (Bank Account in Credit Side but no Cash Account at all)
- Contra Vouchers (CV) (Only Cash Account & Bank Account)
- Journal Vouchers (JV) (All accounts except Cash Account & Bank Account)

Voucher entry module would have following features:

- Unique voucher number generation by system
- Maker and checker. No editing after posting by checker.
- Option to print voucher by the system.
- Option of cheque printing in case of Bank Payment Voucher
- Validation of debit and credit total equality in each voucher
- Each location would be able to work only on their set of vouchers.

4. Reconciliation Module

4.1 Bank Reconciliation Module

This module will help all location to upload the bank statement obtained from their bankers into the system and then perform reconciliation in two steps –

A. Auto reconciliation – where cheque no/ instrument no as well as amount entered in our books match with bank statement.

B. Manual Reconciliation – The leftover entries of auto reconciliation will be presented by the system in a split window screen. One part showing ledger entries and second part showing bank entries. Users can reconcile matching amount entries manually.

4.2 Inter Unit Transfers (IUT) Reconciliation Module

- This module will manage IUT reconciliation by reconciling IUT entry made by issuing unit with corresponding entry made by receiving unit.

- System will also provide reconciliation report on various Inter Unit Transfers (IUTs) recorded in the system.

- The unreconciled IUTs will be highlighted in exception report at Zonal Level and Head Office Level.

5. Fixed Asset Module

This module helps in managing fixed assets of the corporation for accounting purpose. It will

have following features –

- Identification of Account heads associated with fixed assets
- Maintenance of Fixed Asset Cards
- Mandatory information capture about asset purchase details on operations on
- these Account Heads
- Year-end computation of depreciation based on WDV/ Useful life method.
- Posting of depreciation voucher in books of accounts as well as in asset cards
- Various reports on Fixed Assets register.

6. TDS Management Module
- Accounting of TDS deducted by client.
- Accounting of TDS deducted by department from Supplier Bills
- Downloading of 26AS from Income Tax India site and reconciliation
- Preparation of Annual Returns

7. GST Module
- Accounting of Input credit in Supplier Bills – CGST, SGST, IGST – State Wise Unit Wise.
- Accounting of GST charged by DEPARTMENT to its client based on GST schedule of rates.
- Preparation of GSTR 1 based on the above two inputs.
- Accounting of Tax Deduction at Source (GST) by DEPARTMENT from its supplier bills and it's adjustment in Input credit
- Downloading of Input Tax credit as available in GSTN Portal and its reconciliation
- In very few cases accounting of TCS (Tax Collected at Source) on purchases, and Reverse Charge Mechanism would be required.
- Preparation of TDS (GST) Return.

8. Labor Cess Module
- Accounting of Labor Cess deducted by clients.
- Accounting of Labor Cess deducted by DEPARTMENT from its contractors.
- Provision to retain 1% as processing charges.
- Preparation of Returns

9. Balance Sheet Schedules/ Groups Management Module
This module shall be operated by Corporate User (Acct_Corp), for creation of schedules/ groups from consolidated trial balance. This would include –

- Consolidation of trial balances of all locations to create a consolidated trial of the
- corporate
- Identify and map each Account head with some group/ schedule.
- Identify the location of each account head in a schedule/group.
- Formatting of the schedule/ groups
- Consolidation of schedules in the form of balance sheet/ Profit & Loss

10. Financial Reports Module

This module would manage reports creation and delivery to various stake holders. An

indicative list of reports is given below, which may be selectively viewed at Unit, zone and head office levels as per privileges.

Regular Reports
1. Voucher Listing Report
2. Account Head wise Ledger
3. Subsidiary Ledger
4. Cancelled Voucher Report
5. Journal Book
6. Bank Book
7. Cash Book
8. Account Head Drilldown
9. Daily Bank Status
10. Daily Bank Status Summary
11. Cash Flow Statement
12. Monthly Summary Report
13. Vendor Bill Tracking Sheet
14. Fund Status Report

Auxiliary Reports
1. Chart of Accounts
2. Used SLs for a GL
3. Cheque Register
4. GL Allocated & Not Mapped
5. GL Mapped & No allocation.
6. GL Names of SL

Exception Reports
1. GL Not in Groups
2. GL not in any center
3. Vr Dt > Posted Dt
4. Vr Dt not in Fin Yr
5. Vr where Dr<>Cr
6. Location in Vr<>Gl location
7. Vr entered without sl code.

8 Vr Has Sl code instead null

11. MIS Reports
Summary of daily transactions done by units would highlight on dashboard of zones and head office. This would include –

a) Opening on new bank account (if any).

b) Amount received from client and TDS deducted thereon (if any).

c) Payments made to suppliers and TDS deducted thereon (if any).

d) TDS deducted by Unit's Bankers on amount of interest paid (if any).

e) Payments made with doubtful cheque no.

f) Advances pending for more than six months.

g) Reduction/ increase in Salary/Wages expenses compared to last month.

h) Expenditure exceeding in Jobs.

- More than funds received from client.
- More than sanctioned/ revised sanctioned cost.
-

The above is only indicating. More such reports would be added during the course of development.

C. Disbursement Engine

- This sub-module will track and monitor budget-related sanctions and payment sanctions.

- It will be linked to the user profile-creation and authentication mechanisms of the Budget Management System.

- It will be aligned seamlessly with the Budget Management System to ensure that disbursements align with allocated budget. The system will display available budget allocations and display warnings for potential overages.

- The system will have a configurable, multi-level approval workflow involving relevant officers of the Department and provide email notifications to officers at each level of the workflow for timely decision-making.

- It will also allow authorized users to generate disbursement requests, allow comments and collaboration. On creation of disbursement generation requests, email notifications will be sent to relevant stakeholders.

- It will support electronic forms of payment and fund transfers.

- The system will also maintain records and a database of payers, payees, and relevant bank a/c details.

- A separate sub-module on GST compliance and calculation will be integrated with the system.

- The system will ensure strict compliance with financial regulations and organizational processes, auto-generating email notifications in case of breach of compliance.

- Documents' archive of the sub-module will be linked to the archival and tracking system of the Budget Management System.

- The system will generate automatic reports for tracking and monitoring of disbursements and provide real-time analytics pertaining to fee payments, revenue generated and allowances.

D. Accounting

➢ Keeping all payments and receivables transparent.

➢ Improves Short- & Long-Term business performance.

➢ Depreciating assets according to accepted schedules.

➢ Keeping track of Assets and liabilities.

➢ Coordinating income statements, expense statements, and balance sheets.

➢ Balancing multiple bank accounts.

➢ Ensuring data integrity and security.

➢ Keeping all records up to date.

➢ Maintaining a complete and accurate audit trail.

➢ Minimizing overall paperwork

- The sub-module will maintain a comprehensive general ledger to record all financial transactions.

- It will automate the entries from the budget management system and disbursement engine sub-modules, while the user is able to make manual entries too.

- Users will be able to create and manage journal entries reflecting the dates, time, account codes and amounts.

- Users will be able to match internal records with bank statements and raise incidents for reconciliation in case of discrepancies between the ledger and bank statements.

- The system will be able to generate reports for cash flow, income statements and balance sheets.

1.10 Dashboard and Real-time Analytics

1. The system should provide a digital dashboard for each user. Dashboard should be designed in accordance with user role assign to the user.

2. The system should allow the user to personalize the dashboard menu option. Each user of HPSAMB (Department user or Applicant/Registered User) should have a customized dashboard view on logging into Solution.

3. **Key sections should include:**
    *   Activities pending
    *   Activities assigned.
    *   Key MIS
    *   Email
    *   SMS
    *   Notifications
    *   Link to allowable modules/activities for User etc.

4. The interface shall give flexibility to toggle between graphical and tabular view and tile different windows in the same interface.

5. The system should provide feature to change color scheme, skin of screen, font, and language

6. This module will be integrated with other sub-modules and provide following details through consolidated reports:
    *   The MIS will generate reports check-post wise for types of commodities, quantities and district-wise commodities sold.
    *   Balance sheets, general ledger, cash flow statements etc. will be recorded.
    *   Reports from each mandi generated in a month, quarter, and year.

Functionality relating to other aspects:

S. No.	Functionality
1.	Facilitate capture of details relating to other aspects of HPSAMB ACT and RULES,
2.	MIS: As may be assigned.

Data Visualization:

➢ Bar, charts, graphs, real time data.

Real-Time Data Updates:

➢ Ensure real-time data refresh to provide users with the most current information.
➢ Implement automatic updates or allow users to manually refresh the data.

Key Performance Indicators (KPIs):

➢ Highlight key metrics and performance indicators relevant to the organization's goals.
➢ Allow users to customize and track their own set of KPIs.

Customizable Dashboards:

➢ Enable users to personalize their dashboards by rearranging widgets and choosing relevant metrics.
➢ Provide drag-and-drop functionality for easy customization.

Drill-Down Functionality:

➢ Allow users to drill down into specific data points for more detailed information.
➢ Implement hierarchical views for a deeper analysis.

Comparative Analysis:

➢ Provide features for comparing performance across different time periods, regions, or departments.
➢ Support side-by-side visualizations for effective analysis.

Predictive Analytics:

➢ Integrate predictive analytics tools for forecasting future trends based on historical data.
➢ Display predictive models and confidence intervals.

Geographic Mapping:

➢ Incorporate maps for visualizing geographical data and regional performance.
➢ Include heatmaps or pinpoints to represent concentrations or variations.

User Alerts and Notifications:

➢ Implement alert systems for users to receive notifications based on predefined thresholds.
➢ Allow users to set their own alert preferences.

Trend Analysis:

➢ Display trends over time for various metrics.
➢ Include trendlines and annotations to highlight significant events.

Data Filters:

➢ Provide filters for users to narrow down data based on specific criteria.
➢ Support date ranges, categories, and other customizable filters.

User Authentication and Access Control:

➢ Implement secure user authentication to control access to sensitive data.
➢ Assign role-based access control for different levels of data visibility.

Data Security and Privacy:

➢ Adhere to robust security measures to protect sensitive data.
➢ Comply with data privacy regulations and standards.

User Training and Support:
- ➢ Provide tutorials and training materials for users to understand and maximize the dashboard's capabilities.
- ➢ Offer a responsive helpdesk for inquiries and assistance.

Historical Data Analysis:
- ➢ Allow users to access historical data and perform trend analysis.
- ➢ Include features for comparing current data with historical benchmarks.

Information dissemination at Mandis

HPSAMB intends to provide information to the stakeholders in Mandis through potential technologies mentioned hereunder.

1. **Solar-powered LED displays**

   These wall-mounted LED displays utilize renewable energy, incorporating photovoltaic technology to harness sunlight in outdoor environments.

2. **LED Digital/Electronic Billboards**

   LED billboards are commonly used for advertising. The size and location of the billboard can prove to enhance performance and delivery by relaying information and aiding farmers, agents, truck drivers and buyers in real-time, through a visually engaging medium.

3. **Projection mapping**

   A building projection – also referred to as projection mapping – is projecting moving or still images onto a building with specialist equipment such as video projectors. Projections may be on a large-scale building or a small building such as a shop; whatever the desired surface will be able to project onto it.

Potential information to be displayed in the mandi:

1. **Entry Gate**
   - Important updates by APMC regarding closure of mandi, important dates etc.
   - No. of trucks inside the market and in queue outside

Date and Time			
Gate no.	No. of trucks outside the gate (queue)	No. of trucks permitted in through the gate	Total weight of produce brought in

2. **Inside the market**
   - Highest winning bid against commodity – daily display
   - Shop no. available for rent/lease.

3. **Auction Process**

- Daily rates

Date and Time				
S. No.	Commodity	Today's rate	Yesterday's rate	Quantity (kg/quintal)

- Shop no. of commission agents

Date and Time			
S. No.	Shop No.	Commission Agent Name	Commodity being sold

- Auction start and end time against a particular date

Date	Auction Start Time	Auction End Time

4. Exit Gate

Date and Time	
Gate No.	No. of trucks permitted out through the gate

1.11 AI Module:

Finance Management System (FMS) Module:

- **Expense Tracking and Categorization:**

AI algorithms can automate the categorization and tracking of expenses by intelligently recognizing and assigning categories to transactions.

- **Predictive Analytics for Budgeting:**

AI-powered predictive analytics can analyze historical financial data to forecast future expenses, aiding in more accurate budgeting and financial planning.

- **Automated Invoice Processing:**

AI can automate the extraction and processing of information from invoices, reducing manual data entry and minimizing errors in financial records.

- **Intelligent Financial Reporting:**

AI can automate the generation of financial reports, ensuring they are accurate, timely, and comply with regulatory requirements.

Human Resource Management System (HRMS) Module:

- **Talent Acquisition:** AI helps in automated resume screening, candidate matching, and even chatbot-driven initial interviews.
- **Employee Engagement:** AI-driven surveys and sentiment analysis can provide insights

into employee satisfaction and engagement.

Engineering Module for Lease and Rental Management:

- **Lease Portfolio Optimization:** AI can analyze lease portfolios for optimal performance and identify areas for improvement.

- **Risk Management:** AI algorithms can assess potential risks in lease agreements and suggest mitigation strategies.

Helpdesk Module:

- **Automated Ticket Resolution**: AI-powered chatbots can handle routine queries and issues, automating ticket resolution.

- **Predictive Issue Analysis**: AI can analyze historical data to predict potential issues and proactively address them.

Chatbot Module:

- **24/7 Customer Support:** AI-powered chatbots can provide round-the-clock customer support, answering queries and resolving issues.

Auction Module:

- **Dynamic Bidding Strategies:** AI can suggest optimal bidding strategies based on real-time market conditions and user behavior.

- **Price Prediction:** AI algorithms can analyze historical auction data to predict potential closing prices.

Geographic Tagging and End-to-End Logistics Module:

- **Route Optimization:** AI can optimize logistics routes based on real-time traffic data, reducing delivery times and costs.

- **Geospatial Analysis:** AI can provide insights into geographic trends, helping in strategic decision-making.

1.12   Cold Storage Management:

- Design, develop, and implement a cold storage System to handle perishable materials.
- Implement shelf-life tracking, lot number-wise inventory, and automated alerts for timely actions.
- Facilitate efficient billing processes for farmers depositing perishable crops.

STORAGE MANAGEMENT

Storage module covers the following key functions:

- Stack management
- Temporary storage

- Spillage management

- Stock maintenance

- Stacking plan

- Stacking history

- Quality checking of stored stocks

- Storage calculation

- Maintenance of Registers

COLD STORES AND INVENTORY MANAGEMENT:

This module should provide the functionality related to stores' operation within a cold storage along with the tracking and control of items' inventory. It would cover the following key functions:

- Monitoring of equipment inventory

- Receipt of fresh dead stock through procurement

- Maintaining the inventory threshold

- Disposal of expired stocks

- Update of dead stock accounts

MOVEMENT PLANNING AND MONITORING:

Key functions:

- Capturing monthly inflow plan.

- Dispatch Instructions

- Monthly movement plan based on offtake, vacant space, and capacity utilization

- Stack position

- Arrival/Placement/Release time of Stack

- Dispatch and expected travel

GENERATION OF GATE PASS WITH BAR CODE INTEGRATION:

After packing of stored items into Vehicle is done which is concluded as Lifting process and Gate Pass is generated with following details:

- Name and address of Cold Storage
- Serial No.
- Name of Depositor/Receiver/ Consignee
- GSTIN
- Address
- Name of Truck Driver
- Place of Supply
- Truck No
- Commodity
- No of Bags
- HSN Code
- Value
- Weight
- From: (G. No/ Stack No.)
- To: (G. No/ Stack No.)
- Signature of Truck Driver

PHYSICAL VERIFICATION

This process explains the physical verification of the cold storage which is done be designated teams on a quarterly or Annual basis. Physical Verification process includes weighment of the stocks and checking the dead stock inventory. The observations of the Physical Verification are captured in a Physical Verification report.

This module should capture the details of observation from physical verification of stocks in the Cold storage by designated teams from HO on a quarterly or annual basis. It would cover the following key functions:

- Identification of stacks to be audited (for ISI Method)
- Preparation of census list (for Routine PV)
- Advance communication of schedule
- Weighment of the stocks

- Preparation of Audit Report

QUALITY CONTROL (QC):

This module should capture the details of and support the quality control of store items. It would cover the following key functions:

- Quality analysis of procured or transferred items.
- Periodic quality inspection at cold storage / DO level.
- Maintenance of centralized priority list
- Overriding of queueing and prioritization
- Upgrade and downgrade of stock.
- Disposal of non-issuable stock based on category.

MIS REPORTS FOR COLD STORAGE:

- Graphical view stack wise stock position
- Graphical view of item wise stock position
- Graphic comparison of Outward and weighment
- Graphic comparison of Inward and Weighment
- Graphical stack wise stock position.
- Graphic view of item wise used capacity
- Stack wise stock position.
- Capacity Utility Report
- Stock reports: District Wise, cold store Wise, Circle Wise.
- Depositor item wise report
- Transaction reports: Monthly, Weekly, Dispatch report.

Components:

- ➢ **Central Database:** Develop a robust database to manage perishable material data, including shelf life, lot numbers, and billing information.
- ➢ **Shelf-Life Tracking:** Implement a module to capture, store, and monitor the varying shelf lives of different crops.
- ➢ **Lot Number-wise Inventory:** Design features to track inventory at the lot number level for effective stock management.

- ➢ **Automated Alerts:** Implement an alert system for expiration dates, temperature fluctuations, and other critical events.

- ➢ **Billing Module:** Create a billing module to calculate and manage monthly charges for farmers.

Features and Functionalities:

Perishable Material Management:

- Shelf-life tracking and dynamic expiration alerts.
- Differentiated monitoring and alerts based on crop categories.

Lot Number-wise Inventory:

- Assignment of unique lot numbers to each batch of incoming crops.
- Efficient tracking of inventory based on lot numbers.

Automated Alerts:

- Immediate alerts for upcoming expiration dates and temperature deviations and other critical events to prevent product spoilage.
- Customizable alert settings for different types of perishable materials.

Quality control process

- This process deals with the quality assessment of stored items that are offered in lot/heap at the cold storage. In case the quality assessment is passed lot/heap is accepted otherwise, it is rejected.

Quality Control Process during Storage Process:

The main entry of Quality inspection is done in the technical register. Manager QC pays regular visits to the cold storage where storage is done to inspect the quality of the stored items.

Billing Module:

- Monthly billing calculation based on deposited items and their storage duration.
- Automated invoicing and notifications for farmers.

User Roles and Permissions:

- Role-specific access controls for cold storage managers, billing personnel, and farmers.
- Security measures to protect billing and inventory data.

Historical Data Analysis:

- Archive and analyze historical data on shelf life, temperature, and billing transactions.

- Generate reports to identify patterns and optimize storage practices.

2. General Functionalities

1. Functionality for Refund

The Refund module caters to the refund related activities of the Agent. The functionality of this module includes:

S. No.	Functionality
1.	Facilitate identification of refund cases among agents
2.	Facilitate entry of refund application and its sanction Facilitate the assessing authority in determining the amount of refund and submit the case to appropriate authorities as per the case
3.	Facilitate adjustment of refund with tax payable
4.	Facilitate entry of refund payment details and voucher generation
5.	Facilitate identification of false refund claims using checking mechanisms

2. Functionality for Appeals

This module shall be integrated with Litigation Monitoring System (LMS) developed by Department of Information Technology, HP (DIT). This list deals with the task of monitoring of appeals filed by the Agents and various court cases in which department is a party.

(i) Appeal Monitoring

S. No.	Functionality
1.	Facilitate acceptance and storage of record of appeal applications using a checklist of necessary documents (payment, credentials etc.) and generate report of summary rejection with the appropriate reason if any.
2.	Facilitate preparation of reports of hearing date and communication (notices) to be sent to appropriate parties (***)
3.	Facilitate the appropriate authority to grant a stay order
4.	Facilitate issuing notice disposing off an appeal
5.	Facilitate maintenance of an Institution register
6.	Facilitate memorandum of appeals cases to be entered and maintained. Details like name of advocate etc. relevant to the case should also be captured

7.	Facilitate the transfer/receipt of appeal to/from other appellate authority to another by appropriate authorities
8.	Facilitate capture (receipt) of details of second appeal cases
9.	MIS Pendency of cases along different search parameters Maintenance of statutory registers for details of cases Position of appeals disputed Mandi wise Position of appeals Year wise and District wise Position of appeals assessing Office wise

3. *Web portal functionalities*

The web-portal requirements have been divided into the following categories:

Static Pages – The static pages contain information that does not change frequently and can contain information on but not restricted to, the following:

1.	Static Links: About the department Procedure and requisites for Registration All state and central Government policies that relate to the department. Links to the respective web sites that have these policies. Relevant Rules and Acts Facilitate downloading of forms which are freely available from the departments! Important Judgments relevant to the department. Right to Information section with forms for requesting information from the department under RTI Act

Dynamic Pages – The dynamic pages contain textual information but one that change frequently like

1.	Organization Structure: This shall provide a spatial distribution of the offices of the department through an interactive state map. Hyperlinks available on each office location shall lead to the detailed address, contact numbers and officers of the same.

2.	Key Statistics:
	Revenue earnings of the department:
	This shall depict the Collections against the target set for the current fiscal year and also the growth in terms of percentage. User can also query on similar information on previous fiscal years. Detailed break-up of the revenue can also be shown either graphically or in a report format. Revenue earning of the department can be categorized based on Mandi wise, district wise and commodity wise.
3.	Notifications: The system will store details like notification date, notification number keywords describing the notification and path and name of the corresponding HTML file on the web server. Search on notifications based on some key words, notification number and dates will be provided. A complete year/month-wise listing shall also be available.
4.	List of all Mandis: Facility for viewing a complete listing of all the Mandis, allied infra- available at the Mandis, Who's who in the Mandi's, Mandi wise revenue.
5.	Registered User management: This module will include general user registration and allocating a user id and password to the user. This will also include an internal User management module, which will be accessible to internal users only such that they can validate the registered user, allocate a user id and password, activate, or deactivate them.
6.	Online Appeal/Case filing: Facility for filing an appeal or case online by a registered user.
7.	Amendment: Facility for any registered dealer to apply for an amendment in his profile like change in business premises details, or partners details, addition, or deletion of Commodities, etc.

4. *Non-Functional Requirements*

Other than the SLAs, the following non-functional technical requirements are to be conformed with.

- **IMS Application Non-Functional Requirements**

Feature	Requirement
Reliability	Application uptime should be as per SLA
Usability	The user interface should be intuitive, with standard windows key shortcuts for modules and frequently accessed functions. There should be a task bar showing keyboard shortcuts for all form links and also a link to context specific help.
	The depth (no. of clicks/keystrokes required to reach a form from the welcome screen) should be minimal.

Platform	The application should be developed on widely accepted standards as much as possible.
Availability	The application server will be required to run 24x7
Security	Refer IS Security section
Response time	Batch update of new data from client PCs to the server should preferably not block other operations on the IMS application in the same PC

- **IMS Web portal Non-Functional Requirements**

Feature	Requirement
Reliability	The system should provide for active monitoring and auto notification to the administrator in case of problems.
Usability	The user interface should be intuitive. The depth (no. of clicks/keystrokes required to reach any information point from the welcome screen) should be minimal. The portal should support viewing through as many browsers as possible.
Platform	The web portal should be developed on open standards.
Availability	The web portal will be required to run 24x7
Security	The portal should be protected from and hacking attempts. Refer IS Security section.
Response time	All downloads should be in zipped format.

User and Access Control Requirements: Both the portal and the application should address the following: user registration, user authentication, user management, auditing & reporting, and audit logs.

Search, Input and Validation Requirements: Simple and advanced search facilities should be available to aid users in refined searches. For validation and input, error messages should be generated by the system which are clear, unambiguous, and consistent which also indicates the corrective action required by the user. Error messages, codes, menus and help instructions should be easily updated.

1. **Archival and Recovery**

There should be an effective backup solution for the data generated by the system. The IMS application should include facilities at all the locations for archival of static data and transaction data with timestamps. In case of any system failure, there should be checking of proper restoration during the backup and restarting data backup.

2. Localization

- The base currency of the System must be Indian Rupees
- Language Multilingual support
- Himachal Pradesh – English, Hindi
- Be compliant with relevant Compliance legislations applicable in the state.
- Be compliant with Indian IT Act 2000 and other relevant legislation.
- Support local calendar, including public holidays, be able to process date-oriented functions with appropriate regard to leap years, public holidays, local anniversaries, and weekends.

5. *Acceptance* **tests**

User Acceptance Test (UAT) would be conducted on completion of the following:

1) State Data Center operational.
2) 90% of the modules live.
3) Web portal operational

Successful compliance with the condition's precedent, will enable the payment mechanism. Successful completion of the pilot phase is one of the conditions. The successful completion of the pilot and rollout phases will be adjudicated by an appropriate process of acceptance testing and certification.

The Committee will put in place an appropriate process and mechanism for acceptance testing and certification, guided by the following principles:

1. The Committee will conduct acceptance testing and certification after development of modules by the SI.

2. The agencies will lay down a set of guidelines following internationally accepted norms and e-Governance Standards for testing and certification in all aspects of project development and implementation covering software, hardware and networking including the processes relating to the design of solution architecture, design of systems and sub-systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to compliance with SLA metrics, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and the agreement.

3. The agencies will be involved with the project early in the development stage to ensure that the guidelines are being followed and to avoid large-scale modifications pursuant to testing done after the application is fully developed.

4. The agencies nominated by the Committee can engage professional organizations for conducting specific tests on the software, hardware, networking, security, and all other aspects.

5. The agencies nominated by Committee will establish appropriate processes for notifying the operator of any deviations from the norms, standards, or guidelines at the earliest instance after noticing the same to enable the operator to take corrective action.

Such an involvement of and guidance by the agencies will not, however, absolve the operator of the fundamental responsibility of designing, developing, installing, testing and commissioning the various components of the project to deliver the services in perfect conformity with the SLAs.

3. Training and Capacity Building

The project engages with district level staff and will be trained and supported for mobile-based use of this digital platform along with reporting framework. The bidder in consultation with HPSAMB, and GoHP needs to plan for the continued training and handholding throughout the project period. The bidder should provide a comprehensive data capturing and timely task-based application for timely intervention and support system for all the staff and all other stakeholders in order facilitate express service and support delivery to the end.

A special on-site training session also needs to be conducted for District level with HPSAMB Govt officials to use application readiness, usability, and handholding. No extra cost will be given by HPSAMB for trainings.

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.

Train head office staff.

Train field staff.

SECTION II – TEAM REQUIREMENT (CV)

Sl. No.	Description	Minimum Qualification	Nos.
1.	Project Manager	• MCA/B. Tech / B.E./MBA from a reputed institute • Minimum Experience: At least 15 years. • Languages known (Read, Write and Speak): Hindi, English • Should have managed large programs of similar nature in India for at least 5 years • Should be adept at representing the organization at high level meetings with the client. • Excellent writing, communication, time management and multitasking Skills	1
2.	Business Analyst	• B.E. / B.Tech. in IT or Computer Science and MBA or Other Postgraduate in IT or Computer science from recognized University or Institution. Minimum 05 Years of relevant experience as Business Analyst	1
3.	Project Coordinator	• BE/ B.Tech. / MCA/ M.Tech. or equivalent Engineering Graduate/ Post-Graduate. • Minimum 08 Years of relevant experience as project coordinator.	1
4.	Sr. Software Developers	• BE/ B.Tech. / MCA/ M.Tech. or equivalent • Engineering Graduate/ Post-graduate or specialization in domain areas • Minimum 5 Years' experience in software development of e-Governance projects.	2
5.	Mobile Developer (iOS and Android)	• BE/ B.Tech. / MCA/ M.Tech. or equivalent. • Engineering Graduate/ Postgraduate or specialization in domain areas. • Minimum 8 Years' experience in iOS & Android development of e-Governance projects.	2
6.	Software Developers	• BE/ B.Tech. / MCA/ M.Tech. or equivalent • Engineering Graduate/ Post-graduate or specialization in domain areas • Minimum 3 Years' experience in software development of e- Governance projects.	2
7.	Quality Analyst	• BE/ B.Tech. / MCA/ M.Tech. or equivalent • Engineering Graduate/ Post-graduate or specialization in domain areas • Minimum 5 Years' experience in software development of e- Governance projects.	1
8.	Data Base Administrator	• BE/ B.Tech. / MCA/ M.Tech. or equivalent • Engineering Graduate/ Post-Graduate or specialization in domain areas • Minimum 10 Years' experience in software development of e- Governance projects.	1
9.	Delivery Manager	• BE/ B.Tech. / MCA/ M.Tech. or equivalent • Engineering Graduate/ Post-Graduate with certification or specialization in domain areas • Minimum 10 Years' experience in software development of e- Governance projects.	1

SECTION III – IMPORTANT INFORMATION TO THE BIDDERS

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:

  The Managing Director,
  HP State Electronics Development Corporation,
  1st Floor, IT Bhawan, Mehli,
  Shimla - 171013

  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 Poral 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 cancel the tender at any stage or to reject one or more of the bids without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

- The interested binder may study the existing system prior to submission of technical and financial bid.

SECTION IV – 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.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	I. The bidder should be Company registered under the Indian Companies Act, 1956 and should be in operation since last 5 years as on date of submission of bid. II. The company offices must be Registered in India, with Valid GST.	I. Certificate of Incorporation II. GST Registration Certificate
2.	The average annual turnover / receipts of the organization during the previous three financial years.	Annual average Turnover of the bidder during any last three financial years i.e.: FY 2021-22, FY 2022-23, and FY 2023-24, must be Minimum 40 Crores.	Audited financial statements for the financial years to be attached
3.	Net Worth	The net worth of the bidder in the three financial years should be positive. i.e., FY 2021-22, FY 2022-23, and FY 2023-24	Statutory Auditor Certificate
4.	Technical Manpower's Deployment Capability	Bidder must have deployed Technical Manpower's at least one (1) project of value not less than Rs. 01 Crore, or at least two (2) projects of value not less than 80 lakhs each project for any State or Centre Government Department during the last 5 years.	Copy of Work Order/ Contract
5.	Technical Capability & Experience	Bidder should have completed / ongoing Software Development projects in the last 4 years from the date of submission of bids, where. a. Value should not be less than Rs. 5 Crore till the date of submission of the bids.	Work Order + Certificate of Completion / Part Completion
6.	Similar Capability & Experience	Bidder should have 01 (One) Software development projects for completed/ ongoing pertaining to digitization of Mandis/ market yards/ APMCs/ Agriculture for any State/Center Government Department in India	Copy of Work Order / Contract
7.	Certification	CMMI 3 or above, ISO 9001:2015 and ISO 27001:2013	Copy of valid certificates
8.	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 regulators, etc. at the time of bid submission date.	Declaration regarding Clean Track Record (As per Form 9 of this RFP)

9.	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.	Copy of the latest EPF combined challan cum return (ECR) showing the number of Subscribers.
10.	Fees	i. The Bidder must have submitted Rs. 5000/- towards the cost of the Tender Document. ii. The Bidder must have furnished the EMD of Rs. 30,00,000/- OR iii. MSME are exempted only for tender document fee and EMD. The firms claiming such exemption must provide valid Government certificate to substantiate their claim for exemption. In case the certificates are not found to be valid, the exemption claim will be rejected, and firm will be disqualified for non- submission of tender fee and EMD.	**DD/FDR/BG/MSME**
11.	Mandatory Undertaking	Bidder should: - 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. 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; Comply with the code of integrity as specified in the bidding document.	A Self Certified letter as per Form 8: Self- Declaration

JV/ Consortium shall not be allowed.

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.

SECTION V – EVALUATION OF BIDS/ PROPOSALS

Bid Opening

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 non-responsive.

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.

SECTION VI – 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 bid submission)	10	For <=5 years, 0 Marks One mark for each completed year >5	**10 Marks**
2.	Average annual Turnover of bidder from IT services & ITES, software development services for last 3 years as on 31st March 2024. It should not include cost of Hardware procurement & Third-party software license procurements.	10	>40 Cr to <=45 Cr = 5 Marks >45 Cr to <=50 Cr = 7.5 Marks >50 Cr = 10 Marks	**10 Marks**
3.	Number of application software projects in Central or State Govt. departments in India completed/ ongoing in the last 4 years from the date of bid submission (Excluding Hardware procurement cost & Third-party software license procurements) each of minimum Rs 1 Crore in value. The projects completed/ongoing for the private organizations (in India, which must be operational on date of submission of bid) will be considered only with the condition that the bidder will have to justify his claim with the sufficient documentation to the committee. The committee may ask for any type of document to verify the claim of the bidder. The committee may reject the claim and the onus to justify the claim will lie with the bidder.	5	2.5 marks for each project of IT services/solution-(excluding hardware and license cost and taxes) of value of more than Rs 1 Crore.	**5 Marks**
4.	The bidder must have application IT Software projects at least one (1) project of value not less than Rs. 15 Crore, or at least two (2) projects of value not less than 8 Crore each project for last 3 years.	5	Copy of Work Order	**5 Marks**
5.	Experience in software development projects for any state government department/board/ corporation of Himachal Pradesh within the last 5 Years: - One (1) mark will be awarded for each project	5	Copy of Work order	**5 Marks**
6.	No. of Software development projects completed / ongoing pertaining to digitization of Mandis/ market yards/ APMCs/Agriculture for any Government Department in India.	10	5 marks for every relevant project - maximum 2 projects would be considered.	**10 Marks**

No.	Criteria	Marks	Sub-criteria	Marks
7.	Bidder must have two (2) Completed project of Helpdesk for any State or Centre Government Department during last 5 years in India.	5	2.5 marks for every relevant project - maximum 2 projects would be considered.	**5 Marks**
8.	The Bidder must have minimum 100 IT Professionals (BE/ B Tech/ BCA/MCA/ MBA) on its rolls as on 31st December 2023 **(ECR copy should be submit)**	5	150 & above	**5 Marks**
			100 to 150 Nos.	**3 Marks**
			Less than 100 Nos.	**0**
9.	Technical Solution	35	Understanding of requirements and law (2 mark), challenges and constraints (2 mark) and understanding of scope of work (1 mark).	**5 Marks**
			Approach and methodology	**10 Marks**
			Software solution design and Architecture- coverage of functionality and scope, security, data management and technical features	**10 Marks**
			Implementation Strategy, Activity wise Project Plan / Timelines	**5 Marks**
			Risk and Mitigation Plan for implementation, data security and data openness, insights on data and pattern, proposed innovation and use of modern technology	**5 Marks**
10.	**Team Requirement CV (as per Section – II)** Project Manager Sr. Software Developer Jr. Software Developer Android app Developer iOS app Developer Business Analyst Quality Analyst Project Coordinator Database Administrator Delivery Manager	10	**Experience of working with central/ State Govt.**	
			>2 projects	**5 Marks**
			=2 projects	**3 Marks**
			Experience of working for project involving software development, operations and maintenance	
			>2 projects	**5 Marks**
			=2 projects	**3 Marks**
		Total		**100 marks**
	Cut Off Marks to be eligible for financial bid opening			**70 marks**

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= [Fmin / Fb] * 100 (rounded off to 2 decimal places) where,

    SF= Normalized financial score of the bidder under consideration

    Fmin=Minimum financial quote among the technically qualified bidders

    Fb= 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:

    o   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;

    o   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

    o   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 system integrator whose score is calculated as highest during the proceedings of the Bid Final score evaluation as per method stated as above.

2. Prior to the expiration of the bid validity period, HPSEDC will notify through a "Letter of Intent", to the system integrator in writing or by facsimile or email, that their proposal has been accepted and under consideration for signing a contract.

3. The system integrator who has been issued with a letter of intent is expected to furnish a Performance Bank Guarantee (PBG) for an amount of @3% of total work order value. This Performance Bank Guarantee has to be from any Nationalized/ Scheduled bank.

4. The contract between the system integrator and HPSEDC/HPSAMB and will come into force only upon the bidder furnishing the Performance Bank Guarantee in 15 days and HPSAMB/HPSEDC signing the contract with the system integrator.

5. If the system integrator 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 system integrator 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 system integrator 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 system integrator 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 system integrator.

Performance Bank Guarantee

- The system integrator shall at its own expense deposit with HPSEDC, within thirty (15) 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 3% 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 HPSAMB/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 for amount as mentioned in the Letter of Invitation of this RFP and this EMD shall form part of this Bid. Any bid, submitted without EMD or with the lesser bid amount, will be rejected being non-responsive.

2. 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 system integrator, 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 and amendments thereof.

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 VII – 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 HPSAMB/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 system integrator 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 system integrator and HPSAMB/HPSEDC.
- 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.
- If the progress of assignment is found to be non- satisfactory or delayed at any point of time, HPSEDC reserves the right to impose penalty @1% of quarterly payment for each default. The liquidated damages and penalty shall not exceed 10% of the contract value.

SECTION VIII – 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

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 system integrator, 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/HPSAMB 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 system integrator.

Force Majeure

- The system integrator shall not be liable for forfeiture of its Performance bank guarantee, Liquidated Damages, or termination for default if and to the extent that it's 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 system integrator 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 system integrator 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.

SECTION IX – 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, HPSAMB/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 system integrator, 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 HPSAMB/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 HPSAMB/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. HPSAMB/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 HPSAMB/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.

- SI shall hand over complete documentation and source code, and any other product developed under this contract to HPSAMB/HPSEDC.

Confidential Information, Security and Data

The Bidder will promptly on the commencement of the exit management period supply to the HPSAMB/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

- HPSAMB data and confidential information; and

- All current and updated departmental data as is reasonably required for purposes of the HPSAMB/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 HPSAMB/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 HPSAMB/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 HPSAMB/HPSEDC 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, HPSAMBHPSEDC or its nominated agencies shall deliver to the Vendor all forms of Vendor confidential information which is in the possession or control of HPSAMB/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 HPSAMB/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 HPSAMB/ 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 HPSAMB/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 HPSAMB/HPSEDC or its nominated agencies, firm shall effect such assignments, transfers, innovations, licenses and sub-licenses as HPSAMB/HPSEDC may require in favor of HPSAMB/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) HPSAMB/HPSEDC or its nominated agencies, and/or any Replacement Vendor.

- Firm shall also give HPSAMB/HPSEDC or its nominated agencies, or any Replacement

Vendor right of reasonable access to firm's premises and shall procure the HPSAMB/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 HPSAMB/ 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 HPSAMB/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 HPSAMB/ HPSEDC 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.

    o A detailed program 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

    o 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 HPSAMB's operations as a result of undertaking the transfer; and

    o If applicable, proposed arrangements for the segregation of Firm's networks from the networks employed by HPSAMB/ HPSEDC or its nominated agencies and identification of specific security tasks necessary at termination; and

    o Plans for provision of contingent support to the HPSAMB/ 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 HPSAMB/ 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 HPSAMB/ HPSEDC or its nominated agencies as a part of part deliverable/ milestone.

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 project 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:
  o is or becomes generally available to the public other than as a result of a breach of an obligation under this Clause; or
  o is acquired from a third party who owes no obligation of confidential in respect of the information; or
  o 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 projective 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 HPSAMB/HPSEDC, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the HPSAMB 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 HPSAMB/HPSEDC, 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 HPSAMB/HPSEDC, other than the Contract itself, shall remain the property of the HPSAMB/HPSEDC and shall be returned (in all copies) to HPSAMB/HPSEDC on completion of the firm's performance under the Contract if so required by the HPSAMB/HPSEDC.

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 HPSAMB/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 HPSAMB/HPSEDC. The firm will confirm in writing the name of nodal person to HPSAMB/HPSEDC along with his/ her official email address. Similarly, HPSAMB/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, HPSAMB/HPSEDC interpretation of the clauses shall be final and binding on all parties.

Third Party Claims

- The firm (the "Indemnifying Party") undertakes to indemnify the HPSAMB/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 HPSAMB/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, Project Execution Timeline and Penalty

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

Report/ Milestones	Timeline (in weeks)	Payment Schedule	Penalty
Award of Contract/LOI	**T**	Nil	Nil
Detailed Functional requirement study, system requirements study, exit management plan and final acceptance of these by client	**T+8**	20 % of the work order shall be released.	1.5% of the milestone payment

IMS Web Portal & Mobile Application Development, including any upgradation proposed by bidder	**T+36**	25% of work order after evaluation and satisfaction of the duly constituted committee	1.5% of the milestone payment

Report/ Milestones	Timeline (in weeks)	Payment Schedule	Penalty
Deployment & Go-Live of complete Application with all modules as mentioned in the RFP and as decided by client on successful UAT by client	**T+40**	25% of work order	1.5% of the milestone payment
Legacy data migration	Shall run in parallel as instructed by HPSAMB	5% of work order	1% of the milestone payment
System integrator shall provide training services for the stakeholders & department users. User manuals, training manuals, audio- videos for various purposes related to the system. These entire documents/ audio-videos must be got approved from the Client.	After go live, as proposed by HPSAMB	10% of work order	2.5% of the milestone payment
Operations & Maintenance and Helpdesk (Post Implementation support)	For 5 years from the date of Go-live	15% of the payment to be made in 60 months (payment to be released on Quarterly basis)	0.0016% of the each quarterly payment.

The operation and maintenance period may be extended by a period of 2 years after mutual discussions.

Limitation of Liability

The aggregate liability of the firm to the HPSAMB/HPSEDC in contract or tort or under statute or otherwise, for any loss or damage suffered by the HPSAMB/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 HPSAMB/HPSEDC 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.

Source Code and IPR

The ownership of source code of the developed web portal and mobile application shall be assigned and transferred to HPSAMB/HPSEDC with all ownership rights of the software/ source code and all related tangible and intangible material and documents for its unlimited, unrestricted use within the state of Himachal Pradesh at unlimited number of locations, machines, computers, gadgets etc.

SECTION X – – FORMS AND ANNEXURES

FORM 1: Format for Pre-Qualification Proposal

Date: DD-MM-YYYY

The Managing Director,
HP State Electronics Development Corporation,
1st Floor, IT Bhawan, Mehli,
Shimla - 171013

Ref: Request for Proposal (RFP) for Study, Design, Development, Implementation Operation & Maintenance of Application, Web-Portal & Mobile Application for HPSAMB, Government of Himachal Pradesh

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 HPSAMB/HPSEDC 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   2024

(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 not withstanding 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 2021-22	Financial Year 2022-23	Financial Year 2023-24	Page number where the details are provided

2. Positive Net-worth of the Bidder

Financial Year 2021-22	Financial Year 2022-23	Financial Year 2023-24	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: CV Format

The format for submission of CVs is the following:

1. Name: _____

2. Profession / Present Designation: _____

3. Years with firm: _____Nationality: _____

4. Area of Specialization: _____

5. Details of Certification:

6. Date of Birth:

7. Proposed Position in Team:

8. Key /Experience suitable to the proposed assignment: _____
    (Under this heading give outline of staff member's experience in the area of assigned work in projects of similar nature handled in the past. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations.

9. Education/Training Programs: (Under this heading, summarize college/ university and other specialized education of staff member, giving names of colleges, dates and degrees obtained)

10. Experience: (Under this heading, list of positions held by staff member since graduation, giving dates, names of employing organization, title and duration of positions held and location of assignments. For experience types of activities performed and Owner references, where appropriate.)

Signature (Concerned employee): _____
Counter Signature of Authorized Signatory: _____
Full Name: _____
Address: _____
Date:

FORM 7: Self-Declaration {to be filled by the bidder}

To,

The Managing Director,

HP State Electronics Development Corporation,

1st Floor, IT Bhawan, Mehli,

Shimla - 171013

_____,

In response to the RFP. No. _____dated _____for Study, Design, Development, Implementation Operation & Maintenance of Application, Web-Portal & Mobile Application for HPSAMB, Government of Himachal Pradesh, 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 8: Declaration Regarding Clean Track Record (To be submitted on Bidder's letter head)

To,

The Managing Director,

HP State Electronics Development Corporation,

1st Floor, IT Bhawan, Mehli,

Shimla - 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 Study, Design, Development, Implementation Operation & Maintenance of Application, Web-Portal & Mobile Application for HPSAMB, Government of Himachal Pradesh. We hereby declare that our company has not been debarred/ black-listed or in fraud list by/of any PSU, Public Sector Bank, RBI, IBA or any other Government / Semi Government organizations in India / Miltilateral 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 Organization …

Seal …

FORM 9: **Declaration Regarding Acceptance of Terms & Conditions Contained in the Tender Document**

To

The Managing Director,

HP State Electronics Development Corporation,

1st Floor, IT Bhawan, Mehli,

Shimla - 171013

I have carefully gone through the Terms & Conditions contained in the Tender Document [No.: **………………**) regarding Study, Design, Development, Implementation Operation & Maintenance of Application, Web-Portal & Mobile Application for HPSAMB, Government of Himachal Pradesh by HPSAMB. 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 authorised signatory of my company and am, therefore, competent to make this declaration.

Yours very truly,

Name: _____

Designation: _____

Company: _____

Address: _____

Contact No: _____   Email-id: _____

FORM 10: PRICE BID SCHEDULE

Sample of Price Schedule:
Design, Development, Implementation and Maintenance of Integrated Management System for HPSAMB

Sl. No.	Item Name of Application	Price in Rs	GST	Total Price in Rs.

1	**Development for Integrated Management System** **Includes:**
	 • APMC management Web portal
	 • Farmer Facilitation Module and Recording of Arrival/Exit Module
	 • Auction Management Module
	 • Mandi Fees & Other Payment Management Module.
	 • License Allotment and Management Module.
	 • Other Functional Requirements
	   ✓ HRMS and Payroll System
	   ✓ Estate Management Systems
	   ✓ Vehicle Token & Tracking Systems
	   ✓ Engineering Project Management Module
	 • Grievance Management System
	 • Chatbot Application
	 • GPS Tracking for fleet Management
	 • Accounts Management System
	 • Dashboard & Real time Analytics
	 • AI Module
	 • Cold Storage Management
	 • API Integrated with other Govt. Modules.
	 • MIS and Reports Module.
	 • Other Modules within the RFP.			

2	Mobile Application Development			
3	Operation & Maintenance for 1 Year			
	Operation & Maintenance for 2 Year			
	Operation & Maintenance for 3 Year			
	Operation & Maintenance for 4 Year			
	Operation & Maintenance for 5 Year			
4	Help desk support for 1 Year			

	Help desk support for 2 Year			
	Help desk support for 3 Year			
	Help desk support for 4 Year			
	Help desk support for 5 Year			
5	Training and Capacity Building			
6	Security audit cost			
7	Legacy data migration			
	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.

Service Level Agreements (SLA's)

Service parameters
a) IMS application response time
b) MIS Report Submission
c) Virus protection

1. Service parameters

IMS application response time
Service level Response time should be less than 6 seconds for a form and 12 seconds for a report at any point of time.

Measurement metrics
To be monitored through random sample testing. In a month, (5) times at least. On any day, on any form / report, at any point of time in the day and from any location. These data should be collected and average response time will be found. The IP should provide tools / mechanisms to measure the same. The tool / mechanism should be able to provide HPSAMB online information about response time, and historical information of the same.

Penalty
- Slab 1: Either form/report Average Response Time between 6 secs and 10 secs for forms and between 12 secs and 16 secs for reports (2% of the invoice value)
- Slab 2: Either form/report Average Response Time between 10 secs and 15 secs for forms and between 16 secs and 21 secs for reports (3% of the invoice value)
- Slab 3: Either form/report Average Response Time above 15 secs for forms and above 21 secs for reports (5% of the invoice value)

2. MIS Report Submission

Service level
Daily MIS report submission every working day before 5 pm

Measurement metrics
Number of reports submitted before 5 pm on every working day in a month

Penalty
- Slab 1: number of defaults = 1 (Rs. 3000)
- Slab 2: number of defaults more than 1 (Rs 5000)

3. Virus protection

Service level
No incidence of virus infection

Measurement metrics
Total number of incidence of virus infection
Penalty
- Rs. 5,000 per incidence at the field offices

Rs. 50,000 per incidence at State Data Centre