

REQUEST FOR PROPOSAL

FOR

IMPLEMENTATION OF PILOT PROJECT

FOR

STRENGTHENING OF ICDS SERVICE DELIVERY (SISD)

FOR

WOMEN & CHILD DEVELOPMENT DEPARTMENT (WCDD)
(GOVERNMENT OF GUJARAT)

Tender No: SW009052013029
(9th May, 2013)



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Last date of receipt of pre-bid queries: 15th May, 2013 up to 1200 hrs
Date of Pre-Bid Meeting: 17th May, 2013 at 1500 hrs
Last date of Submission of Bid: 31st May, 2013 at 1500 hrs
Opening of Technical Bid: 1st June, 2013 at 1500 hrs

Abbreviations

- **GoG:** Government of Gujarat
- **WCDD:** Women & Child Development Department
- **GIL:** Gujarat Informatics Limited
- **AWW:** means Anganwadi Worker
- **AWC:** means Anganwadi Center
- **TT:** Trouble Ticket
- **SI:** System Integrator
- **SISD:** Strengthening of ICDS Service Delivery
- **ICDS:** Integrated Child Development System

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1 INVITATION FOR BIDS

Gujarat Informatics Limited on behalf of Women & Child Development Department Government of Gujarat invites online bids from shortlist bidders in EoI for the **“Implementation Pilot Project for Strengthening of ICDS Service Delivery (SISD)”**.

Please note that this bid document is not for actual award of contract/ work order but to call the rates as per the financial bid for “Implementation Pilot Project for STRENGTHENING OF ICDS SERVICE DELIVERY (SISD) System at Anganwadi Level” for Gandhinagar – 2 Block, Gandhinagar, Gujarat.

Actual award of contract will follow the conditions as per this document. This document is given for enabling the bidders to know the tender conditions so as to guide them in filling up the technical bid and financial bid for the said work.

1. The bidders may download the tender document from website of **Gujarat Informatics Limited** (www.gujaratinformatics.com) as well as from <https://gil.nprocure.com>.
2. Interested and eligible Bidders are required to upload the single Technical and Commercial Bid in two separate sections. The Technical and Commercial Bids should be accompanied by a bid security & bid processing fees (non-refundable) as specified in this Bid Document. The Technical and Commercial Bid must be uploaded to <https://gil.nprocure.com> & the Bid Security and bid processing fees must be delivered to the office of Gujarat informatics Ltd on or before the last date and time of submission of the bid.
3. The stage containing the Bid Security & Bid processing fees & eligibility criteria will be opened on the specified date & time in presence of the bidders or their authorized representative who choose to attend.
4. In the event of the date specified for bid receipt and opening being declared as a holiday for the Office of Gujarat Informatics Ltd the due date for submission and opening of bids will be the following working day at the appointed times.
5. WCDD reserves the right to reject any or all the Proposals in whole or part without assigning any reasons.
6. This RFP document is not transferable.
7. Minimum absolute technical score to qualify for commercial evaluation is 65.
8. Financial bids of only those bidders who qualify on the basis of evaluation of technical bids will be opened.
9. The bidder shall submit the DD of **Rs. 7,000/-** towards bid processing charges and **Rs. 2,00,000/-** towards bid security amount in sealed cover. The sealed cover should super scribe as “bid processing fees & bid security/EMD for the RFP for **“Implementation Pilot Project for Strengthening of ICDS Service Delivery (SISD)**. Bid Processing fees & EMD

must be in the form of Demand Draft in the name of “Gujarat Informatics Ltd.” payable at Ahmedabad /Gandhinagar along with the covering letter with a validity of 6 months.

10. Important Information

Sr. No.	Information	Details
1.	Tender No:	SW009052013029
2.	Last date for submission of written queries for clarifications	15 th May, 2013 up to 1200 hrs
3.	Place, date and time for Pre bid conference	17 th May, 2013 at 1500 hrs Gujarat Informatics Ltd. Block No. 1, 8th Floor, Udyog Bhavan, Gandhinagar
4.	Release of response to clarifications	As early as possible after the pre-bid
5.	Bid Processing Fees (non-refundable)	Rs. 7,000/-
6.	Bid Security	Rs 2,00,000/-
7.	Last date and time for submission of proposals (Technical and commercial)	31 st May, 2013 Note: Proposal must be submitted online on https://gil.nprocure.com website.
8.	Place, date and time for opening of technical proposals	1 st June, 2013 Gujarat Informatics Ltd. Block No. 1, 8 th Floor, Udyog Bhavan, Gandhinagar
9.	Contact person for queries	Dr. Neeta Shah Director (e-Governance), Gujarat Informatics Limited neetas@gujarat.gov.in smitag@gujarat.gov.in
10.	Address and Addressee at which proposals are to be submitted	Proposal must be submitted online on https://gil.nprocure.com website.
11.	Place, date and time for opening of financial/commercial proposal	The place, date and time for opening of financial/commercial proposal will given to the technically qualified bidder later on.

(No relaxation to anyone including SSI units)

11. Bids will be opened in the presence of Tender Committee members whoever are present as well as Bidders’ or their representatives who choose to attend on the

specified date and time. The Tender committee has been empowered to take the final decision regarding the tender.

12. In the event of the date specified for receipt and opening of bid being declared as a holiday for Women & Child Development Department, the due date for submission of bids and opening of bids will be the following working day at the appointed time.
13. Gujarat Informatics Ltd/ Women & Child Development Department reserve the right to accept or reject any tender offer without assigning any reason.
14. Financial bids of only those bidders who qualify on the basis of evaluation of technical bids & Demonstration will be opened.
15. Use & Release of Bidder Submissions:
GIL/WCDD is not liable for any cost incurred by a Bidder in the preparation and production of any Proposal, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract. All materials submitted become the property of the GIL/WCDD 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 any Proposals will not be discussed outside the evaluation process.
16. The document/papers prepared in this connection shall be the property of the Women & Child Development Department and will have to be deposited with the Women & Child Development Department after the work is over.
17. The Validity of Tender is 180 days after the opening of the Financial Bid.

2 INSTRUCTIONS TO BIDDERS

2.1 General Instruction

- All bids must be submitted online on <https://gil.nprocure.com> website.
- The DDs of Bid Processing fee and Earnest Money Deposit will be submitted physically in Gujarat Informatics Ltd within given time limit. Late submission will not be accepted.
- Technical bids should be opened of only those bidders who have submitted the EMD and Bid processing fee within given time limit.
- The incomplete Bids will be rejected without giving any reason thereof.
- All documents submitted in response to this Tender shall be signed by an authorized person. All papers shall be initialed by the said authority.
- Financial bids of only technically qualified bidders will be opened.
- Actual work order should be placed by Women & Child Development Department.
- Consortium shall not be allowed throughout execution of work.
- While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the GIL/WCDD on the basis of this RFP.
- Any notification of preferred bidder status by GIL/WCDD shall not give rise to any enforceable rights by the Bidder. The GIL/WCDD may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the GIL.
- The bid is non-transferrable.
- Any contract that may result from this Government procurement competition will be issued for a term of 1 Year after deployment of services.
- The Women and Child Development Department, Govt. of Gujarat reserves the right to extend the term of project up to 6 months subject to the obligations at law.
- Proposals must be received not later than time, date and venue mentioned in the important instructions. Proposals that are received late WILL NOT be considered in this procurement process.

2.2 Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and GIL/ WCDD will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

2.3 Compliant Proposals / Completeness of Response

- 2.3.1** Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed

to have been done after careful study and examination of the RFP document with full understanding of its implications.

2.3.2 Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

2.3.2.1 Include all documentation specified in this RFP;

2.3.2.2 Follow the format of this RFP and respond to each element in the order as set out in this RFP

2.3.2.3 Comply with all requirements as set out within this RFP.

A. THE BIDDING DOCUMENTS

2.4 Contents of Bidding Documents

2.4.1 The goods required, bidding procedure and contract terms are prescribed in the bidding documents.

2.4.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents in format or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

2.5 Pre-Bid Conference/Clarification of Bidding Documents

2.5.1 A prospective Bidder requiring any clarification of the bidding documents may seek clarification of his query on the date indicated on RFP clause of this document. GIL/WCDD will respond to any request for the clarification of any bidding documents, which it receives during the meeting on the date mentioned on the RFP clause of this document GIL shall hold a pre-bid meeting with the prospective bidders on date & time given in Section 1.

2.5.2 The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to Name, Address, Fax and email id of the Officer mentioned by post, facsimile or email on or before on date & time given in Section 1.

2.5.3 The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification
1.			
2.			
3.			
4.			

Gujarat Informatics Limited 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 GIL/WCDD.

2.6 Amendment of Bidding Documents

2.6.1 At any time prior to the deadline for submission of bids, GIL/ WCDD may, for any reason, whether on its own initiative or in response to the clarification may change

their bidding document by amendment; the amendment will be uploaded online through www.gil.gujarat.gov.in & <https://gil.nprocure.com>.

- 2.6.2** In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, GIL/ WCDD at its discretion, may extend the deadline for submission of bids.
- 2.6.3** All prospective bidders who have received the bidding documents will be notified of the amendment in writing, and will be binding on them.
- 2.6.4** At any time prior to the last date for receipt of bids, GIL may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- 2.6.5** Any such corrigendum shall be deemed to be incorporated into this RFP.
- 2.6.6** In order to provide prospective Bidders reasonable time for taking the corrigendum into account, Gujarat Informatics Limited may, at its discretion, extend the last date for the receipt of Proposals.

B. PREPARATION OF BIDS

2.7 Language of Bid

- 2.7.1** The proposal prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and GIL shall be in English language.
- 2.7.2** If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

2.8 Documents Comprising the Bid

- 2.8.1** The bid prepared by the Bidder shall comprise of the following documents:
 - a) A Technical Bid and a Financial Bid completed in accordance with ITB Clauses 10, 11 and 12
 - b) Bid security furnished in accordance with ITB Clause 16.
- 2.8.2** The bid security as mentioned in Section 1, document processing fee & bid security (earnest money deposit) are to be submitted in physical form in the form of Demand Draft favoring “Gujarat Informatics Ltd” payable Gandhinagar.
- 2.8.3** The Technical Bid and Financial Bid must be submitted online through the e-Tendering website of <https://gil.nprocure.com> using digital signatures.

2.9 Bid Form

The Bidder shall complete the Technical Bid and a Financial Bid furnished with this document giving details as per the format mentioned in the e-Tendering website <https://gil.nprocure.com>.

2.10 Bid Prices

- 2.10.1** The Bidder shall indicate the prices in the Financial Bid format mentioned in the e-Tendering website <https://gil.nprocure.com>.
- 2.10.2** The Financial bid shall be submitted online only.

- 2.10.3** Bidder has to submit the component wise breakup of the price with financial bid.
- 2.10.4** The bidder may download the RFP documents from the website. The demand draft of RFP document fees & EMD should be submitted at GIL before the date and time specified in this bid document.
- 2.10.5** Proposals received without or with inadequate RFP Document fees shall be rejected.

2.11 Bid Currency

Prices shall be quoted in Indian Rupees only.

2.12 Documents establishing good's Eligibility and Conformity to Bidding Documents.

- 2.12.1** The Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the bidding documents of all goods and services, which the Bidder proposes to supply under the contract.
- 2.12.2** The documentary evidence of conformity of goods and services to the bidding documents may be in the form of literature, drawing and data, and shall consist of a detailed description of the essential technical and performance characteristics of the goods;
- 2.12.3** The Bidder shall note that standards for workmanship, material and equipment, and references to International brand names or catalogue numbers designated by the tendering Authority in its Technical Specifications are intended to be descriptive only and not restrictive.

2.13 Bid Security (Ernest Money Deposit)

(Its compliance would be verified at the time of actual opening of the Technical Bid)

- 2.13.1** The Bidder shall furnish, as part of its bid, bid security in the form of a DD drawn in favor of "Gujarat Informatics Limited" payable at Gandhinagar for an amount as mentioned in Section 1.
- 2.13.2** Unsuccessful bidder's EMD will be discharged / refunded as promptly as possible.
- 2.13.3** The successful bidder's EMD will be discharged only after the completion of the contract papers.
- 2.13.4** The EMD shall be forfeited If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form or in case of a successful Bidder, if the Bidder fails: to sign the Contract; or to furnish the performance security.
- 2.13.5** No exemption for submitting the EMD will be given to any agency including SSI Units.
- 2.13.6** Any tender submitted without the EMD will be summarily rejected.
- 2.13.7** The bidder is liable to pay liquidated damages and penalty imposed by the tender Inviting Authority in the event of non-fulfillment of any of the terms or whole of the contract.
- 2.13.8** The EMD may be forfeited:
 - 2.13.8.1** If a bidder withdraws its bid during the period of bid validity.
 - 2.13.8.2** In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

2.14 Period of Validity Bids

- 2.14.1** Bids shall be valid for 180 days after the date of bid opening of Financial Bid. The GIL/WCDD shall reject a Bid valid for a shorter period as non-responsive.
- 2.14.2** In exceptional circumstances, the tendering Authority may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.
- 2.14.3** Bid evaluation will be based on the bid prices without taking into consideration the above changes.

2.15 Format and Signing of Bid

- 2.15.1** The Bidders have to submit the bid on the e-Tendering website <https://gil.nprocure.com>. All supporting documents in the form of scanned copies submitted online should have sign and seal of the bidder.
- 2.15.2** Before filling in any of the details asked, Bidders should go through the entire bid document and get the required clarifications from GIL/ WCDD during the pre-Bid conference.

C. SUBMISSION OF BIDS

2.16 Contents of Envelope

- 2.16.1** Envelope for the EMD and Bid Processing Fee.
- 2.16.2** Envelope shall be marked as Envelope for "EMD & Bid Processing Fee" for the tender for "**Implementation of Pilot Project for Strengthening of ICDS Service Delivery (SISD) for Women & Child Development Department**".

2.17 Sealing and Marking of Bids

- 2.17.1** All bids must be submitted online through <https://gil.nprocure.com> as per the formats mentioned therein using digital signatures.
- 2.17.2** Telex, cable, e-mailed or facsimile bids will be rejected.
- 2.17.3** The Bidder's names, bid modifications or withdrawals, bid prices and the presence or the absence of requisite bid security and such other details as GIL, at his discretion, may consider appropriate, will be announced at the time of opening.
- 2.17.4** Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.
- 2.17.5** Please Note that Prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.

2.18 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

2.19 Deadline for Submission of Bids

- 2.19.1** Bids must be submitted online not later than the time and date specified in the Invitation for Bids (Section I). In the event of the specified date for the submission of Bids being declared as a holiday for GIL, the bids will be received up to the appointed time on the next working day.

2.19.2 GIL may, at its discretion, extend this deadline for submission of bids by amending the bid documents with ITB Clause 6, in which case all rights and obligations of GIL and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2.20 Late Bids

2.20.1 Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

2.20.2 The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

2.20.3 GIL shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

2.20.4 GIL reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-a -vis urgent commitments.

2.21 Modification and Withdrawal of Bids

2.21.1 The Bidder may modify or withdraw his bid before the last date of submission of bids through the e-Tendering website <https://gil.nprocure.com>.

2.21.2 No bid may be modified subsequent to the deadline for submission of bids.

2.21.3 No bid may be withdrawal in the interval between the deadline for submission of bids and the expiration of the period of the bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security, pursuant to ITB Clause 13.

D. BID OPENING AND EVALUATION OF BIDS

2.22 Opening of Bids by GIL

2.22.1 GIL/WCDD will open all bids (only Technical Bids at the first instance), in the presence of Bidder or his representative who choose to attend, and at the following address:

Gujarat Informatics Ltd,
Block No. 1, 8th Floor,
Udyog Bhavan, Gandhinagar.

The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for GIL office, the Bid shall be opened at the appointed time and location on the next working day.

2.22.2 The Bidder's names, bid modifications or withdrawal, bid prices, discounts, and the presence or the absence of requisite bid security and such other details, as GIL/WCDD, at its discretion, may consider appropriate, will be announced at the time of opening.

2.22.3 Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.

2.22.4 Financial Bids of only those bidders who qualify on the basis of evaluation of technical bid will be opened in the presence of the qualified bidders of their

representatives at pre-specified time and date which will be communicated to the qualified bidders well in advance.

2.23 Clarification of Bids

During evaluation of bids, GIL/WCDD may, at its discretion, ask the Bidder for a clarification of its bid. GIL/WCDD may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

2.24 Preliminary Examination

2.24.1 GIL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

2.24.2 Prior to the detailed evaluation, pursuant to ITB Clause 24, GIL will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation

2.24.3 If a Bid is not substantially responsive, it will be rejected by GIL/ WCDD and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

2.24.4 Conditional bids are liable to be rejected.

2.25 Methodology & Criteria for Technical, Commercial and Final evaluation

2.25.1 WCDD will form a Committee which will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, GIL/WCDD, may, at its discretion, ask the bidders for clarification of their Technical Proposals.

2.25.2 The bidders are expected to provide all the required supporting documents & compliances as mentioned in this RFP. The bidder shall quote having full compliance with all the guiding principles and minimum specifications as mentioned in this RFP. Any deviation from the same will lead to the disqualification.

2.25.3 During the technical evaluation, GIL/WCDD may seek the clarification in writing from the bidder, if required. If bidder fails to submit the required clarifications in due time, the technical evaluation will be done based on the information submitted in the technical bid. The price bid will be opened of the bidders whose technical bids are fully complied and who have scored 65 in technical evaluation. At any point of time, if GIL/WCDD feels that the bidder is hiding any information which will affect the project cost in short or long run, GIL/WCDD may reject his bid without assigning any reason or explanation.

2.25.4 Price shall be loaded appropriately for the missing component/quantity/tax etc. Price quoted in the financial bid will be final. Bidder is required to fulfill all obligations as required in the bid as per the prices quoted in the financial bid, for the proposed scope of work and bill of material, applicable taxes or missing component(s), if any for which the description is there in technical response but price is not provided in the financial sheet. Price will be appropriately loaded for the missing tax components/missing components that in the understanding of the

evaluators is found to be missing from the proposed bill of material except in case where there is a written justification provided in the technical bid response. Basis of loading shall be the highest cost quoted by the bidders.

2.25.5 Bidders who have considered qualified as per EoI submission and PoC Evaluation can take part in Technical and Financial evaluations.

2.25.6 The following criteria shall be used to evaluate the technical bids.

S. No	Criteria	Basis for valuation	Max Marks	Supporting
1	Manpower deployment	Key resources to be deployed for carrying out project	15 Marks	Resumes to be submitted along with a declaration form that same resource will join if the bidder becomes Implementing agency. Considering the time duration between RFP submission and Work order issue is not higher than 3 months
2	Certifications		10 Marks	Copy of certificates
		- ISO 9001:2008 for software development	If Yes = 2 marks	
		- ISO 27001	If Yes = 2 marks	
		- ISO 20000	If Yes = 2 marks	
		- CMMI	If Level 3 – 2 marks & if Level 5 – 4 marks	
3	Past Experience	Experience in of similar 3 projects and application deployed.	5 Marks Project Value > 25 lakhs – 3 marks Project Value > 50 lakhs -4 marks Project Value > 1cr - 5 marks	Client certificate
4	Solution Proposed	Based on understanding of the Department's requirements through providing: - Solution	30 Marks	Bidder to submit detailed proposal

S. No	Criteria	Basis for valuation	Max Marks	Supporting
		<p>proposed and its components,</p> <ul style="list-style-type: none"> - Solution Architecture - Technologies used, - Scale of implementation, - Security - Database - System Performance - Learning on Issues - Challenges - Challenges likely to be encountered - Mitigation proposed - Proposed Work Plan <p>Non-functional requirements, data management, security, scalability, backup plan</p>		
5	Any additional innovative feature proposed	Vendors are appreciated to propose additional functionality	5 Marks	Solution proposed
6	Data Validation technology	Working prototype for Face recognition etc.	10 Marks	to be demonstrated
7	content management system	Proposed CMS demonstration	5 Marks	Demonstration
9	Intelligent Decision Support System & communication channel	Proposed solution	20 Marks	Proposed solution
	Total		100 Marks	

Technical evaluation will also be a qualifying section. Bidders need to get min 65 marks to qualify for financial bid.

Technical Bid Evaluation:

The technical score of a bidder 'Tb' will be assigned to the bidder & it will be awarded based on the Technical Evaluation Criteria as specified above. WCDD's decision in this regard shall be final & binding and no further discussion will be held with the bidders whose bids are technically disqualified / rejected. Bidders with technical score of 65 and above will qualify for the evaluation in the commercial bids. The total technical scores achieved by the bidders shall be shared with the bidders & under any circumstances the breakup of the technical score shall not be shared with the bidders.

Tb: Absolute Technical Score

Tmax: Maximum Technical Score

Tn: Normalized technical score of the bidder under Consideration

Normalized technical score (Tn) = $Tb/Tmax * 100$

2.25.7 Financial Bid evaluation:

The financial bids of only those bidders, who have scored at least 65marks in the technical evaluation process, will be opened. The Financial Bids will be opened, in the presence of Bidders' representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance. The name of bidder & bid prices will be announced at the meeting. The financial score of a bidder 'Fb' will be assigned to the bidder. 'Fb' will be the total financial quote made by the bidder (excluding the Optional Services quotes sought in the financial bid)

F_n = normalized financial score for the bidder under consideration

F_b = commercial quote for the bidder under consideration

F_{min} = commercial quote of the lowest evaluated financial proposal

The lowest evaluated Financial Proposal (F_{min}) will be given the maximum financial score (F_n) of 100 points. The financial scores (F_n) of the other Financial Proposals will be calculated as per the formula for determining the financial scores given below:

Normalized Financial Score (F_n) = $100 \times F_{min} / F_b$

2.25.8 Final Evaluation of Bid

Proposals will be ranked according to their combined technical (T_b) and financial (F_n) scores using the weights (T = 0.70 the weight given to the Technical Proposal; P = 0.30 the weight given to the Financial Proposal; T + P = 1). The final evaluation will be based on Final Score which shall be calculated as shown below:

$$\text{Final Score (S)} = T_n \times T + F_n \times P$$

The bidder achieving the highest combined technical and financial score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest combined technical and financial score, the bidder with the higher normalized technical score will be invited first for negotiations for awarding the contract.

2.26 Contacting GIL/WCDD

- 2.26.1** Subject to ITB Clause 21, no Bidder shall contact GIL/ WCDD on any matter relating to its bid, from the time of the bid opening to the time of contract is awarded. If he wishes to bring additional information to the notice of GIL/WCDD, he should do so in writing. GIL/ WCDD reserves its right as to whether such additional information should be considered or otherwise
- 2.26.2** Any effort by a Bidder to influence GIL/WCDD in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his bid security amount.

E. AWARD OF CONTRACT

2.27 Post-qualification

An affirmative determination will be a prerequisite for the award of the contract to the Bidder. A negative determination will result in rejection of Bidder's bid, in which event GIL/WCDD will proceed to the next highest combined score to make a similar determination of the Bidder's capabilities to perform the contract satisfactorily.

2.28 Award Criteria

- 2.28.1** Subject to ITB Clause 25, GIL/ WCDD will award the contract to the successful bidder decided as per the evaluation procedure mentioned in ITB clause no. 25 mentioned above.
- 2.28.2** The award of contract will be given to bidder getting highest combined score. GIL/WCDD will be the sole deciding authority in this regard.

2.29 GIL/WCDD's Right to Accept Any Bid and to reject any or All Bids

- 2.29.1** GIL/WCDD reserves the right to accept or reject any proposal, and to annul the tendering process/public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Gujarat Informatics Limited action.

2.30 Notification of Awards

- 2.30.1** Prior to the expiration of the period of the bid validity, concerned GIL/WCDD will notify the successful bidders in writing, to be confirmed in writing by registered letter, that his bid has been accepted.
- 2.30.2** The notification of award will constitute the formation of the Contract.

2.30.3 Upon the successful Bidder's furnishing of performance security pursuant to clause 33, WCDD/GIL will promptly notify each unsuccessful bidder.

2.30.4 The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee.

2.31 Contract Finalization and Award

2.31.1 The Gujarat Informatics Limited shall reserve the right to negotiate with the successful bidder(s) on the basis of Technical and Commercial Evaluation, as per the guidance provided by CVC.

2.32 Signing of Contract

2.32.1 At the same time as GIL/ WCDD notifies the successful Bidder that its bid has been accepted, WCDD will send the bidder the Contract Form of the bidding documents, incorporating all the agreements between two parties.

2.32.2 Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to GIL/ WCDD.

2.33 Performance Security

2.33.1 The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract

2.33.2 Within 15 days of the receipt of notification of award from GIL/ WCDD, the successful bidder shall furnish the performance security, equal to 10% of the total value of contract, in accordance with the Conditions of the Contract, in the performance security Form provided in the bidding documents (Section VII) acceptable to GIL/ WCDD. Security deposit shall be adjusted against this item.

2.33.3 Failure of the successful bidder to comply with the requirement can constitute sufficient grounds for the annulment of the award and forfeiture of the bid security in which event WCDD may take the award to the next lowest evaluated bidder or call for new bids.

2.33.4 The proceeds of the performance security shall be payable to WCDD as compensation for any loss resulting from the bidder's failure to complete its obligations under the contract.

2.33.5 The performance security shall be denominated in Indian Rupees and shall be in the following form:

A bank guarantee issued by a nationalized/ scheduled bank and following private sector banks located in India, in the form provided in the bidding documents.

- ICICI Bank
- HDFC Bank
- IDBI Bank
- Axis Bank
- Kalupur Co-op. Bank

2.34 Key Personnel

2.34.1 Appointed SI has to provide details of Key personnel to be deployed to carry out project as per Team composition and CV given as part of Technical bid.

2.34.2 Initial Composition; Full Time Obligation; Continuity of Personnel

2.34.2.1 SI Vendor shall ensure that each member of the Key Personnel devotes substantial working time to perform the services to which that person has been assigned as per the proposal.

2.34.2.2 SI Vendor shall use commercially reasonable efforts to ensure it retains the services of its Key Personnel, including provisioning of competitive compensation, benefits and other conditions to its Key Personnel so as to incentivize them to remain in SI Vendor's employment.

2.34.2.3 SI Vendor shall not make any changes to the composition of the Key Personnel and not require or request any member of the Key Personnel to cease or reduce his or her involvement in the provision of the Services during the Term (or agree to any request other than from department that would have the same effect):

- unless that person resigns, is terminated for cause, dies, is long-term disabled, is on permitted mandatory leave under Applicable Law or retires; or
- Without department prior written consent.

2.35 Evaluations

2.35.1 SI Vendor shall carry out an evaluation of the performance of each member of the Key Personnel in connection with the Services at least once in each Contract Year. SI Vendor shall provide reasonable written notice to GIL/WCDD of the date of each evaluation of each member of the GIL/WCDD shall be entitled to provide SI Vendor with input for each such evaluation.

2.35.2 SI Vendor shall promptly provide the results of each evaluation to GIL/WCDD, subject to Applicable Law.

2.36 Replacement

2.36.1 In case the resource has resigned then the bidder has to inform within one week of such resignation.

2.36.2 SI Vendor shall promptly deploy a replacement to ensure that the role of any member of the Key Personnel is not vacant for any longer than 15 days, subject to reasonable extensions requested by SI Vendor

2.36.3 Before assigning any replacement member of the Key Personnel to the provision of the Services, SI Vendor shall provide:

2.36.3.1 a resume, curriculum vitae and any other information about the candidate that is reasonably requested ; and

2.36.3.2 an opportunity to interview the candidate.

2.36.4 The bidder has to ensure at least 4 weeks of overlap period in such replacements

2.37 Downstream work

2.37.1 The department may ask Implementing Agency to develop two additional modules similar to modules specified as in scope of work section at NO additional cost.

2.37.2 The system for SISD in future may be integrated to:

2.37.2.1 Public Distribution System, Food and Civil Supplies – For overhauling the supply chain problems being faced in AWC

2.37.2.2 e-Mamta and School Health Program

2.38 Corrupt or Fraudulent Practices

2.38.1 GIL/WCDD requires that the bidders under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, GIL/WCDD defines for the purposes of this provision, the terms set forth as follows:

a) “Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of the GIL/WCDD official in the procurement process or in contract execution; and

b) “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or a execution of a contract to the detriment of GIL/WCDD, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial noncompetitive levels and to deprive GIL/ WCDD of the benefits of the free and open competition.

2.38.2 GIL/WCDD shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices and same shall be conveyed to GIL or black listed by any of the GIL/Government of Gujarat in competing for the contract in question.

2.38.3 GIL/WCDD shall declare a firm ineligible, and black listed either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract. The same shall be conveyed to GIL.

2.39 Conflict of Interest

2.39.1 A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the Conflict of Interest). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the GIL shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the GIL for, inter alia, the time, cost and effort of the GIL including consideration of such Bidder s Proposal, without prejudice to any other right or remedy that may be available to the GIL hereunder or otherwise.

2.39.2 The GIL requires that the Implementation Agency provides solutions which at all times hold the GIL interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Systems Implementation Agency shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the GIL.

2.39.3 Without limiting the generality of the above, an Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:

2.39.3.1 the Bidder or its Associates (or any constituent thereof) and any other Bidder, have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of an Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5 per cent of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Associate is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:

- where any intermediary controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the Subject Person) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on
 - a proportionate basis; provided, however, that no such shareholding shall be reckoned under this Sub-clause if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paid up equity shareholding of such intermediary;
- or

2.39.3.2 a constituent of such Bidder is also a constituent of another Bidder; or

2.39.3.3 such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or

2.39.3.4 such Bidder has the same legal representative for purposes of this Application as any other Bidder; or

2.39.3.5 such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Application of either or each of the other Bidder; or

2.39.3.6 There is a conflict among this and other Systems Implementation/Turnkey solution assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Systems Implementation Agency will depend on the circumstances of each case. While providing software implementation and related solutions to the GIL for this particular assignment, the Systems Implementation Agency shall not take up any assignment that by its nature will result in conflict with the present assignment; or

2.39.3.7 A firm hired to provide System Integration/Turnkey solutions for the implementation of a project, and its Members or Associates, will be

disqualified from subsequently providing goods or works or services related to the same project;

2.39.3.8 An Bidder eventually appointed to implement software solutions for this Project, its Associates, affiliates and the Financial Expert, shall be disqualified from subsequently providing goods or works or services related to the construction and operation of the same Project and any breach of this obligation shall be construed as Conflict of Interest; provided that the restriction herein shall not apply after a period of 12 months from the completion of this assignment; provided further that this restriction shall not apply to software solutions delivered to the GIL in continuation of this systems implementation or to any subsequent systems implementation executed for the GIL in accordance with the rules of the GIL.

2.40 Interpretation of the clauses in the Tender Document / Contract Document

2.40.1 In case of any ambiguity in the interpretation of any of the clauses in Bid Document or the Contract Document, the GIL/WCDD interpretation of the clauses shall be final and binding on all parties.

2.40.2 However, in case of doubt as to the interpretation of the bid, the bidder may make a written request prior to the date of clarifications and doubts conference to:

- 1 Women & Child Development Department
Block No. 9, 6th Floor,
New Sachivalaya,
Gandhinagar: 382010**
- 2 Director (eGovernance)
Gujarat Informatics Ltd,
Block -1, 8th floor,
Udyog Bhavan, Gandhinagar.**

GIL/ WCDD may issue clarifications to all the bidders as an addendum. Such an addendum shall form a part of the bid document.

3 SECTION III: GENERAL CONDITIONS OF CONTRACT

3.1 Definitions

In this Contract, the following terms shall be interpreted as indicated:

- **“Applicable Law”** means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.
- **“Proposals”** means proposal submitted by Mobile Value Added Service Provider in response to the RFP issued by GIL.
- **‘Client’** means Women & Child Development Department/Gujarat Informatics Limited (GIL).
- **“Committee”** means committee constituted by WCDD/GIL/DST for evaluation of Technical and Commercial Proposals submitted by the bidders.
- **“Contract Price”** means the price payable to the appointed SI under the Contract for the complete and proper performance of its contractual obligations.
- **“Contract”** means the Contract signed by the parties (Women & Child Development Department & Appointed SI) along with the entire documentation specified in the RFP.
- **“Day”** means Calendar day
- **“Effective date”** means the date on which the contract comes into force and effect.
- **“GCC”** means General Conditions of Contract, specified in Section III of RFP
- **“RFP”** means Request for Proposals
- **“AWW”** means Anganwadi Worker
- **“AWC”** means Anganwadi Center
- **“Personnel”** means professional and support staff provided by the SI
- **“SOW”** means Scope of Work for the SI, specified in Section 8 of RFP
- **“Services”** means the work to be performed by the bidder pursuant to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by GIL.
- **Third Party** means any person or entity other than the GIL and the Appointed SI.
- **“Nodal Agency”** means Women & Child Development Department/Gujarat Informatics Limited
- **“Bidder”** means any agency that is participating in the tender process.
- **“SP”** means Service Provider;
- **“Service Provider”** means any agency who is a successful bidder and to whom the contract has been awarded.
- **“The Goods”** means all the equipment, machinery and /or other materials which the Service Provider is required to supply to GIL/WCDD under the Contract;
- **“GIL”** means Gujarat Informatics Ltd;
- **“WCDD/Department”** means Women & Child Development Department, Government of Gujarat
- **“Services”** means services ancillary to the supply of the Goods, such as transportation and insurance and any other incidental services, such as installation, commissioning, provision of technical assistance, information gathering, data entry training and other obligations of the Service Provider covered under the Contract;
- **“The Project Site”**, wherever applicable, means the place or places where the work is to be executed.
- **“Day”** means a working day.
- **“GoG”** mean Government of Gujarat.

- **“Time required for approval”** means the time lapsed between the date of submission of a critical deliverables (complete in all respect for all the business functions /services) and the date of approval excluding the intermediate time taken by the Service Provider for providing clarifications/modifications and communication.
- **“Office Completeness”** means the office should be complete in all respects i.e.
 - ◆ Hardware is installed and commissioned
 - ◆ Requisite Software is installed
 - ◆ Requisite Application Software is installed.
 - ◆ Connectivity setup is established.
 - ◆ Requisite Manpower is deployed
 - ◆ The entire setup as defined in scope of work has become functional.
- **“Maintenance”** means Any other task to be performed to keep the system functional.
- **Performance Standards**
This factor incorporates the maintenance standards, the upgradation standards and service level standards as defined below:
- **Service Level Standards: -**
 - ◆ The agency has to meet the service level norms failing which the contract is liable to get cancelled.
 - ◆ Install high quality hardware and peripherals at all sites to ensure minimum downtime.
 - ◆ Provide skilled and efficient manpower to attain maximum production.
 - ◆ Provide quality consumables like branded CDs, Paper, Toners, Tapes, etc.
 - ◆ Absolutely avoid usage of low quality consumables, refilled toners, etc.

3.2 Application

These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

3.3 Use of Contract Documents and Information

- 3.3.1** The service provider shall not, without WCDD prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the in connection therewith, to any person other than a person employed by the service provider in 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.
- 3.3.2** Any document, other than the Contract itself, enumerated in GCC Clause 5.1 shall remain the property of WCDD and shall be returned (in all copies) to WCDD on completion of the service provider’s performance under the Contract if so required by WCDD.
- 3.3.3** The service provider shall permit WCDD to inspect the service provider’s accounts and records relating to the performance of the service provider and to have them audited.

3.4 Intellectual Property Rights (IPR)

- 3.4.1** The application developed by Service Provider under the contract will be the exclusive property of GIL/WCDD.
- 3.4.2** The IPR/Source code of all the software code, data, algorithms, documentations, manuals, any other documents etc. generated as part of development of this project shall solely vest with WCDD, Govt. of Gujarat. This should exclude the right of WCDD, GoG for those source code, data, algorithms, documents, manuals existing with the bidder or partner before the start of this project.
- 3.4.3** There would be a joint IPR for the combined application.
- 3.4.4** All the Deliverable and Application Software developed by Service Provider for GIL/WCDD, then the copyright/IPR of that software/deliverable will be with the GIL/WCDD. The bidder shall not sell or use (fully/partly) that software for service of other customers without written consent from Government of Gujarat.
- 3.4.5** If bidder sells the same application anywhere else across India, bidder will be obliged to pay 20% of the price of application mentioned in as a royalty amount.
- 3.4.6** While passing on the rights (license) of using any software/software tool, the service provider shall ensure that such rights are inclusive of the use of that software for development in addition to deployment.
- 3.4.7** The software licenses supplied by Service Provider shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to the GIL/WCDD for the entire period of contract. All the licenses and support should be in the name of Gujarat Informatics Limited from the date of procurement
- 3.4.8** The service provider shall indemnify GIL/WCDD against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.
- 3.4.9** In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India the service provider shall act expeditiously to extinguish such claim. If the service provider fails to comply and GIL/WCDD is required to pay compensation to a third party resulting from such infringement, the service provider shall be responsible for the compensation including all expenses, court costs and lawyer fees. GIL/WCDD will give notice to the service provider of such claim, if it is made, without delay

3.5 Inspections and Tests

- 3.5.1** Mobile Web Application security Audit Certificate should be produced by the vendor for the Application developed. Security Audit of the application should be done by any CERT-IN empanelled organization before acceptance. The charges for Application Security Audit will be borne by the Service Provider.
- 3.5.2** The entire list of empanelled organization can be obtained from website of CERT-IN. (www.cert-in.org.in)
- 3.5.3** WCDD or its representative shall have the right to inspect and/or to test the software or work of the service provider to confirm their conformity to the Contract specifications at no extra cost to WCDD.

3.5.4 Functional testing

- a) Stress/Load testing
- b) Performance testing

The Service Provider must submit the test results to WCDD.

3.5.5 Should any inspected or tested software fail to conform to the specifications, WCDD may reject the software and the service provider shall either replace/redevelop the rejected software or make alterations necessary to meet specification requirements free of cost to WCDD.

3.5.6 WCDD's right to inspect test and, where necessary, reject the software / deliverable after the software deployment at Project Site shall in no way be limited or waived by reason of the software previously been inspected, tested and passed by WCDD for its representative prior to the software deployment.

3.5.7 The inspection of the working of the developed software shall be carried out to check whether the software is in conformity with the requirements described in the contract. The tests will be performed after completion of installation and commissioning of all the software at the site of installation. During the run of software no malfunction, partial or complete failure of any module of software or bugs in the software is expected to occur. All the software should be complete and no missing modules/sections will be allowed. The service provider shall maintain necessary log in respect of the result of the test to establish to the entire satisfaction of WCDD, the successful completion of the test specified. An average uptime efficiency of 98% for the duration of test period shall be considered as satisfactory. On successful completion of acceptability test and after WCDD is satisfied with the working of the software on the, the acceptance certificate of GSSTB will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the software.

3.5.8 Before the software / services are taken over by WCDD, the service provider shall supply operation and maintenance manuals. These shall be in such details as will enable WCDD to use the software as stated in the specifications. The documentation shall be in the English language and in such form and numbers as stated in the contract document. Unless and otherwise agreed, the software shall not be considered to be complete for the purpose of

3.6 Acceptance Testing and Certification

3.6.1 As part of Acceptance testing, performed through a third party agency, WCDD shall review 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 defined requirements, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and the agreement.

3.6.2 The procedures and parameters for testing will be laid down by the Third Party Agency after approval from WCDD, the solution deployed by the vendor has to satisfy third party acceptance testing upon which the system shall go-live, subject to WCDD approval.

- 3.6.3** WCDD will establish appropriate processes for notifying the selected vendor of any shortcomings from defined requirements at the earliest instance after noticing the same to enable the selected vendor to take corrective action. All gaps identified shall be addressed by the vendor immediately prior to Go-live of the solution. It is the responsibility of the selected Bidder to take any corrective action required to remove all shortcomings, before the roll out of the project.
- 3.6.4** It is to be noted that the involvement of the third party for acceptance testing and certification, does not absolve the vendor of his responsibilities to meet all SLAs as laid out in this RFP document.
- 3.6.5** It is to be noted that: WCDD may get the solution audited through a Third Party before Go-Live and periodically after Go-Live in order to ensure the success of the project. Such third-party agency for carrying out the acceptance testing and certification of the entire solution will be nominated by the WCDD.
- 3.6.6** Any issues/gaps identified by the Agency, in any of the above areas, shall be addressed to the complete satisfaction of the Department.

3.7 Delivery and Documents

The SI shall prepare all necessary documentation for the project, and provide them to the WCDD for review, approval, record, reference etc as mentioned in this RFP. ***The following is the list of deliverables (but not limited to) in the form of documents to be submitted by the SI in the course of project implementation.***

- System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, data flow, workflow based on the BPR report, interface specifications, application security requirements.
- High Level Software Design document including Software Architecture design, Logical and Physical Database Design etc.
- Low Level Software Design document including Programming Logic, Workflows etc.
- Software Testing Documentation (including details of defects/bugs/errors and their resolution)
- Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan)
- User Acceptance Test Plan, Security Test Plan, Load Test Plan)
- Integration Plan with other applications
- Integration Test cases & results for applications developed
- Complete Source Code with documentation.
- Inspection and testing procedures manual including QA Policy as per EQDC Test Plans and Test cases (Functional testing, Volume testing, Stress/Load testing, Usability testing, Performance testing, Security testing, Facility testing, Configuration testing, Recovery testing, Documentation testing, Procedure testing, Install ability testing, Storage testing, Serviceability testing)
- Details study report for the requirement of central side IT Infrastructure based on the application developed.
- Security Level Design Document & implementation of Security policy
- Training Manuals and literature
- Systems Administration Manuals

- User manuals
- Installation Manuals
- Operational Manuals
- Maintenance Manuals
- Periodic Status and Review Reports
- Escalation Mechanism
- Exit Management Plan

3.7.1 Delivery of the Goods shall be made by the Supplier in accordance with the terms specified by WCDD in the Notification of Award.

Deliverables linked to Project Activity

S. No.	Project Activity	Deliverables	Timelines (from Signing of Contract)
1.	Service Deployment	As per section-4 scope of work Includes SRS/FRS, complete source code, design documents, Architecture & DB design Report Submission test case report, and quality documents as per min CMMI-3 level standards Includes pre-deployment Project Management deliverables Training content	T1=T+ 3 Months
2.	Operation and Maintenance	As per section-4 scope of work	T2 =To start after T1 and for contract duration.

T=Date of Signing of Contract

3.8 Transportation

Where the Supplier is required under the Contract to transport the goods to a specified place of destination within India or Gujarat defined as Project site, transport to such place of destination in India or Gujarat including insurance, as shall be specified in the Contract, shall be arranged by the Supplier, and the related cost shall be included in the Contract Price.

3.9 Incidental Services

3.9.1 The supplier is required to provide the following services, including additional services, if any.

- Performance or supervision of the on-site assembly and/or start-up of the supplied Goods;

- Furnishing of tools required for assembly and/or maintenance of the supplied Goods;
- Furnishing of detailed operations and maintenance manual for each appropriate unit of supplied Goods;
- Performance or supervision or maintenance and/or repair of the supplied Goods, for the period of time mentioned in the Tender notification.

3.10 Payment

The payments shall be made on a quarterly basis by the department. The payment for services provided by Implementing Agency will be as per the financial bid submitted. The payment will commence after service deployment & operationalization i.e. T1=T+3.

- Operationalization of All modules = 100% payment
- Operationalization of Critical modules = 90% payment
- Operationalization of core modules = 50% payment

3.11 Change Orders

3.11.1 WCDD may at any time, by written order given to the Supplier, make changes within the general scope of the Contract in any one or more of the following:

- drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for WCDD;
- The place of delivery;
- The Services to be provided by the Supplier.
- The Quantity of goods to be supplied & or the locations of supply.

3.11.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustments shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended.

3.12 Delays in the Supplier's Performance

3.12.1 Delivery of the Goods and performance of the Services shall be made by the Supplier in accordance with the time schedule specified by WCDD.

3.12.2 If at any time during performance of the Contract, the Supplier or his sub-contractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify WCDD in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, WCDD shall evaluate the situation and may, at its discretion, extend the Supplier's time for performance with or without a penalty, in which case the extension shall be ratified by the parties by amendment of the Contract.

3.12.3 The bidders shall read & understand the requirements thoroughly & shall adhere to the schedule strictly. The supply, installation & commissioning of Hardware & software at all locations shall be completed within 15 days from the date of signing the Contract Agreement.

3.13 Penalty Clause/SLA

3.13.1 If the Service Provider is not executing the contract to the satisfaction of GIL/WCDD then he may invoke any or all of the following clauses.

- Forfeit the performance Guarantee Amount. Or
- Impose a proportionate penalty of the delivered price of the Goods or unperformed services. Or
- Terminate the contract without giving any notice.

3.13.2 Following are the key service levels that a SI/Implementing agency has to adhere to:

Service Level parameter	Minimum Service Level	Penalty(in Rs)
Service deployment on field (includes DR site readiness)	3 months after getting work order	- 200,000 for first 30 days delay - 500,000 for next 30 days delay - May invoke termination clause if not deployed within 3 months
Service Operationalization	All critical modules as defined in scope of work should be operationalized by the time of service deployment	- 200,000 for first 30 day delay in operationalization of non-critical components - 500,000 for next 30 days delay May invoke termination clause if not made operational within 3 months
System Uptime	-98% during peak business hours(9am-6pm) - 90% during off-peak hrs. (includes scheduled downtime for maintenance)	- 100,000 per month - 50,000 per month - May invoke termination clause if System uptime < 95% during PBH for 2 consecutive months
Issue Resolution Efficiency	Critical <1 days Major < 2 days Minor < 5 days	-20,000 per incidence -10,000 per incidence -10,000 per incidence
Operation Support	TT Resolution time <2 days	-20,000 per TT
Data loss/theft	In case of Data loss In case of Data theft	-On a case to case basis. Department decision in this regard will be final.

Following severity is applicable to application Software only and excludes all ICT Infrastructure related problems (Network, Servers, Switches, Routers, System Software, PC Malfunction, virus related problems, etc.)

Critical: Service is unavailable or a fatal error that makes the system unusable resulting in a direct business impact. The problem has resulted in the failure of business critical activities. Immediate action required.

Example: Application Software related problems affecting all or most of the users e.g. all users are unable to log-in / fill data.

Major: Service is adversely affected or an error that results in incorrect outputs leading to a major function being unusable resulting in indirect business impact but whose impact is localized and not system – wide. Immediate action is needed.

Example: Individual user unable to use some of the features / applications.

Minor: Service is adversely affected resulting in limited business impact or an error that makes a minor function unusable.

Example: Individual user unable to use some of the advanced features / applications.

Process to measure the SLA and Penalty:

Step 1: All problems/issues faced by users need to be communicated to helpdesk / Official Letter / E-Mail

Step 2: Upon receipt of a complaint, to reproduce the problem, SI associate would first contact the user via telephone / email and understand the problem. If required, visit will be made to the User's Desk.

Step 3: Upon confirmation of the problem, SI would resolve the same as per the SLA matrix provided above.

Step 4: Upon resolution of the problem, SI associate will revert back to the concerned user and take the confirmation of resolution

SLAs are applicable only during normal office hours of Government of Gujarat (10:30 AM to 6:15 PM on working days)

- Resolution time will start from the time the problem is reported and will follow the SLA matrix as above. In case of any unavailability circumstances where SI is not able to adhere to the SLAs, SI can report the matter to the committee and committee will take necessary action as deemed fit.
- Penalty will be calculated based on the number of working hours lost (10:30 AM to 6:15 PM on working days). E.g. if severity 1 problem is reported at 6:00PM on Monday, and resolved on Tuesday at 11:00AM, time for which service not available will be 45 minutes.
- The total penalty shall not exceed 10% of the total payment made towards post implementation support.
- SLAs are not applicable for Monthly Scheduled Application Downtime, once every month for 3-6 hours for latest application patches up gradation.
- SLAs are not applicable for Daily Scheduled Application Downtime, Daily for 30 minutes for logs maintenance and urgent patch resolutions sought during off-peak hours.
- SLAs would be applicable to existing functionality of the application only. Will be extended to new functionalities once implemented.
- All change requests of applications and extension of the existing applications would not be covered within SLAs.
- In case the penalty for any quarter is equal to or more than RS. 10 lakhs, the department reserves the right to terminate the contract/work-order. The performance bank guarantee will be forfeited or encashed as a penalty for unsatisfactory service provided to department.

3.14 Termination for Default or Otherwise

3.14.1 GIL/WCDD may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Service Provider, terminate the Contract in whole or part:

- if the Service Provider fails to deliver any or all of the Goods/Services within the period(s)/schedule specified in the Contract,
- If the Service Provider fails to perform as per the performance standards.
- If the Service Provider, in the judgment of GIL/WCDD has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

3.14.2 In Circumstances mentioned in 3.13.1 above WCDD may exercise the following option: -

- Direct the agency to leave the Hardware/Software and furniture in the offices of the WCDD officer and terminate the Contract.

3.14.3 In case of premature termination of Contract for no fault of Supplier WCDD may exercise the following options:-

- Direct the agency to leave the Hardware and without any additional compensation.
- Direct the agency to leave behind the Hardware & pay him the cost of Hardware less the depreciation as per the Income Tax Act / Rules. The WCDD may consult GIL as to the genuine cost of Hardware. WCDD may also take suitable decision as to the system/platform software in consultation with GIL.

3.15 Force Majeure

3.15.1 For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

3.15.2 If a force Majeure situation arises, the Supplier shall promptly notify WCDD in writing of such conditions and the cause thereof. Unless otherwise directed by WCDD in writing, the Supplier shall continue to perform its obligations under the Contract as far as it reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

3.16 Termination for Insolvency

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

3.17 Resolution of Disputes

The matter regarding any dispute shall first be sorted out at the level of Women & Child Development Department. If the dispute persists to remain unresolved then it will be entertained, heard & finalised as per the provisions of the Arbitration and Conciliation Act, 1996.

3.18 Taxes and Duties

The rates quoted shall be in Indian Rupees and shall be exclusive of all taxes as applicable up to the completion of job. Any increase in the Rates will not be allowed after signing the Contract Document.

3.19 Binding Clause

All decisions taken by WCDD regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

3.20 The Women & Child Development Department, Government of Gujarat reserves the right:-

3.20.1 To vary, modify, revise, amend or change any of the terms and conditions mentioned above; or

3.20.2 To reject any or all the tender/s without assigning any reason whatsoever thereof or may terminate the tender process midway without assigning any reason.

3.21 The Decision regarding acceptance of Tender by WCDD will be full and final.

3.22 Conditional tenders shall be summarily rejected.

3.23 WCDD is free to phase out the work if it feels it necessary.

4 SCOPE OF WORK

4.1 Background

4.1.1 About Women and Child Development Department, GoG

- **Department Vision:**
- To improve health and nutrition level of 0 to 6 years old children, Physical, psychological and social development of children and to improve nutrition level of adolescent girls, pregnant and lactating women.
- To change the existing mindset about women in the society.
- To protect rights of women according to the provision in the acts and constitution of India.
- To empower women of backward classes of society by making them self-dependent economically.
- To ensure that the relevance of Gender Equity and Equality is accepted in the overall development process of the state
- To take up Activities regarding welfare of needy women and children in the state.

4.1.2 Functional Level Structure of ICDS



4.1.3 About ICDS:

Majority of children in India have underprivileged childhoods starting from birth. The infant mortality rate of Indian children is 44 and the under-five mortality rate is 93 and 25% of newborn children are underweight among other nutritional, immunization and educational deficiencies of children in India. Figures for India are substantially worse than the developing country average.

Given such a daunting challenge, ICDS was first launched in 1975 in accordance to the National Policy for Children in India. Over the years it has grown into one of the largest integrated family and community welfare schemes in the world. Given its

effectiveness over the last few decades, Government of India has committed towards ensuring universal availability of the programme.

4.1.4 Objectives of ICDS

The predefined objectives of ICDS are:

- To raise the health and nutritional level of poor Indian children below 6 years of age
- To create a base for proper mental, physical and social development of children in India
- To reduce instances of mortality, malnutrition and school dropouts among Indian Children
- To coordinate activities of policy formulation and implementation among all departments of various ministries involved in the different government programmes and schemes aimed at child development across India.
- To provide health and nutritional information and education to mothers of young children to enhance child rearing capabilities of mothers in country of India

4.2 Scope of Services under ICDS

The following services are sponsored under ICDS to help achieve its objectives:

- Immunization
- Supplementary nutrition
- Health checkup
- Referral services
- Pre-school non formal education
- Nutrition and Health information

4.3 Need of SISD (Strengthening of ICDS Service Delivery)

- To strengthen ICDS service delivery by making it more proactive and less reactive by defining proper health/growth/nutrition/preschool education indicators
- To simplify the process to capture the data and record it on a real time basis with reduced time, increased accuracy and more ease
- To reduce the data discrepancy at different hierarchical level and make it a system driven by infusing proper checks and validations
- To reduce incidence of mortality, morbidity, malnutrition and low education/drop-outs.
- To enable and inculcate e-learning and make learning more fun and a continuous affair
- To build a decision support system with zero-error and higher reliability
- To make the whole system more accountable

4.4 SISD Project comprise of 5 major components:

1. Real time Data collection and Recording mechanism at Anganwadis
2. Improving Data Quality by System validations/checks
3. E-Learning Apps/Tools
4. ICDS Decision Support System(IDSS) -MIS
5. Training and Operation and Support

4.5 Scope of Work

Scope of the work has been divided into

- Functional Requirement Specifications &
- Non-Functional Requirement Specifications

4.5.1 Functional Requirements

4.5.1.1 Application Requirement

Application will have two components –

- 1. AWW/Supervisor through Tablet Device
- 2. Department Users through web and tablet interface.

1. Tablet Application:

The Project Strengthening of ICDS Service Delivery (SISD) will have following application modules and will be implemented by appointed SI.

a) Beneficiary Registration Module

Under the beneficiary Registration module, AWW should be able to add a new beneficiary along with photograph, fill the requisite details and approval be sent to concerned supervisor/CDPO. Once approved, Application will create a unique id and will invoke the required details to be filled as per “Family Details” register.

b) Family Details Module(critical)

Family Details module will be a master data for all the beneficiary registered with AWC. Family Details has to be taken from e-Mamta database. E-form has to be designed to capture the details as per data format provided by GoI. Also, the legacy details of beneficiaries need to be entered to the table to make the application work. If the beneficiary is not registered with e-Mamta, fresh data may be added as per Beneficiary registration module.

c) Daily Register Module(critical)

Daily Register will have data from following registers:

Reg 2: SNP Planner

Reg-3: SNP Food Distribution

Reg 4: Pre School Education

Reg 8: Home Visit Planner

- i. This Module will again have following sub modules:

- a. SNP Sub-Module
- b. PSE Sub-Module
- c. Home Visit Planner Sub-Module
- d. Drug Kit Sub module

- ii. E-Forms, based on X-forms standard provided by W3C, have to be designed as to make the data entry on a daily basis. Data entry format has to be simplified and to be made on a daily basis.

- iii. These data will later be pulled and sent to GoI in the register format as provided.
- iv. Pre-school Education Attendance Validation: Daily attendance list has to be pre-populated from Beneficiary registration data. AWW has to click on checkbox against the individual photo list and attach the photo. Single photo has to be taken for attendance and uploaded to server through GPRS connectivity. These photos will be matched via face recognition technology embedded into system for authentication. Considering the often change in face. It is advisable to store and match with the last picture taken as well as with picture taken while registration. Also, it shall be ensured that no picture appears twice for the same day. Photos must have time and geo-stamping along with AWW code/name. It also needs to be ensured that the device clock can't be altered from device. The application will also contain some 'forms' that will be used to put comments against the photographs and other relevant details
- v. Hot Cook Meal Validation: Group Photo has to be taken while taking hot cook meal. The group photo has to be taken along with AWW name/code, time and Geo location stamping. The application will also contain some 'forms' that will be used to put comments against the photographs and other relevant details.
- vi. Validation of special counseling events shall also be done regularly.
- vii. Take Home Ration Validation: List of beneficiary will be pre-populated from list. AWW has to feed in required data such as quantity of ration provided, data etc. THR in case of P&LW/below 3 year kid/Adolescent girl/ malnourished kid will also be done as above.
- viii. Home Visit Planner: AWW visits village home very often to take information regarding nutrition, pre-post pregnancy care and other scheme benefits information. AWW will take photograph and text information from beneficiaries regarding scheme. AWW will enter text and photo image in mobile / tablet application and send it to central server. Validation w.r.t home visits also to be done via same process as above. The Anganwadi worker may also be prompted to visit and update the health status of pre-scheduled beneficiaries and help the Anganwadi worker plan her day

d) **ANM/AWW Register Module**

These would be a separate module for Activities w.r.t following Registers:

Reg-5: Pregnant mother detail

Reg-6: Immunization

Reg-7: vitamin A Biannual Record

Reg-9: Referrals

- a. E-forms, based on X-forms standard provided by W3C, have to be designed as to make the data entry in registers as specified.
- b. Immunization sub module: Once the beneficiaries are registered in application, it should automatically track the immunization schedules and sends alerts and reminders to the beneficiaries directly or via their parents. The system should also alerts the AWW worker on the pending immunizations and help her to track and facilitate administration of the

immunizations effectively. The immunization registers are also updated to reflect the current status. Based on the date of conception of the mother or the date of birth of the child, an immunization schedule should be prepared automatically. All overdue immunizations/vitamin a doses/de-worming list for a child should be highlighted as “Red” if it is “overdue”, “yellow” if pending, or “green if it has been taken”, and “black” if it is on-going. AWW should have the ability to change the status of the immunization to “overdue”, “pending”, On-going”, “completed”. System of sending alerts to parents/officials should be put in place through SMS gateway.

- c. Pregnancy and delivery sub-module: should support fill up of Ante-Natal and Pre-Natal data as per register format and should also support provide reminders for same. A system of generating alerts for high risk, pregnancies, generic mothers should be put in place.

e) Supervisor module(critical)

- a. Supervisor module:

Supervisor module will have a separate e-form which will be provided by department and required details have to be filled by supervisor upon every visit of Anganwadi. This will also include photo validation along with AWW code/name, time and geo stamping.

Supervisor module will also have interface and approval mechanism for data submitted by AWC. The supervisors at village level and Child Development Program Officer (CDPO) at block level will be able to verify the data entered by AWW. The workflow engine of the proposed solution will be able to accept or reject the entered data or the unit of work for respective AWW

f) Daily Planner Module(critical)

The AWW/AWH needs to plan visits for various reasons, it would be beneficial for the Anganwadi Welfare Worker to have a home visit planner App on the mobile device which would allow the worker to:

1. Planner automatically provides “Plan of the day” and acts as a aid for the approaching event like nearing of Expected Date of Delivery (EDD), Immunization of infants etc.
2. Provide auto-alerts based on information available for the respective Pregnant and Lactating Mothers for “Age – appropriate home visits”

g) Growth and Weight Monitoring and trend analysis Module(critical)

Once kid registered, AWW will set scheduler in mobile application to take recording of weight of every child. Wight will be taken through digital weighing machine (to be provided by the Department) which will be then transferred in required format to tablet device. AWC will save children weight and send it to central server. Tablet application will start auto reminder activity for AWW to take recording weight as per schedule. AWC will set schedule for weight recording activity as daily, weekly, monthly or customized. Tablet Application also remind next day to take weight for absent children. Application will have to generate intelligent reports to identify the malnourished kid based on last 3/6 months trend & send alert to various level including parents & the child. This will help in taking proactive corrections by AWW. In such cases, SMS alert be sent to parents of kid and concerned officials

The system should validate if the height entered is less than the previous height, and reject the entry if invalid. The system should calculate and provide a summary view of the IAP/WHO growth indicator along with IAP and WHO growth charts. Region specific diet advices should also be given based on the GPS location of the AWW. The system should provide classification “Weight for Age” as per IAP, and “Height for Age”, “Weight for age”, “Weight for Height”, and BMI for Age as per the WHO guidelines. The system should provide 16 different graphs in total to take various age groups (boys and girls).

All reports w.r.t Age – Weight – Height – BMI chart for children and lactating mothers should be generated along with trend analysis. An intelligent analysis of the weight and height data along with generation of heat maps/attention points is expected.

h) Grievance Redressal module

AWW should have the ability to raise a grievance request in the system. The request should capture details such as type of grievance, capture photo, capture audio, GPS locations, etc. Proper subcategory for grievances can be built. The text input has to be kept at minimum. Template to help them in writing grievance has to be provided. Input format would be in Gujarati. The grievances recorded would be sent to server and program officer via web interface can assign it to respective CDPO. AWW should have the ability to view the status of the grievance. The system should be able to update the status of the grievance, if the Supervisor has viewed/taken action upon the grievance. The AWW should be able to view details on the actions taken by the Supervisor on the particular request.

Department/Super user of system should also be able to see reports/analysis of grievance redressal.

i) AWC and AWW profile module:

For the first time, this detail needs to be entered into application. Once added, Supervisor/CDPO may add/delete/modify AWC and AWW profiles. AWC and AWW profiles format would be provided by department. Based on AWC and AWW profile, these may be further rated/categorized.

j) Skype Call

There may be situations when AWW needs to contact her supervisor at the block or panchayat level for discussing any issues with the nutrition program. Application should provide a “one click” video or voice call with the relevant supervisor/concerned official. The system will have a mapping of who the next level supervisor is and the contact details, and when the AWW wants to make a contact, application module should automatically connects the relevant supervisor. AWW does not have to remember the supervisor contact details which can change dynamically without AWW being informed.

k) E-Helpdesk:

To raise any support required from appointed SI. This should also have TT tracking and closing capability. A record of TT raised and issue resolved with time and date stamping should also be kept at server and should be visible to department.

1) M-Learning Module(critical)

Learning module will have some inbuilt learning module. Minimum of 10 learning program for kids/AWW/P&LW has to be provided by appointed SI. The content should be in form of poems, flipcharts, flash cards, puzzles, skill games, storytelling etc. In addition to this, dynamic content will be provided by department on time-to-time basis through m-learning application. Application should support formats such as audio-visual content, jpeg, pdf, word, flash etc. m-Learning application may include self test after completion of each chapter / program to evaluate the learning parameter. SI also has to provide customized CMS to the department. This application has to be synced with server for new additions. Also alert/notification be sent via application upon addition of new learning module. Application should have ability to download the material and use it offline as well as to allow real time streaming.

Class of user needs to be defined as per module.

2. Web/Tablet Application-IDSS(ICDS decision support system)(critical)

The SI will have to design and develop web portal which will act as a comprehensive decision support system to facilitate monitoring of functioning of the AWC. This would contain two interfaces.

- a) **Admin user control panel:** Administrator user would be able to create/modify/delete user, Register beneficiaries, Scheme and centres. Administrator user would define roles and rights to all users.
- b) **Department Users – MIS Report panel:** MIS user should be able view and generate various reports for field data which will be inputs from Mobile / Tablet Application at field level. MIS users will have class of users and will only be able to see data w.r.t their defined AWCs. MIS has to be integrated with GIS system as well. The generated reports can be exported in Excel/CSV format.
- c) **Department users-Instruction module:** Application should be able to send one-to-many or one-to-one instruction by department users to AWW/Supervisor.

Intelligent MIS/dashboard to convert insights into information and consequently enable the program in charge to take informed decision is an essential feature of the MIS/Dashboards provided. System will produce various functional reports to know the effectiveness of programmes, payments disbursed, trends pertaining to social impact like mal-nourishment, malnutrition, underweight, severe health issues etc. Thereby allowing the department to take corrective efforts and guide the program to success.

The solutions should include software for query, reporting, analysis and dashboards, as well as software, to gather and organize the information from multiple AWC.

The users should be able to pull any kind of report they seek very quickly, easily and efficiently.

Inter Alia, following indicative reports should be generated from the field level data.

1. Registration Report
 - a. Pregnant Women
 - b. Pre School Child
 - c. Child for Hot Cook Meal
 - d. Lactating women
2. Attendance Report
3. THR Issuance Report
 - a. Issue Register
 - b. Pending Issuance
4. HCM Issuance Report
 - a. Daily, Weekly & Monthly
 - b. Register Child VS HCM Issuance
 - c. Present Child VS HCM Issuance
5. Weight Recording Report
 - a. Registered Children Weight Report
 - b. Pending Weight Report
 - c. Children Weight Comparative Report
 - d. Weight reduce Comparative Report
 - e. Age Vs Weight Comparative Report
6. Comparative Report
 - a. Age Vs Weight Comparative Report
 - b. Gender Vs Weight Comparative Report
 - c. Gender Vs Pre School Registration
 - d. Age Vs Pre School Registration
 - e. Centre Vs Age Vs Pre School Registration
 - f. Centre Vs Gender Vs Pre School Registration
7. Home Visit Planner report
8. Malnutrition Report with trend analysis
9. Immunization report
10. Vitamin A/Iron/Folic acid distribution report
11. Referrals report
12. Financial Reports per AWC wise

MIS Reports will be parameterized with date, Centre, AWW , AWC, Category wise range selection and etc. These reports must be available at different levels such as AWC level, supervisor level, Block/District/State level.

Department may add N no of reports based on the data collected as per register format.

Captured data structuring and indexing module

Once the data is captured from the mobile device and transferred on the server, the data structuring module will index the content as per ICDS requirements in the data base. This process will be completely automated and needs no human intervention.

3. Hardware Requirement(critical)

A. End User side - Tablet Device

Application will run on Android tablet hardware with following features.

- a) OS: Android with Battery management and other standard features of Android based device capability
- b) The tablet should support English and Gujarati language options.
- c) Camera – Required (Front and back) with qualitative resolution(Min 1.3Megapixel)
- d) Processor: Min 1 Ghz clock speed
- e) Memory – Card slot : MicroSD, up to 16 GB
- f) Memory – Internal storage 8 GB and 1 GB RAM
- g) 2G/3G enabled connectivity for synchronizing table data with central server online.
- h) USB/Wireless interface for connectivity with digital Weighing Scale and transferring the data to tablet device
- i) Minimum 7” display and
- j) Audio speaker for Video learning tools
- k) Screen Resolution: Should be of high quality so that the device can be used outdoor in day light
- l) Charging: Normal 220V adaptor

- m) GPS: Inbuilt for tracking the device
- n) USB Slot : Yes
- o) Battery Life- 8 hours to 10 hours with continuous usage. (Li-Ion 4000 mAh battery)
- p) Document Viewer & Editing option e-Rading: JPGE, TIF, PNG, BMP, GIF

The device has to be configured/hardened to run ONLY dedicated application/s necessary for proposed solutions.

Appointed SI will have to provide and maintain the tablets at each AWC. Initial requirement would be is to provide approx. 180 tablet devices. In case of damage, by anyone, it would be appointed SI responsibility to replace the tablet within prescribed SLA.

B. Central Server and Data Repository(critical):

- Appointed vendor has to provide the required central infrastructure on a Cloud model. Central Infrastructure also includes DR site. The data being captured by the handheld device will be sent to the cloud repository for storage and further processing. The reporting functionality at central level can generate various reports based on the data captured. The data can be exported to various upstream entities for data consolidation and reporting. There is a server based alerting mechanism, which can send reminders to mothers on missed immunizations and for nutrition

monitoring. This is in addition to the local reminder service built into the application.

- Appointed vendor will have to submit the data storage and backup plan. Also, Department will be the sole owner of data.

C. Connectivity Requirement(critical)

- 2G/3G connectivity to transmit the captured data to central server has to be provided on tablet device. Each device would have data plan of 5GB unlimited. i.e download and upload limit for each device should be limited to 5GB and exceeding 5GB it would come to 1X speed. Further, to avoid misuse of data plan the device has to be configured/hardened to run ONLY dedicated application/s necessary for proposed solutions. Voice option is optional and would be preferred but should be limited to CUG/incoming/limited outgoing.

4. Training(critical)

- Appointed vendor has to train approx. 170 AWW, 10 supervisor and 15-20 department users in multiple batches. Appointed vendor also has to provide them application operation documents/manual and training video/audio (preferably in Gujarati) for their future help. In training sessions, trainers will provide information to AWW related to data inputs activity, Photograph capturing, saving data, server synchronization, taking weight record data from weighing machine, Take Home Ration issuance and Hot Cook Meal as a mandatory requirement. It is expected that at the end of training, all AWW will be proficient in using the device application and MIS report of their AWC.

5. Operation Support Requirement

- A dedicated technical support team should be deployed to troubleshoot any problems arising during the pilot phase. Support team will be responsible for maintaining, managing and issue resolution within SLA.
- A separate application module “e-Helpdesk” to be provided to raise the TT for any issues. This should also have TT tracking and closing capability. A record of TT raised should also be kept at server and should be visible to department.
 - a. Support Activities will also include:
 - b. Removal of any bug from the Application software and provide help to the user in case of any software problem related to the software
 - c. Minor modifications, if required by the user
 - d. Post Go- live responsibility to provide 12 month implementation support
 - e. MIS Reports

6. Additional Functional Requirements

- Application should work in online and offline mode. In offline mode, the data is stored in the handheld device and synced up with the Cloud server when connectivity is available.
- Application should be integrated with SMS gateway (**critical**) and should have capability to integrate with IVRS.
- Application will run on android platform.

4.5.2 Non-Functional Requirements

Non-Functional Parameters	Description
Scalability	<p>The architecture proposed should take care of high volume critical applications. It should be possible to deploy the services of each layer on multiple servers</p> <p>System maximum user concurrency shall be easily upgradeable through hardware enhancement; This hardware enhancement shall be in the form of both identified hardware upgrades of existing equipment that have the potential to be upgraded (vertical scaling) and also by way of adding new servers (horizontal scaling).</p>
Availability	<p>Web application has to be deployed on the load balanced cluster. The web servers will be configured in Active / Passive mode. High availability for the databases can also be achieved in following ways:</p> <ol style="list-style-type: none"> 1. By putting two database servers configured in an active/passive server cluster configuration. 2. As the failover uptime requirement is high, it's suggestive to have near real time replication with DR site.
Extensibility	<p>The design of the software should allow for easy addition of new functionality. This extension of functionality or features should be with minimal changes to the existing software.</p>
Performance	<p>The performance of the application is expected to be monitored on an ongoing basis. This will help to forecast the traffic/data load for the future. This will serve as input to scale up the existing infrastructure.</p>
User Friendly GUI	<p>As the application is going to be used by AWW, The GUI of the application should be user friendly, intuitive and rich with features.</p>
Language	<p>Language should be in Gujarati and English. However, system to be designed in fashion so as to support any language does not require recompilation.</p>
Security	<p>Security has to be an important design consideration. The system must address following:</p> <ul style="list-style-type: none"> ▪ Authentication ▪ Authorization ▪ DoS attack ▪ SQL Injection ▪ Data Tampering and other ways to security threat
Role Based Access Management and Data Access Restrictions	<p>System functionality access will be provided at the role and location level</p> <p>In order to restrict the information access, system will ensure user will have access to the information he/she is entitled to.</p>

Open Standards	Application should and must follow open standards. No proprietary platform is used.
Smart Data Capturing	<ul style="list-style-type: none"> ▪ Smart data capture forms to collect error free data from Anganwadis <ul style="list-style-type: none"> ○ Capturing data using open ended form fields can be extremely error prone and accuracy of data would be minimal. Hence it is proposed to make maximum and logical use of close ended data collection form fields in the mobile app. ▪ Open ended text fields backed with strong validations <ul style="list-style-type: none"> ○ There are many details that cannot be captured using close ended form fields. Such details can be captured using open ended text fields which backed with strong validations and predictive text to capture error free details of Anganwadis
Dynamic Form Additions	In the future if some forms need to be updated then using Dynamic form addition capability , the admin console should enable the application administrator to add/modify the forms in the data capture mobile app
Other design considerations	<ul style="list-style-type: none"> ▪ Redesign the data capture forms to reduce the amount of data capture ▪ Reduce the number of clicks of the forms & automatic replication of similar data ▪ Use of Simple language in the app and appropriate typography for accessibility of the content ▪ Automatic de-duplication of data, wherever the data is same ▪ One click validation of data forms and to pass on to next level ▪ Images used should be light and of the type jpeg, gif, png. ▪ Must provide meaningful alternate descriptions for non text elements ▪ The forms will be intuitively designed so as to consume less of the AWW"s time in data entry. Time savers are essentially provided by selecting possible values as drop down boxes, radio buttons, Auto fill text boxes etc.

5 SECTION IV: SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract.

5.1 Service Provider's Integrity

The Service Provider is responsible for and obliged to conduct all contracted activities as defined in the scope of work in accordance with the Contract.

5.2 Service Provider's Obligations

5.2.1 The Service Provider is obliged to work closely with WCDD's staff, act within its own authority and abide by directives issued by WCDD

5.2.2 The Service Provider will abide by the job safety measures prevalent in India and will free WCDD from all demands or responsibilities arising from accidents or loss of life the cause of which is the Service Provider's negligence. The Service Provider will pay all indemnities arising from such incidents and will not hold WCDD responsible or obligated.

5.2.3 The Service Provider is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanor.

5.2.4 The Service Provider will treat as confidential all data and information about WCDD, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of WCDD

5.3 Hardware

The Service Provider is responsible for all deliveries, installed, commissioned hardware units. The Service Provider will test all hardware operation and accomplish all adjustments necessary for successful and continuous operation of the hardware at all sites.

5.4 Inspections

GIL will do the technical inspections of the hardware/software supplied and other items as required. Bidder will provide all assistance to WCDD/GIL staff to enable periodic technical/administrative/operational verification of the system.

6 SECTION V: BID FORM

Date:

Tender No.: GIL/_____

To

Dear Sir,

Having examined the Bidding Documents including Addenda Nos. _____ (insert numbers, if any), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to render the services as mentioned in the scope of work to **Implementation Pilot Project for Strengthening Of ICDS Service Delivery (SISD)** for Women & Child Development Department in conformity with the said bidding documents for the same as per the technical and financial bid and such other sums as may be ascertained in accordance with the Financial Bid attached herewith (Annexure B) and made part of this bid. We have not placed any condition for the bid on our part and agree to bind ourselves to the terms and conditions of this tender unconditionally. Any conditions placed by us elsewhere in the present bid are hereby withdrawn unconditionally.

We undertake, if our bid is accepted, to render the services in accordance with the delivery schedule which will be specified in the contract document that we will sign if the work order given to us.

If our bid is accepted, we will obtain the guarantee of a bank for the sum indicated as per tender document for the due performance of the Contract, in the form prescribed by WCDD. We agree to abide by this bid for a period of 180 (One hundred and eighty only) days after the date fixed for bid opening of the Instruction to Bidders and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

Name:

Address:

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this day of 2013

Signature (in the capacity of)

Duly authorized to sign Bid for and on behalf of

7 ANNEXURES 1: TECHNICAL BID

7.1 Form 2: BIDDER'S CHECK LIST

Sr. No	Criterion	Details / Supporting documents	Compliance Yes/No
1	EMD & Bid Processing Fee	Demand draft with Letter	Yes/No
2	Certifications	Copy of certification	Yes/No
3	Manpower deployment	CV	Yes/No
4	Past Experience	Copy of client certificate/agreement	Yes/No
5	Solution Proposed	<p>Based on understanding of the Department's requirements through providing:</p> <ul style="list-style-type: none"> - Solution proposed and its components, - Solution Architecture - Technologies used, - Scale of implementation, - Security - Database - System Performance - Learning on Issues - Challenges - Challenges likely to be encountered - Mitigation proposed - Proposed Work Plan <p>Non-functional requirements, data management, security, scalability, backup plan Vendors are appreciated to propose additional functionality</p>	Yes/No
6	Data validation technology	Working Prototype demo for Face recognition	Yes/No
7	content management system	Proposed CMS demonstration	Yes/No
8	Any innovative solution proposed	Any innovative solution proposed other than as mentioned in scope of work	Yes/No
9	Intelligent Decision support system	Intelligent Decision support system	Yes/No

7.2 Form 3: General Information

Sr. No	Particulars	Details to be furnished	
1.	Details of responding company		
a)	Name		
b)	Address		
c)	Telephone	Fax	
d)	Website		
2.	Details of Contact Person		
a)	Name		
b)	Designation		
c)	Address		
d)	Telephone no.		
e)	Mobile no.		
f)	Fax no.		
g)	E-mail		
3.	Details of Authorized Signatory (please attach proof)		
a)	Name		
b)	Designation		
c)	Address		
d)	Telephone no.		
e)	Mobile no.		
f)	Fax no.		
g)	E-mail		
4.	Information about responding company (please attach proof)		
a)	Status of company (Public Ltd. / Pvt. Ltd etc)		
b)	No. of years of operation in India		
c)	Details of Registration	Date	
d)	Details of Quality Certifications for Documentation & processing		
e)	Locations and addresses of offices (In Gujarat & India)		

7.3 Form 4: DETAILS OF SIMILAR TYPE OF PROJECTS (SUCCESSFULLY COMPLETED OR ONGOING)

Name of department (with address contact persons and numbers)	Brief Description of projects	Responsibility or role of the Bidder in the Project	Order value (Rs)	Completion Date (approx.)

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(Please attach relevant client certificates/Work Order/PO/Contract Document highlighting the No. of Documents)

7.4 Description of the Approach, Methodology and Work Plan for Performing the Assignment

Technical approach, methodology and work plan are key components of the Technical Proposal. Bidders are suggested to present their Technical Proposal (inclusive of charts and diagrams) including **Technical Approach and Methodology**, Technical Approach and Methodology -In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

7.5 Form 5: Team Composition and Task Assignments and CVs of the proposed professional staff

In this section, you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

Information of Staff			
Name of Staff	Area of Expertise	Position Assigned	Task Assigned

This information should be provided for all key staff, such as team leaders, project managers, technical support staff, etc. The relevant CV's of the professional staffs mentioned above are also required to be given in the format provided under this section.

Profile of proposed Staff to be deployed on the project

[For each position of key professional, separate form should be prepared]

- 1 Proposed Position:
- 2 Name of firm:
- 3 Date of birth:

4 Nationality:

5 Education: [Indicate college/university and other specialized education of staff member in the following format]

Sr. No.	Degree	Name of Institute	Percentage/ Grade obtained	Year
1.				
2.				
3.				
4.				
5.				

6 Other Training/ Certification:

7 Employment Record:

8 [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]

Sr. No.	Name of employer	Positions held	From	To
1.				
2.				
3.				
4.				

9 Understanding of work involved for this position:

[Provide details of your understanding of work entailed in the position based on your experience]

10 Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Signature _____

Name _____

Date _____

Place _____

Seal

Note: Please add separate pages as Annexure, if required.

7.6 Form 6: Work Plan

In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the scope of services and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.

Work Plan

S No	Activity	Months							
		1	2	3	4				n
1									
2									
3									
4									
n									

- 1** Duration of activities shall be indicated in the form of a bar chart.
- 2** The work schedule should reflect how and by when the bidder is expected to complete the assignment for each of the component and how this work plan maps to the resource schedule given earlier.
- 3** Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- 4** Table can be customized as per need.

8 ANNEXURE B: FINANCIAL BID

Sr. No.	Item	Amount per AWC per Quarter	Total Amount without tax	Taxes (wherever applicable)	Total Amount (total Amount + taxes)
		A	$B = A * 170$ Anganwadi *4	C	$D = B + C$
1	Amount per AWC per Quarter				
Total Cost					

Note:

- *Bidder has to provide Amount per AWC per Quarter. The amount would be inclusive of all services.
- **Payment of services will be done on a quarter basis for no of AWC where service will be deployed.
- ***Detailed cost analysis of various elements of cost (like device cost, other capex, opex etc.) to arrive at Cost/AWC/Quarters mentioned in the financial bid by bidder must be submitted in the financial bid.