

# **Request for Proposal**

**For**

**Selection of Service Provider**

**For**

**Design, Development, Integration & Implementation  
of Web portal and Unified Mobile Application and  
Ancillary Services**

**for**

**Home Department  
Government of Gujarat**

**Tender no: SW 27072018165**

**Bid Processing fees: Rs. 11,800/-**



**Gujarat Informatics Ltd**  
**Block no. 1, 8<sup>th</sup> floor, Udhog Bhavan,**  
**Sector-11, Gandhinagar-382017, Gujarat**  
**Ph No. 23259240 Fax: 23238925.**  
**Email: [info@gujaratinformatics.com](mailto:info@gujaratinformatics.com)**  
**Website: [www.gujaratinformatics.com](http://www.gujaratinformatics.com)**

**Last date of receipt of pre-bid queries: 4<sup>th</sup> August, 2018 up to 1200**

**Date of Pre-Bid Meeting: 9<sup>th</sup> August, 2018 at 1200 hrs**

**Last date of Submission of Bid: 31<sup>st</sup> August, 2018 up to 1500 hrs**

**Opening of Technical Bid: 31<sup>st</sup> August, 2018 at 1600 hrs**

## Table of Content

<b>1. SECTION I: INVITATION FOR BIDS (IFB)</b> .....	<b>6</b>
<b>2. SECTION II: INSTRUCTIONS TO BIDDERS (ITB)</b> .....	<b>8</b>
<b>2.1. Definitions</b> .....	<b>8</b>
<b>2.2. Pre-qualification Criteria</b> .....	<b>8</b>
<b>2.3. Cost of Bidding</b> .....	<b>9</b>
<b>A. THE BIDDING DOCUMENTS</b> .....	<b>9</b>
<b>2.4. Contents of Bidding Documents</b> .....	<b>9</b>
<b>2.5. Pre-Bid Conference/Clarification of Bidding Documents</b> .....	<b>9</b>
<b>2.6. Amendment of Bidding Documents</b> .....	<b>10</b>
<b>B. PREPARATION OF BIDS</b> .....	<b>10</b>
<b>2.7. Language of Bid</b> .....	<b>10</b>
<b>2.8. Documents Comprising the Bid</b> .....	<b>10</b>
<b>2.9. Bid Form</b> .....	<b>10</b>
<b>2.10. Bid Prices</b> .....	<b>10</b>
<b>2.11. Bid Currency</b> .....	<b>11</b>
<b>2.12. Bid Security/Earnest Money Deposit</b> .....	<b>11</b>
<b>2.13. Period of Validity Bids</b> .....	<b>12</b>
<b>2.14. Format and Signing of Bid</b> .....	<b>12</b>
<b>C. SUBMISSION OF BIDS</b> .....	<b>12</b>
<b>2.15. Sealing and Marking of Bids</b> .....	<b>12</b>
<b>2.16. Deadline for Submission of Bids</b> .....	<b>12</b>
<b>2.17. Late Bids</b> .....	<b>13</b>
<b>2.18. Modification and Withdrawal of Bids</b> .....	<b>13</b>
<b>D. BID OPENING AND EVALUATION OF BIDS</b> .....	<b>13</b>
<b>2.19. Opening of Bids by GIL</b> .....	<b>13</b>
<b>2.20. Clarification of Bids</b> .....	<b>13</b>
<b>2.21. Preliminary Examination</b> .....	<b>13</b>
<b>2.22. Methodology &amp; Criteria for Technical, Commercial and final evaluation</b> .....	<b>14</b>
<b>2.23. Contacting GIL/HOME DEPARTMENT</b> .....	<b>16</b>

<b>E. AWARD OF CONTRACT .....</b>	<b>16</b>
2.24. Post-qualification .....	16
2.25. Award Criteria .....	17
2.26. HOME DEPARTMENT/GIL's Right to Accept Any Bid and to reject any or All Bids.....	17
2.27. Notification of Awards.....	17
2.28. Signing of Contract.....	17
2.29. Performance Security/Performance Bank Guarantee (PBG) .....	17
2.30. Corrupt or Fraudulent Practices. ....	18
2.31. Interpretation of the clauses in the Tender Document / Contract Document.....	18
<b>3. SECTION III: GENERAL CONDITIONS OF CONTRACT.....</b>	<b>19</b>
3.1. Definitions .....	19
3.2. Application.....	19
3.3. Country of Origin .....	19
3.4. Standards .....	19
3.5. Use of Contract Documents and Information.....	19
3.6. Patent Rights, Copy Right.....	20
3.7. Inspection/Testing.....	20
3.8. Change Request Orders.....	22
3.9. Delivery of Software.....	22
3.10. Deployment of Software.....	22
3.11. Prices .....	22
3.12. Contract Amendments.....	22
3.13. Assignment.....	22
3.14. Delays in the supplier / service provider's Performance .....	23
3.15. Termination for Default .....	23
3.16. Force Majeure .....	23
3.17. Limitation of Liability.....	24
3.18. Termination for Insolvency .....	24
3.19. Termination for Convenience.....	24
3.20. Right to use defective software/equipment.....	24
3.21. Supplier / service provider Integrity .....	25

3.22.	Supplier / service provider’s Obligations.....	25
3.23.	Patent Rights.....	25
3.24.	Proposed timelines for Implementation from the date of issuance of work order .....	25
3.25.	Payment Procedure.....	28
3.26.	Unconditional Bid.....	28
3.27.	No Variable Cost in Financial Bid .....	28
3.28.	Resolution of Disputes .....	28
3.29.	Governing Language.....	28
3.30.	Applicable Law.....	28
3.31.	Taxes and Duties.....	28
3.32.	Binding Clause .....	28
4.	<b>SECTION III: TERMS OF REFERENCE – SCOPE OF WORK .....</b>	<b>29</b>
4.1.	Project Background:.....	29
4.2.	Objectives:.....	29
4.3.	Scope of Work.....	29
4.4.	Design, Develop, Deploy, Implementation and Training and Web Portal and Mobile App with integration/development of necessary backend.....	29
4.5.	Design, Development , Integration & Implementation of Unified Mobile Application.....	33
4.6.	Reference Architecture and features :.....	35
5.	<b>SECTION IV: SERVICE LEVEL AGREEMENT (SLA) &amp; PENALTY CLAUSE .....</b>	<b>41</b>
5.1.	Introduction:.....	41
5.2.	Implementation related penalty of service levels .....	41
5.2.1	Implementation related penalty for Application software .....	41
5.3.	Operational Related Penalty for Mobile App and Software Application.....	41
5.3.1	Penalty for Change Request.....	42
6.	<b>SECTION V: BID FORMS.....</b>	<b>43</b>
6.1.	Bid Proposal Form.....	43
6.2.	Self-Declaration .....	44
6.3.	Performance Bank Guarantee .....	46
6.4.	Format of Earnest Money Deposit in the form of Bank Guarantee.....	48
7.	<b>SECTION VI: TECHNICAL BID FORMS .....</b>	<b>50</b>

<b>7.1. Particulars of the Bidder’s organization .....</b>	<b>50</b>
<b>7.2. Bid Processing Fees &amp; Earnest Money Deposit Details .....</b>	<b>50</b>
<b>7.3. Financial strength of the bidder .....</b>	<b>51</b>
<b>7.4. Details of completed/ongoing projects of Web Applications with mobile responsive.....</b>	<b>51</b>
<b>7.5. Details of project in providing Mobile App .....</b>	<b>51</b>
<b>7.6. Details of project in providing centralized web based solution integrated with a payment gateway system.....</b>	<b>51</b>
<b>7.7. Details of project in Development of Citizen Centric Services/eForms .....</b>	<b>52</b>
<b>7.8. Project Team with CV of the staff .....</b>	<b>52</b>
<b>7.9. Bill of Material .....</b>	<b>52</b>
<b>7.10. Documents on Approach &amp; Methodology .....</b>	<b>52</b>
<b>7.11. Work Schedule .....</b>	<b>52</b>
<b>8. SECTION VIII: FINANCIAL BID FORMS.....</b>	<b>53</b>
<b>Annexure A: List of Services for Web portal and Mobile App .....</b>	<b>57</b>
<b>Annexure B: Prescribed Forms of Services for Web portal and Mobile App is attached in separate PDF. ....</b>	<b>68</b>
<b>9. SECTION IX: Format of Affidavit.....</b>	<b>69</b>

## 1. SECTION I: INVITATION FOR BIDS (IFB)

### COMPETITIVE BIDDING FOR SELECTION OF SERVICE PROVIDER FOR DESIGN, DEVELOPMENT, INTEGRATION & IMPLEMENTATION OF WEB PORTAL AND UNIFIED MOBILE APPLICATION AND ITS OPENRATION AND MAINTAINANCE

1. Request for Proposal for Selection of Service Provider for Design, Development, Integration & Implementation of Web portal and Unified Mobile Application and Ancillary Services and 7 years of maintenance for Home Department.
2. The bidder shall be responsible for providing all types of applications/services, as mentioned in tender document & Scope of Work, as a part of this project.
3. 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 Selection of Service Provider for Selection of Service Provider for Design, Development, Integration & Implementation of Web portal and Unified Mobile Application and Ancillary Services and 7 years of maintenance for Home Department.
4. 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 the quoting rates for Home Department.

Sl. No.	Information	Details
1.	Last date for submission of written queries for clarifications only by e-mail as predefined format.	4 <sup>th</sup> August, 2018 up to 1200 e-mail ID: <a href="mailto:smitag@gujarat.gov.in">smitag@gujarat.gov.in</a> ;
2.	Place, date and time for Pre bid conference	9 <sup>th</sup> August, 2018 at 1200 hrs Conference Room, Gujarat Informatics Ltd. Block No. 1, 8 <sup>th</sup> Floor, Udyog Bhavan, Gandhinagar
3.	Last date and time for submission of Bid security/EMD & Bid Processing fees in GIL physically.	31 <sup>st</sup> August, 2018 up to 1500 hrs
4.	Last date and time for submission of proposals (Technical and commercial) (Online)	31 <sup>st</sup> August, 2018 up to 1500 hrs
5.	Place, date and time for opening of technical proposals	31 <sup>st</sup> August, 2018 at 1600 hrs Conference Room, Gujarat Informatics Ltd. Block No. 1, 8th Floor, Udyog Bhavan, Gandhinagar
6.	Place, date and time for technical Presentation	The place, date and time for technical presentation will give to the qualified bidder later on.
7.	Address for communication	DGM (App) Gujarat Informatics Ltd. Block No. 1, 8th Floor, Udyog Bhavan, Gandhinagar
8.	Place, date and time for opening of financial/commercial proposal	The place, date and time for opening of financial/commercial proposal will give to the technically qualified bidder later on.
9.	Bid validity	180 days

5. **All bids must be submitted online on <https://gil.nprocure.com> website**
6. Bidders shall submit **Bid processing fees** of Rs. 11,800 in the form of **Demand Draft** in the name of "Gujarat Informatics Ltd." payable at Gandhinagar along with the covering letter.
7. Bidders shall submit **Bid security/EMD** of Rs. 15,00,000 in the form of **Demand Draft OR** in the form of an **unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission)** of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar **as per prescribed format given in this RFP** and must be submitted along with the covering letter.
8. The sealed cover should super scribe as "Bid Processing fees & Bid Security/EMD for the Request for Proposal for Selection of Service Provider for Design, Development, Integration & Implementation of Web portal and Unified Mobile Application and Ancillary Services and 7 years of maintenance for Home Department.
9. Technical Bids will be opened in the presence of Bidders' or their representatives who choose to attend on the specified date and time.
10. In the event of the date specified for receipt and opening of bid being declared as a holiday for GIL office the due date for submission of bids and opening of bids will be the following working day at the appointed times.
11. Financial bids of only those bidders who got 60% score in technical bids/presentation will be opened.
12. Bid validity period is 180 days.

## **2. SECTION II: INSTRUCTIONS TO BIDDERS (ITB)**

### **2.1. Definitions**

- 2.1.1** “Applicable Law” means the laws and any other instruments having force of law in India as they may be issued force and in force from time to time.
- 2.1.2** “Proposals” means proposals submitted by bidders in response to the RFP issued by Home Department /GIL for selection of consulting firm/company.
- 2.1.3** “Competent Authority” means the Managing Director, Gujarat Informatics Limited, Gandhinagar
- 2.1.4** “Committee” means I.T. committee of the Home Department, Govt. of Gujarat
- 2.1.5** “Contract Price” means the price payable to the consulting firm/company on the panel of Home Department/GIL under the Contract for the complete and proper performance of its contractual obligations.
- 2.1.6** “SP” means Service Provider, any private or public entity, which will provide the services to HOME DEPARTMENT/GIL under the contract.
- 2.1.7** “Contract” means the Contract signed by the parties along with the entire documentation specified in the RFP
- 2.1.8** “Day” means working day
- 2.1.9** “Effective date” means the date on which the contract comes into force and effect.
- 2.1.10** “Government” means State Government of Gujarat.
- 2.1.11** “HOME DEPARTMENT” means Home Department, Govt. of Gujarat, Block No.2, 2<sup>nd</sup> Floor, New Sachivalaya, Gandhinagar, Gujarat.
- 2.1.12** “GIL” means Gujarat Informatics Limited, Block No.1, 8th Floor, Udyog Bhavan, Gandhinagar – 382017, Gujarat.
- 2.1.13** “Services” means the work to be performed by the SP pursuant to the selection by HOME DEPARTMENT/GIL and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by HOME DEPARTMENT/GIL.
- 2.1.14** The “Bid Document” and “Tender Document” are the same

### **2.2. Pre-qualification Criteria**

The firm/company meeting the following eligibility criteria will be considered for Technical Bid evaluation

<b>S. No.</b>	<b>Pre-Qualification Criteria</b>	<b>Documents Required</b>
1.	The company should be registered under Companies Registration act 1956 or 2013 for at least 3 years as on last date of submission of bids.	Copy of Certificate of Incorporation
2.	Sales Turnover: The firm/company should have an average annual turnover of at least Rs. 10 Crore and out of which 2 Crore from the Mobile Application Development business in the last 3 financial years (2014-15, 2015-16, 2016-17 in case of Jan-Dec or 2015-16, 2016-17, 2017-18 in case of 31 <sup>st</sup> March cycle) financial year) as revealed by audited accounts.	Completed Form 3 along with copy of audited Turn Over certificate of CA.
3.	Bidders should have experience in development of Web Portal & Mobile Apps and should have executed at least 3 projects of each Web portal & Mobile App	Completion Certificates from the client/Work Order /Agreement



	development for public/private sector organizations.	
4.	The bidder should have CMMi level 3 or above certification	Copy of certification
5.	Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Gujarat and / or black-listed by Gujarat Government departments.	Self-Declaration as attached
6.	The bidder must have one office in Gujarat. In case, bidders do not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 45 days from the date of empanelment.	Please attach the copy of any two of the following: Property tax bill/Electricity Bill/Telephone Bill/VAT/CST Registration/Lease agreement.
7.	No Consortium will be allowed.	-

All supporting documents are to be uploaded in our e-Tendering website <https://gil.nprocure.com>.

### 2.3. Cost of Bidding

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

## A. THE BIDDING DOCUMENTS

### 2.4. Contents of Bidding Documents

2.4.1 The bid must be submitted online on <https://gil.nprocure.com>

2.4.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents and on <https://gil.nprocure.com>. 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 clarifications of his/her queries submitted on the date indicated under section I of this document. GIL/HOME DEPARTMENT will respond to any request for the clarification of any bidding documents, which receives before date mentioned for submission of queries.

The queries should necessarily be submitted in the following format:

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

## **2.6. Amendment of Bidding Documents**

- 2.6.1** At any time prior to the deadline for submission of bids, GIL may, for any reason, whether on its own initiative or in response to the clarification may change their bid online through <https://gil.nprocure.com>.
- 2.6.2** In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, GIL at its discretion, may extend the deadline for the submission of bids.

## **B. PREPARATION OF BIDS**

### **2.7. Language of Bid**

- 2.7.1** The bid 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. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an appropriate translation of the relevant document in the English language and in such a case, for purpose of interpretation of the Bid, the translation shall govern.

### **2.8. Documents Comprising the Bid**

- 2.8.1** The Technical Bid and Financial Bid must be submitted online through the e-Tendering website of <https://gil.nprocure.com> using digital signatures.
- 2.8.2** The bid documents and addendums (if any) together shall be considered as final and self-contained bid documents not withstanding any previous correspondence or document issued by GIL

### **2.9. Bid Form**

- 2.9.1** 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 format mentioned in Financial Bid.
- 2.10.2** Following points need to be considered while indicating prices:
- 2.10.2.1.** The prices quoted should also include, inland transportation, insurance and other local costs incidental to delivery of the goods and services to their final destination within the state of Gujarat
  - 2.10.2.2.** The rates of any Indian duties, VAT and other taxes which will be payable by the Client on the goods(if any) if this contract is awarded, should be quoted separately;
  - 2.10.2.3.** Invoicing shall be from Gujarat only.
- 2.10.3** The Bidder's separation of the price components in accordance with the ITB Clause 7.2 above will be solely for the purpose of facilitating the comparison of bids by GIL and will not in any way limit the Client's right to contract on any of the terms offered.
- 2.10.4** Sharing of responsibility (between HOME DEPARTMENT and the bidder) of procurement of various types of software shall be as under:
- 2.10.4.1.** The prices quoted shall be exclusive of license software required for actual running of applications developed.

- 2.10.4.2. HOME DEPARTMENT shall procure or provide the required software platform at user level for running of products like User level Operating System, and system software etc.
- 2.10.4.3. The TSP will provide and develop software to run environment mentioned in Scope of Work at the central side and for Database management.
- 2.10.4.4. The price quoted shall be inclusive of development of software and operation & maintenance support for the period of contract with required number of copies of the licensed version used/proposed for the purpose. This shall also include the cost of integration with applicable modules of integrated solutions.
- 2.10.4.5. Bidder is expected to fill the rates/amount for all items in Financial Bid format. However, in case, the bidder chooses to quote zero, nil amount or blank, it will be his risk and the same shall in no way restrict the scope of the work. Any rate quote field kept blank would imply that bidder is quoting zero prices for that item.
- 2.10.4.6. IPR: For a bespoke development, the Department shall retain exclusive intellectual property rights to the software (including source code of customizations/ enhancements/ amendments done). The service provider is advised not to bring any software as base layer for future development as a solution. Final solution IPR will be sole and exclusive property of department, except readymade licenses, OS and DB. Service Provider will have no claim to any base layer or any other component.
- 2.10.4.7. For Readymade framework the full IPR of the customized/developed solution for this project shall rest with the Home Dept. except the COTS, BI, OS and DB. Incremental IPR will be created during the Development process which will be since paid for by Govt. of Gujarat; hence such IPR will rest in Government of Gujarat.
- 2.10.4.8. In case of COTS Product the state Government has right to retain customization layer and should the agreement with service provider and to further develop. Therefore, Government of Gujarat will hold IPR of the customized COTS solution. The same would be applicable to copyrights. The TSP shall sign any/all the documents in this regard and will get necessary undertaking to this effect from the COTS OEM.

## **2.11. Bid Currency**

**2.11.1** Prices shall be quoted in Indian Rupees only.

## **2.12. Bid Security/Earnest Money Deposit**

**2.12.1** Bid security/ Earnest Money Deposit Rs. 15,00,000/- (Fifteen Lacs only) in the form of **Demand Draft QR** in the form of an **unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission)** of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar as per prescribed format given in this document) and must be submitted along with the covering letter. The sealed cover should super scribe as "**Bid Processing fees & Bid Security/EMD for the tender for Request for Proposal for Selection of Service Provider for Design, Development, Integration &**

**Implementation of Web portal and Unified Mobile Application and Ancillary Services and 7 years of maintenance for Home Department.”**

- 2.12.2** Proposals not accompanied by EMD shall be rejected as non-responsive.
- 2.12.3** The successful bidder's bid security will be discharged from GIL only after the signing of the contract and submission of performance security.
- 2.12.4** Unsuccessful bidder's EMD will be discharged / refunded as promptly as possible, but not later than 30 days of the validity period of the bid.
- 2.12.5** The EARNEST MONEY DEPOSIT shall be forfeited:
- 2.12.5.1. If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form;
  - 2.12.5.2. Or in case of a successful Bidder, if the Bidder fails to sign the Contract; or to furnish the performance security.
- 2.12.6** No exemption for submitting the EMD will be given to any agency.

**2.13. Period of Validity Bids**

- 2.13.1** Bids shall be valid for 180 days after the date of bid opening prescribed by GIL. A Bid valid for a shorter period shall be rejected by GIL as non-responsive.
- 2.13.2** In exceptional circumstances, GIL 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. The Bid security period provided under ITB Clause 10 shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be permitted to modify its bid.
- 2.13.3** Bid evaluation will be based on the bid prices and technical bid without taking into consideration the above corrections.

**2.14. Format and Signing of Bid**

- 2.14.1** 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.
- 2.14.2** Before filling in any of the details asked for. Bidders should go through the entire bid document and get the required clarifications from GIL during the pre-Bid conference.

**C. SUBMISSION OF BIDS**

**2.15. Sealing and Marking of Bids**

- 2.15.1** All bids must be submitted online through <https://gil.nprocure.com> as per the formats mentioned therein using digital signatures.
- 2.15.2** Telex, cable, e-mailed or facsimile bids will be rejected.

**2.16. Deadline for Submission of Bids**

- 2.16.1** 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.
- 2.16.2** GIL may, at its discretion, extend this deadline for submission of bids by amending the bid documents in accordance with ITB Clause 3, 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.

## **2.17. Late Bids**

Bids submitted after stipulated date & time of submission will not be considered.

## **2.18. Modification and Withdrawal of Bids**

**2.18.1** 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>.

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

**2.18.3** 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 10.

## **D. BID OPENING AND EVALUATION OF BIDS**

### **2.19. Opening of Bids by GIL**

**2.19.1** GIL 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, 8<sup>th</sup> 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.

**2.19.2** 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, at its discretion, may consider appropriate, will be announced at the time of opening.

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

**2.19.4** 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.

### **2.20. Clarification of Bids**

**2.20.1** During evaluation of bids, GIL may, at its discretion, ask the Bidder for a clarification of its bid. GIL 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.

### **2.21. Preliminary Examination**

**2.21.1** 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.

**2.21.2** Prior to the detailed evaluation, pursuant to ITB Clause 19, 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. Deviations from or objections or reservations to critical provisions such as those concerning Performance

Security (AOC Clause 26), Applicable law (GCC Clause 31) and Taxes and duties (GCC Clause 32) will be deemed to be material deviations. GIL determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

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

**2.21.4** Conditional bids are liable to be rejected.

## **2.22. Methodology & Criteria for Technical, Commercial and final evaluation**

**2.22.1** HOME DEPARTMENT/GIL will form an evaluation Committee or it may be done by IT Committee which will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, HOME DEPARTMENT/GIL, may, at its discretion, ask the bidders for clarification of their Technical Proposals.

Note: - Every page of Technical Compliance Sheet will be signed by Bidder without overwriting. Whenever required the proof for every commitment has to be submitted, Technical brochures should be attached where ever available.

Only those proposals meeting the above qualification criteria will be evaluated as per the criteria mentioned below.

<b>Sr. No.</b>	<b>Criteria</b>	<b>Max Point s</b>	<b>Point system</b>	<b>Form</b>
<b>1.</b>	<b>Profile of firm / company</b>	<b>10</b>		
	No. of years of operation in India	5	3 to <5 years – 2 points 5 to <7 years – 3 points >=7 years – 5 points	Form 1
	Total Turnover of firm/company for last 3 years (in Rs.) in the area of Software development and IT related services	5	10 to <15 crores - 2 points 15 to <20 crores – 3 points >=20 crores – 5 points	Form 3
<b>2.</b>	<b>Experience of firm</b>	<b>40</b>		
	Experience in Development of Web Portal. (The experience of development of website will not be considered.)	10	3 projects – 5 points 4 projects – 8 points >=5 projects-10 points	Form 4, 5,6 & 7 along with completion / work in progress certificate issued by the client
	Experience in Development of Mobile App.	10	3 projects – 5 points 4 projects – 18 points >=5 projects - 10 points	
	Experience in integration of Web Portals & Mobile App with other applications & Gateways (SMS, Payment, etc.)	10	2 projects – 4 points 3 projects – 8 points >=4 projects-10 points	
	Experience in Development of Portals & Mobile App for Citizen Centric Services using dynamic forms/ eForms	5	2 projects – 2 points 3 projects – 3 points >=4 projects - 5 points	
<b>3.</b>	Certification (SEI CMMi level 3 or above/ISO 9001:2008 Certificate)	5	CMMI or ISO certificate – 3 points CMMI or ISO certificate – 5 points	Copy of Certificate
<b>4.</b>	<b>Approach and Methodology</b>	<b>50</b>	Committee will evaluate	Form 6.9

Sr. No.	Criteria	Max Points	Point system	Form
	Features/facility of the proposed solution (As per table given below)		the Presentation on understanding, approach and methodology	
	<b>Total</b>	<b>100</b>		
	<b>Minimum Qualifying Scores</b>	<b>60</b>		

**2.22.2** The bidder will have to give presentation on the following points as a part of the Technical evaluation.

Sr. No	Criteria	Marks
1.	Understanding of project and Approach & Methodology	10
2.	Demonstration of Web portal and Mobile App (Bidder may randomly select any two service from portal list and one service from mobile app list and demonstrate the same)	10
3.	Type and quality of User Interface including ease of operation, Ease of Usage & Customization, Modular approach making it convenient to add modules later	10
4.	Scalability of Software	10
5.	Operation & Maintenance Support and Integration Approach	10
	Total Marks	<b>50</b>

**The bidder has to submit on-going development & maintenance team structure with the role and responsibility description, as part of the bidder technical bid document.**

**2.22.3** Bidders who scored 60 and above will be qualified for the financial bid opening.

**2.22.4 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. Home Department/GIL'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 60 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

### **2.22.5 Financial Bid evaluation:**

The financial bids of only those bidders, who have scored at least 60 marks 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<sub>n</sub> = normalized financial score for the bidder under consideration

F<sub>b</sub> = commercial quote for the bidder under consideration

F<sub>min</sub> = commercial quote of the lowest evaluated financial proposal

The lowest evaluated Financial Proposal (F<sub>min</sub>) will be given the maximum financial score (F<sub>n</sub>) of 100 points. The financial scores (F<sub>n</sub>) of the other Financial Proposals will be calculated as per the formula for determining the financial scores given below:

Normalized Financial Score (F<sub>n</sub>) = 100 x F<sub>min</sub> / F<sub>b</sub>

### **2.22.6 Final Evaluation of Bid**

Proposals will be ranked according to their combined technical (T<sub>b</sub>) and financial (F<sub>n</sub>) scores using the weights (T = 0.30 the weight given to the Technical Proposal; P = 0.70 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:

Final Score (S) = T<sub>n</sub> x T + F<sub>n</sub> x 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.

### **2.23. Contacting GIL/HOME DEPARTMENT**

**2.23.1** Subject to ITB Clause 17, no Bidder shall contact GIL/HOME DEPARTMENT 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/HOME DEPARTMENT, he should do so in writing. GIL/HOME DEPARTMENT reserves its right as to whether such additional information should be considered or otherwise

**2.23.2** Any effort by a Bidder to influence GIL 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**

### **2.24. Post-qualification**

**2.24.1** 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



the department will proceed to the next lowest evaluated bid to make a similar determination of the Bidder's capabilities to perform the contract satisfactorily.

**2.25. Award Criteria**

**2.25.1** Subject to ITB Clause 24, HOME DEPARTMENT will award the contract to the successful bidder decided as per the evaluation procedure mentioned in ITB clause no. 19 mentioned above.

**2.25.2** HOME DEPARTMENT reserves the right to award the contract to the Bidder whose bid may not have been determined as the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.

**2.26. HOME DEPARTMENT/GIL's Right to Accept Any Bid and to reject any or All Bids**

**2.26.1** HOME DEPARTMENT/GIL reserve the right to accept or reject any bid, and to cancel the bidding process and reject all bids 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 GIL' action.

**2.27. Notification of Awards**

**2.27.1** Prior to the expiration of the period of the bid validity, concerned HOME DEPARTMENT will notify the successful bidders in writing, to be confirmed in writing by registered letter, that his bid has been accepted.

**2.27.2** The notification of award will constitute the formation of the Contact.

**2.28. Signing of Contract**

**2.28.1** At the same time as HOME DEPARTMENT notifies the successful Bidder that its bid has been accepted, HOME DEPARTMENT will send the bidder the Contract Form, incorporating all the agreements between two parties.

**2.28.2** Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to HOME DEPARTMENT.

**2.29. Performance Security/Performance Bank Guarantee (PBG)**

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

**2.29.2** The Performance Bank Guarantee (PBG) has to be submitted within fifteen (15) working days of receipt of award. The PBG shall be 10% of the total contract value valid up to valid up to 180 days beyond the expiry of contract.

**2.29.3** The PBG should be from all Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad/Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16/04/2018 issued by Finance Department or further instruction issued by Finance department time to time.

**2.29.4** If the O & M support required to be extended for further two years after the expiry of warranty of seven years then the period of PBG should also be extended.

**2.29.5** The proceeds of the performance security shall be payable to HOME DEPARTMENT as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.

**2.29.6** The Performance Security shall be denominated in Indian Rupees

**2.29.7** Within 15 days of the receipt of notification of award, the successful bidder shall furnish the performance security in accordance with the Conditions of the Contract, in the performance security Form provided in the bidding documents in the Performa prescribed in the Tender.

- 2.29.8** The Performance Security will be discharged by GIL and returned to the Bidder on completion of the bidder's performance obligations under the contract.
- 2.29.9** In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period.
- 2.29.10** No interest shall be payable on the PBG amount. HOME DEPARTMENT may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

**2.30. Corrupt or Fraudulent Practices.**

- 2.30.1** HOME DEPARTMENT 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, HOME DEPARTMENT defines for the purposes of this provision, the terms set forth as follows:
- 2.30.1.1. "Corrupt practice" means the offering, giving, receiving or soliciting of levels and to deprive HOME DEPARTMENT of the benefits of the free and open competition;
- 2.30.2** HOME DEPARTMENT 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 Dept of Science & Technology/GIL or black listed by any of the Department of Government of Gujarat in competing for the contract in question.
- 2.30.3** HOME DEPARTMENT 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 Dept of Science & Technology/GIL.
- 2.30.4** If any of the qualifying documents submitted by the Bidder are found to be fraudulent or bogus at any time after award of contract, the contract shall liable to be terminated at immediate effect.
- 2.30.5** If it is found that bidder have violated/ infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights, Department shall terminate the contract of the bidder and/or declare a firm ineligible and black listed either indefinitely or for a stated period of time.

**2.31. Interpretation of the clauses in the Tender Document / Contract Document**

- 2.31.1** In case of any ambiguity in the interpretation of any of the clauses in Bid Document or the Contract Document, GIL's interpretation of the clauses shall be final and binding on all parties.
- 2.31.2** However, in case of doubt as to the interpretation of the bid, the bidder may make a Written request prior to the pre-bid conference to HOME DEPARTMENT / GIL.

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

### **3. SECTION III: GENERAL CONDITIONS OF CONTRACT**

#### **3.1. Definitions**

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

- a) "The Contract" means the agreement entered into between HOME DEPARTMENT and the service provider, as recorded in the Contract Form Signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- b) "The Contract Price" means the price payable to the service provider under the Contract for the full and proper performance of its contractual obligations;
- c) "Services" means Design, Development, Integration & Implementation of Web portal and Unified Mobile Application and Ancillary Services and 7 years of maintenance for Home Department."
- d) "GCC means the General Conditions of Contract contained in this section.
- e) "HOME DEPARTMENT" means client availing the service from the SP.
- f) "The Client's Country" is the country named in GCC.
- g) "The SP means service provider" means the individual or firm supplying the and / or Services under this Contract.
- h) "Day" means a working day.
- i) "Critical deliverables" means the deliverables supplies by SP
- j) "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.
- k) "Software" means the design, develop and testing of application as per requirement of HOME DEPARTMENT.
- l) The "Go-Live" means the Web Portal is ready in all respect (designing, development, testing & implementation of all modules listed in Scope of work and first used by the applicant/department users.
- m) The "Bid Document" and "Tender Document" are the same.

#### **3.2. Application**

**3.2.1** These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

#### **3.3. Country of Origin**

**3.3.1** All Services rendered under the Contract shall have their origin in the member countries and territories eligible i.e. India

**3.3.2** The origin of Services is distinct from the nationality of the service provider.

#### **3.4. Standards**

**3.4.1** The software supplied under this Contract shall conform to the standards and when no applicable standard is mentioned; to the authoritative standard appropriate to the country of origin and such standards shall be the latest issued by the concerned institution.

#### **3.5. Use of Contract Documents and Information**

**3.5.1** The service provider shall not, without HOME DEPARTMENT's 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.

- 3.5.2 The service provider shall not, without HOME DEPARTMENT's prior written consent, make use of any document or information enumerated in GCC Clause 5.1 except for purposes of performing the Contract.
- 3.5.3 Any document, other than the Contract itself, enumerated in GCC Clause 5.1 shall remain the property of HOME DEPARTMENT and shall be returned (in all copies) to HOME DEPARTMENT on completion of the service provider's performance under the Contract if so required by HOME DEPARTMENT.
- 3.5.4 The service provider shall permit HOME DEPARTMENT to inspect the service provider's accounts and records relating to the performance of the service provider and to have them audited by auditors appointed by HOME DEPARTMENT, if so required by HOME DEPARTMENT.

### **3.6. Patent Rights, Copy Right**

- 3.6.1 The Service Provider shall indemnify HOME DEPARTMENT/Gujarat Informatics Ltd 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.
- 3.6.2 When the SP will develop any solution for HOME DEPARTMENT as part of project, then the IPR of that solution will be with the HOME DEPARTMENT/Gujarat Informatics Ltd. The bidder cannot sell or use (fully / partly) that software for his other customers without written consent from Government of Gujarat.
- 3.6.3 Deliverables created by Bidder specifically for Govt. of Gujarat and identified as such in the relevant Scope of Work, the IPR of the same shall be the Exclusive property of Home Department/GIL, the ownership of the Portal and Mobile App and the source code will solely lie with Government of Gujarat.
- 3.6.4 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 Bidder shall act expeditiously to extinguish such claim. If the Bidder fails to comply and Home Department is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. Home Department will give notice to the Bidder of such claim, if it is made, without delay where upon Bidder shall reimburse.

### **3.7. Inspection/Testing**

#### **3.7.1 Application :**

- 3.7.1.1. HOME DEPARTMENT or its representative shall have the right to inspect and/or to test the software or work of the SP to confirm their conformity to the Contract specifications at no extra cost to the HOME DEPARTMENT.
- 3.7.1.2. As per Govt. Of Gujarat circular dated 10th March 2006, the applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by HOME DEPARTMENT at the cost of SP. The SP must include testing cost in their financial bid. The different types of tests that has to be performed through EQDC/other competent agency are as mentioned below:

Functional testing
Stress/Load testing
Performance testing

3.7.1.3. The EQDC Testing shall be carried out by bidder. However, the cost of EQDC testing will be paid by department as on actual separately. It is not included in Financial Bid of this RFP.

**3.7.2 Application Security Audit:**

3.7.2.1. In addition to inspection & testing, the SP shall also be responsible to get application security audited by CERT-In Empanelled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In Empanelled Security Auditors.

3.7.2.1.1. The SP must submit the test results to HOME DEPARTMENT.

3.7.2.1.2. Should any inspected or tested software fail to conform to the specifications, the HOME DEPARTMENT may reject the software and the SP shall either replace/redevelop the rejected software or make alterations necessary to meet specification requirements free of cost to HOME DEPARTMENT.

3.7.2.1.3. HOME DEPARTMENT'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 HOME DEPARTMENT for its representative prior to the software deployment.

3.7.2.2. No clause in the RFP document releases the SP from any warranty or other obligations under this Contract.

3.7.2.3. 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 test 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 SP shall maintain necessary logs in respect of the result of the test to establish to the entire satisfaction of HOME DEPARTMENT, the successful completion of the test specified. An average uptime efficiency of 99% for the duration of test period shall be considered as satisfactory. On successful completion of acceptability test and after HOME DEPARTMENT is satisfied with the working of the software on the, the acceptance certificate of HOME DEPARTMENT will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the software.

3.7.2.4. Before the Application modules are taken over by HOME DEPARTMENT, the SP shall supply operation manuals. These shall be in such details as will enable HOME DEPARTMENT to use the software as stated in the specifications. The documentation shall be in the English/Gujarati 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 taking over until such documentation has supplied to HOME DEPARTMENT.

3.7.2.5. The Security audit shall be carried out by selected bidder with each release

- Backend Developmet
- Citizen portal
- Mobile app (Anroid, Window, iOs)

3.7.2.6. The cost of Security Audit will be paid by department as on actual separately. It should not be included in Financial Bid of this RFP.

### **3.8. Change Request Orders**

**3.8.1** During the development and operation and maintenance phase, any change in scope of work, or in design and development of modules or Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.

**3.8.2** HD may, at any time, by written order given to the SP make changes within the general scope of the Contract in any one or more of the following:

3.8.2.1. Designs, specifications, requirements of which software or service to be provided under the Contract are to be specifically developed / rendered for Home department;

3.8.2.2. The place of delivery; and/or the Services to be provided by the SI.

3.8.2.3. The bidder should be responsible for changes in the web portal and mobile app with respect to user Interface and any the GR issued by govt. time to time during the contract period.

3.8.2.4. Training of personnel of the HD in terms of hours/subjects will be without any additional cost.

3.8.2.5. Any change request during the operation and maintenance period will not be considered. However, the bidder has to deploy 5 developers for continuous development onsite having at least 3 to 4 years of experience for any changes in the application. Software Developers must have full time degree of MCA/M.Tech/B.Tech /BE or equivalent and should have expertise in Application development and troubleshooting application

### **3.9. Delivery of Software**

**3.9.1** Design/Development/Coding/implementation/maintenance of the software shall be made by the service provider in accordance with the terms specified by HOME DEPARTMENT in the Notification of Award.

**3.9.2** Upon deployment of the solution / completion of the assigned work under the service, service provider shall notify HOME DEPARTMENT accordingly.

### **3.10. Deployment of Software**

**3.10.1** Service provider must deploy the solution at the place specified by HOME DEPARTMENT at the time of the contract and ensure smooth running of that solution. Service provider needs to provide all the necessary things like CD media, etc. for assuring minimum down time of the system.

### **3.11. Prices**

**3.11.1** Prices payable to the service provider as stated in the Contract shall remain firm and fixed during the performance of the Contract.

**3.11.2** The prices quoted should not be conditional/optional and it should be in line with the technology and approach presented during the Approach & Methodology Presentation by the Service Provider before the IT committee. The bidder should not submit conditional/optional bids. Conditional/optional bids are liable to be rejected outright.

### **3.12. Contract Amendments**

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

### **3.13. Assignment**

**3.13.1** The service provider shall not assign, in whole or in part, its obligations to perform under the Contract, except with HOME DEPARTMENT's prior written consent.

### **3.14. Delays in the supplier / service provider's Performance**

**3.14.1** Delivery of the software and performance of the Services shall be made by the service provider in accordance with the time schedule specified by HOME DEPARTMENT in the contract document.

**3.14.2** If any time during performance of the Contract, the service provider should encounter conditions impeding timely delivery of the Goods and performance of Services, the service provider shall promptly notify HOME DEPARTMENT in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the service provider's notice, HOME DEPARTMENT shall evaluate the situation and may, at its discretion, extend the service provider'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. Any such extension of time limit, even if it is due to unforeseen circumstances beyond control of both the SP and HOME DEPARTMENT, shall be at no extra cost to HOME DEPARTMENT.

**3.14.3** Except as provided under GCC Clause 20, a delay by the service provider in the performance of its delivery obligations shall render the service provider liable to the imposition of a penalty pursuant to GCC Clause 18, unless an extension of time is agreed upon pursuant to GCC Clause 21(b) without the application of the penalty.

### **3.15. Termination for Default**

**3.15.1** HOME DEPARTMENT 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:

3.15.1.1. if the service provider fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by HOME DEPARTMENT; or

3.15.1.2. If the service provider fails to perform any other obligation(s) under the Contract.

3.15.1.3. If the service provider, in the judgment of HOME DEPARTMENT has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

**3.15.2** For the purpose of this Clause:

3.15.2.1. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

3.15.2.2. "Fraudulent practice: a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition;"

**3.15.3** If the Service Provider fails to conform to the quality requirement laid down/third party inspection/consultants opinion.

**3.15.4** If Bidder has violated / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights. Certificate / affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights.

### **3.16. Force Majeure**

**3.16.1** Notwithstanding anything contained in the tender, the SP shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delay in

performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

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

**3.16.3** If a force Majeure situation arises, the service provider shall promptly notify HOME DEPARTMENT in writing within 10 days of such conditions and the cause thereof. Unless otherwise directed by HOME DEPARTMENT in writing, the service provider shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

### **3.17. Limitation of Liability**

**3.17.1** In no event shall either party be liable for any indirect, incidental, consequential, special or punitive loss or damage including but not limited to loss of profits or revenue, loss of data, even if the party shall have been advised of the possibility thereof. In any case, the aggregate liability of the bidder, whatsoever and howsoever arising, whether under the contract, tort or other legal theory, shall not exceed the total charges received as per the Contract, as of the date such liability arose, from the Purchaser, with respect to the goods or services supplied under this Agreement, which gives rise to the liability.

### **3.18. Termination for Insolvency**

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

### **3.19. Termination for Convenience**

**3.19.1** HOME DEPARTMENT by written notice sent to the service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for HOME DEPARTMENT's convenience, the extent to which performance of the service provider under the Contract is terminated, and the date upon which such termination becomes effective.

**3.19.2** The services / software that is complete and ready for rendering / deployment within 30 days after the service provider's receipt of notice of termination shall be accepted by HOME DEPARTMENT at the Contract terms and prices. For the remaining services, HOME DEPARTMENT may elect:

3.19.2.1. To have any portion completed and delivered at the Contract terms and prices; and/or

3.19.2.2. To cancel the remainder and pay to the service provider an agreed amount for partially completed services / software and for services / software previously procured by the service provider.

### **3.20. Right to use defective software/equipment**

**3.20.1** If after delivery, acceptance and installation and within the guarantee and warranty period, the operation or use of the software/equipment proves to be unsatisfactory, the Purchaser shall have the right to continue to operate or use such



software/equipment until rectification of defects, errors or omissions by debugging / repair or by partial or complete replacement is made without interfering with HOME DEPARTMENT's operation.

### 3.21. Supplier / service provider Integrity

**3.21.1** The service provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

### 3.22. Supplier / service provider's Obligations

**3.22.1** The service provider is obliged to work closely with HOME DEPARTMENT's staff, act within its own authority and abide by directives issued by HOME DEPARTMENT.

**3.22.2** The service provider will abide by the job safety measures prevalent in India and will free HOME DEPARTMENT 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 HOME DEPARTMENT responsible or obligated.

**3.22.3** The service provider is responsible for managing the activities of its personnel or sub-contracted personnel and will hold himself responsible for any misdemeanors.

**3.22.4** The service provider will treat as confidential all data and information about HOME DEPARTMENT, 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 HOME DEPARTMENT.

### 3.23. Patent Rights

**3.23.1** 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 HOME DEPARTMENT, the service provider shall act expeditiously to extinguish such claim. If the service provider fails to comply and HOME DEPARTMENT 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. HOME DEPARTMENT will give notice to the service provider of such claim, if it is made, without delay.

### 3.24. Proposed timelines for Implementation from the date of issuance of work order

#	Activity	Timeline	Payment (%)	Penalty
1.	<b>Web Portal Development (Total period of Go-live 9 months) - Line item 1 of Financial Bid</b>			
	Submission of Design and technical documents (URS, SRS, SDD, Architecture & DB design)	T1.1 = T + 1 months	10% payment will be released of Web portal will be released	A Penalty of 0.5% of respective milestone of Software Application per week delay subject to maximum 5% of milestone cost till 2 weeks' delay. However, no payment for the manpower not deployed on time plus penalty will be there.
Development, UAT and Go-live of 60 services including Web portal as per list given on page	T1.2 = T + 6 months	40 % payment of Development of Web portal will be released		

no. 58 with required integration			5% capping will change to 10% capping in next 3 weeks' delay. After 5 weeks' delay, penalties capping will increase to 15% for next 4weeks. Then contract can be terminated.
Development, UAT and Go-live of Web portal remaining 55 services as per list given on page no. 58 with required integration	T1.3 = T + 9 Months	30% payment Development of Web portal will be released	
3 Months after go-Live	T1.4 = T + 12 Months	10% payment Development of Web portal will be released	
Project Closure Documentation & Knowledge Transfer	T1.5 = T + 7 years 9 Months	10% payment Development of Web portal will be released	
<b>2. Mobile App Development (Total period of Go-live 9 months) - Line item 2 of Financial Bid</b>			
Submission of Design and technical documents (URS, SRS, SDD, Architecture & DB design)	T2.1 = T + 1 months	10 % payment Mobile App development will be released	A Penalty of 0.5% of respective milestone of Software Application per week delay subject to maximum 5% of milestone cost till 2 weeks' delay.
UAT, Security Audit and Go-live of Mobile App services Development with required integration	T2.2 = T + 9 Months	50 % payment of Mobile App development will be released 10 % payment of Mobile App development will be released on Security Audit	However, no payment for the manpower not deployed on time plus penalty will be there. 5% capping will change to 10% capping in next 3 weeks' delay. After 5 weeks' delay, penalties capping will increase to 15% for next 4weeks. Then contract can be terminated.
3 months after go-live of Mobile App	T2.3 = T + 12 Months	20 % payment of Mobile App development will be released	
Project closure Documentation & Knowledge Transfer	T2.4 = T + 7 years 9 Months	10% payment Development of Web portal will be released	
<b>3. Backend Development (Total period of Go-live 9 months) - Line item 3 of Financial Bid</b>			
Submission of Design and technical documents (URS, SRS, SDD, Architecture & DB	T3.1 = T + 1 months	10% payment will be released of <b>Backend Development</b>	A Penalty of 0.5% of respective milestone of Software Application per week delay subject to maximum 5% of

	design)s			milestone cost till 2 weeks' delay. However, no payment for the manpower not deployed on time plus penalty will be there. 5% capping will change to 10% capping in next 3 weeks' delay. After 5 weeks' delay, penalties capping will increase to 15% for next 4weeks. Then contract can be terminated.
	UAT of Backend applications	T3.2 = T + 6 months	40 % payment of Backend application development	
	Security Audit, EQDC Testing and Go-live	T3.3 = T + 9 Months	30% Backend application development	
	3 Months after go-Live	T3.4 = T + 12 Months	10% Backend application development	
	Project Closure Documentation & Knowledge Transfer	T2.4 = T + 7 years 9 Months	10% Backend application development	
4.	Onetime cost of OS, Database and other software (except DR Licenses)	T4 = T + 3 Month	90% after supply of paper licenses and successful installation 10% after go-live <b>Line item 4 of Financial Bid</b>	---
5.	ATS/AMC Cost of OS, Database and other software, if applicable (except DR Licenses)	T5 = Go-live (T1.3,T2.2,T3.3) + 7 years	100% at the beginning of every year on successful renewal. ATS/AMC will be considered from the date of go-live. <b>Line item 6 of Financial Bid</b>	A Penalty of 0.5% of ATS/AMC of that component per week delay subject to maximum 10% of milestone cost.
6.	Operational and Maintenance support for period of 7 years for Web portal and mobile app including backend change request	T5 = Go-live (T1.3,T2.2,T3.3) + 7 years	Quarterly Payment in equal installment for 7 Year <b>Line item 5 of Financial Bid</b>	As per 5.3
7.	Any additional services for web portal, mobile app, backend or new development	Mutually Decided Timeline	Part of continuous development	As per 5.3.1

**T=Date of Issuance of Lol**

**The date of Go-live will 9 months from the date of issuance of Lol.**

### **3.25. Payment Procedure**

- 3.25.1** The Home Department shall certify actual implementation. The SP has to ensure proper hand-holding & support of the system.
- 3.25.2** SP shall raise the component wise invoice as per the milestones achieved as mentioned above in the payment schedule & submit the invoice to Home Department.
- 3.25.3** Home Department shall verify the Invoice raised against the milestone achieved & shall make the payment after deduction of penalty, if any.
- 3.25.4** The SI's request(s) for payment shall be made to Home Department along with the 2 original copies of invoice and necessary documents. The invoice should be in English language and Gujarat based.
- 3.25.5** Payment shall be made in Indian Rupees. While making payment, necessary income tax and service tax deductions will be made.

### **3.26. Unconditional Bid**

- 3.26.1** Bidders shall not put any condition of any kind in the Technical and Financial Bid, failing which the bid shall be rejected as non-responsive.

### **3.27. No Variable Cost in Financial Bid**

- 3.27.1** Bids with the variable costs / rates shall not be considered and shall be rejected as non-responsive at the discretion of HOME DEPARTMENT.

### **3.28. Resolution of Disputes**

- 3.28.1** In this regard HOME DEPARTMENT doesn't go for any arbitration on dispute and HOME DEPARTMENT's decision will be final and binding on the service provider.

### **3.29. Governing Language**

- 3.29.1** The contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

### **3.30. Applicable Law**

- 3.30.1** The Contract shall be interpreted in accordance with the laws of the Union of India and that of State of Gujarat.

### **3.31. Taxes and Duties**

- 3.31.1** Service providers shall be entirely responsible for all taxes, duties, license fees, octroi, road permits, etc., incurred until delivery of the contracted software / service to HOME DEPARTMENT. However, VAT/Service Tax in respect of the transaction between HOME DEPARTMENT and the service provider shall be payable extra, if so stipulated in the Notification of Award. All the taxes will be paid extra as on actual. In case of GST, GST will be paid.

### **3.32. Binding Clause**

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

#### **4. SECTION III: TERMS OF REFERENCE – SCOPE OF WORK**

##### **4.1. Project Background:**

Technology and devices have become an integral part of human life. The development of web portal and mobile communication technologies has created a new platform for Governments to reach out to a much greater number of people and has equally facilitated citizens to access Government information and services “anytime, anywhere” eliminating the barriers of time and space.

The aim of Home Department is to further augment m-Governance as an extended arm of e-Governance. Government services will be delivered to the citizens through web portal as well as mobile devices or wireless equipment’s through various channels using mobile technologies. This will also reduce the need of physical network for communication and act as an enabler for a more connected society.

##### **Basic Technical Specifications of eGujCop are given below:**

- Application s/w: 3 Tier web based application (Java/J2EE, hibernate, spring framework).
- Server: Latest Unix
- Database: Oracle 10gR3

##### **Basic Technical Specifications of CSP are given below:**

- Web technology: ASP.NET 4.5
- Web server: 2012, IIS 8.0
- Database Server: MS SQL 2012 enterprise edition

##### **4.2. Objectives:**

The required solution for the web portal and mobile applications should enable the users or beneficiaries for the services included in the project scope to start and end services online using their desktop/laptop/tablet and mobile devices without visiting the government entities including submission of application or download the forms and fill it and upload it, tracking the status, receiving alerts and notification, paying required fees online as well as the delivery of the final formal or official document (if needed).

##### **4.3. Scope of Work**

##### **Project involves following key activities:**

The scope of the services to be offered by the SP includes the following:

##### **4.4. Design, Develop, Deploy, Implementation and Training and Web Portal and Mobile App with integration/development of necessary backend**

The scope of the services to be offered by the SP includes the following:

<b>Category</b>	<b>Task/ Activity</b>
<b>1.</b>	<b>Design, Development, Integration &amp; Implementation of Web portal for citizen centric application</b>

Requirement Gathering, Preparation of AS-IS, To-Be, Design, Development, Testing and Implementation	The SP must clearly understand the requirements and propose a solution which helps in meeting the specific requirements of HOME DEPARTMENT. Carry out a Study to prepare eForms and required integration. Suggest the area where the re-engineering is required. Integrate with backend application. i.e. eGujCop. Develop the end to end backend process which is not available in eGujCop application. Simplify the application forms where ever required. Software Design Documents (SDD) and Installation manual Preparation of Instruction Manual, User Manual & FAQ
<b>2. Design, Development, Integration &amp; Implementation of Unified Mobile Application</b>	
	The SP must clearly understand the requirements and propose a solution which helps in meeting the specific requirements of HOME DEPARTMENT. Carry out a Study to prepare eForms and required integration. Suggest the area where the re-engineering is required. Simplify the application forms. Software Design Documents (SDD) and Installation manual Preparation of Instruction Manual, User Manual & FAQ
<b>3. Integration with other application</b>	
Integration	Web portal must be integrate with ATVT application, CSP, IFMS, eGujCop etc.,
<b>3. Operation and Maintenance Support</b>	
Support	Bug Fixing, Error Reporting, Issue Handling System Administration and operating system and database management support <b>Note:</b> In case of Development of additional services the O & M will be done by selected bidder without additional cost.
Exit Management & Transition Services	Capacity Building – Plan and Implementation

### 1. Design, Development, Integration & Implementation of Web portal for citizen centric application

- In order to develop and launch/publish the web portal, the selected bidder is required to perform the activities mentioned below, noting that any additional related activities needed for the proper functioning of the system shall be provided by the winning bidder and its cost shall be included in the fixed lump sum price submitted by the bidder.
- Citizen Login, Citizen Profile + Creation/ Updation of new Profile, Digital Locker Aadhaar services, Payment Gateway, eWallet. All these feature should also be integrated with Digital Gujarat CSP so that it is user friendly to the citizens and enable single sign-on.
- The bidder has to develop following facilities for enabling “Citizen Centric Services”

delivered by Home Department of Gujarat to the Citizen through Web portal including integration with eGujCop and ATVT on an end to end basis. The following features need to be develop in web portal (not to be considered as Service) and thereon will be common to all services:

- i. The certificate of service should be with barcode/QR Code.
  - ii. The feature of Biometric/fingerprint/QR Code Authentication shall be made available for mobile application. Dashboard for officers (Module wise, Services wise, Location wise, application received, transaction done and status of the application
  - iii. Home department telephone directory
  - iv. To integrate with eGujCop for database as a service like police station, details of Jurisdiction of police with name address, phone no, details of jurisdiction of railway police, Missing person, un identified dead bodies, missing property, missing passport,
  - v. Status tracking of application
  - vi. Static information for all services like forms, user manual, checklist, fees, changes in fees etc, traffic signs and fines, employment, welfare schemes, section of criminal laws and law concerning to women.
  - vii. RTI Information
- Bidder has to develop the eForms with common facilities like Citizen Login, Citizen Profile + Creation/ Updation of new Profile, Digital Locker Aadhaar services, Payment Gateway, eWallet all these feature should also be integrated with Digital Gujarat CSP so that it is user friendly to the citizens and enable single sign-on.
  - The services should have facility of eAuthentication using Aadhaar. Department will arrange to provide the web services for Aadhaar
  - Addhar – For authentication of the citizen, payment
  - Payment Gateway for making payment to Govt.
  - Digital Locker – to store the citizen documents as well as certificate/service given by department
  - eWallet: it will work like digital wallet to store the money.
  - Integrate with the eGujCop Portal for G2G and G2C services and Common Services Portal for G2C Services. The list of services given in Annexure A of RFP. However the services which backend is not available in eGujCop bidder has to develop the end to end backup for the same. The prescribed form of the services is attached at Annexure B.
  - Integrate with IFMS for online payment through cyber treasury portal.
  - For Service enablement, there will be an integration of portal with the services of eGujCop and enabling corresponding service flow on the each enabled channel. The APIs/Web Services shall be hosted on the web server which is making available by DST out of cloud infrastructure and other purchases will be available by department on need basis. The bill of material of the required infrastructure for web portal as well as Mobile App should be submitted as a part of Technical Bid Document. This web server will act as a middleware between web portal and eGujCop Application. This integration will have to make services available on an end-to-end basis.
  - For complaint of the user, bidder has to develop one complain redressal module.
  - All the services should be Geo references enabled services.

- The bidder may also furnish the following details as a part of Technical Bid:

Citizen Portal Stacks		
S. No.	Component	Technology
1	Technology	
2	Web Server	
3	App Server	
4	Mobile App Server	
5	Database	
6	Reporting Framework	
7	Content Management System	

The bidders have to suggest the any technology/framework preferably open source.

There are some services in which bidder have to develop only eForm and integrate it with eGujCop application for backend processing. There are some services in which bidder have to develop end to end process which database/process not available in eGujCop. There is some database available with Home Department. So bidder has to develop a search facility for the same. The indicative list of service to be developed in Web portal and Mobile app with required details is given in Annexure A.

Incorporate analytics/Dash board into web portal, to track and identify users experience and actions

- Integrate with Cyber treasury Portal to process online payments for Service/ Application fees.
- Design, develop, implement, install, test, and publish (install, test, launch) and rollout of the developed web portal.
- Provide portal administration guide with detailed functional, non-functional and technical specifications of the proposed solution, use cases and use case diagrams considering the integration with backend systems
- Identify the Limitations
- Identify Risk if any post Implementation along with Mitigation Plan
- Storage Disk space and memory required for the proposed App
- List out the assumptions related to load & infrastructure (such as mobile specifications, internet bandwidth etc.)
- Delivery should be in the form of a Go-Live of Service and will be property of the Home Department, Gujarat
- Performance Testing, Security Testing & Usability Testing certification from recognized authority.
- Capacity Building, Overall Integration, User acceptance testing & Go-Live
- It should be ensured that the portal can run in all major browsers.
- Deliver and provide handover for the source code and any additional software components that are developed to fulfill the project requirements.
- Provide technical documentation: requirements, design, architecture, installation, configuration, user manual etc.



- Conduct knowledge transfer sessions to Home Department/its designated agency to cover all topics related to developed solution, these shall include but not limited to the following:
  - System Installation, Administration and Configuration
  - Source code
  - System Operation and Troubleshooting
- Design and Development should be coded using any technology.
- Bidders shall provide adequate onsite resources to manage and monitor the implementation and to coordinate with Home Department, M/s. TCS and other key Stakeholders.
- It will leverage following facilities of the Mobile Seva of CDAC under National Rollout of the Mobile Services Delivery Gateway
  - SMS Gateway Service
  - USSD based services
  - IVRS based services
- Integration with Digital Locker
- SMS gateway will be provided by Department.
- For any G2G services Home Dept. will pay as follow:
- N. nos. of the services in next 7 years with the help of continuous development team
- In case of G2G application the workflow will be involved. (Input, Workflow (initiator, verifier, approver), Output). In case of G2C application input, tracking, output facilities shall be given.

#### **4.5. Design, Development , Integration & Implementation of Unified Mobile Application**

In order to develop and launch/publish the unified Mobile Apps, the selected bidder is required to perform the activities mentioned below, noting that any additional related activities needed for the proper functioning of the system shall be provided by the winning bidder and its cost shall be included in the fixed lump sum price submitted by the bidder:

Integrate with the web portal of Home Department (user profile and registration, authentication, application processing, push notifications, etc.).

- Services should be referred as enabling “Citizen Centric Services” delivered by Home Department of Gujarat to the Citizen through Mobile including integration with Web portal on an end to end basis.  
The following features need to be integrated once with Web Portal (not to be considered as Service) and thereon will be common to all services:
  - viii. The certificate of service should be with barcode/QR Code.
  - ix. The feature of Biometric/fingerprint/QR Code Authentication shall be made available for mobile application.
  - x. Dashboard for officers (Module wise, Services wise, Location wise, application received, transaction done and status of the application)
  - xi. Home department telephone directory
  - xii. To integrate with eGujCop for database as a service like police station, details of Jurisdiction of police with name address, phone no, details of jurisdiction of

- railway police, Missing person, un identified dead bodies, missing property, missing passport,
- xiii. Status tracking of application
- xiv. Static information for all services like forms, user manual, checklist, fees, changes in fees etc, traffic signs and fines, employment, welfare schemes, section of criminal laws and law concerning to women.
- xv. RTI Information

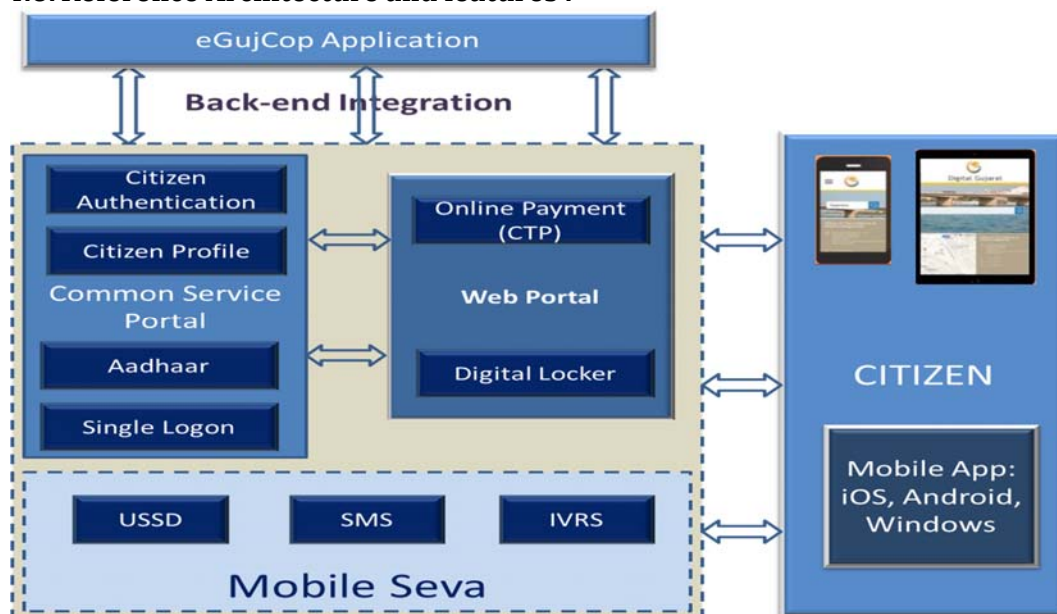
For Service enablement, there will be an integration of API with the services of Web portal/eGujCop and enabling corresponding service flow on the each enabled channel. The APIs/Web Services shall be hosted on the mobile server which should be procured by selected bidder as a part of this RFP. This mobile server will act as a middleware between web portal and eGujCop Application. This integration will have to make services available on an end-to-end basis. Bidder has to suggest basic framework for the mobile app development as follow as part of Technical Bid and should be included in presentation:

Mobile Application Stacks		
S. No.	Tools	Description
1	Presentation Layer	
2	Database	
3	Controller Layer	
4	Security	
5	Persistence Framework	
6	Input Validation	
7	Data transfer / transformation	
8	Data Caching	
9	Scheduler	
10	Queue	
11	Application Server	
12	Operating System	

- Incorporate analytics into mobile app, to track and identify users experience and actions
- Integrate with Cyber Treasury Portal to process online payments for Service/ Application fees.
- Design, develop, implement, install, test, and publish (install, test, launch) and rollout of the developed mobile application.
- Provide App Design Documentation, App Installation guide, App Administration guide and App user operation document together with detailed functional, non-functional and technical specifications of the proposed solution, use cases and use case diagrams considering the integration with backend systems
- Identify the App Limitations
- Identify Risk if any post App Implementation along with Mitigation Plan
- Mobile Storage Disk space and memory required for the proposed App

- List out the assumptions related to load & infrastructure (such as mobile specifications, internet bandwidth etc.)
- Delivery should be in the form of a published App and will be property of the Home Department, Gujarat
- Performance Testing, Security Testing & Usability Testing certification from recognized authority.
- Capacity Building, Overall Integration, User acceptance testing & Go-Live
- It should be ensured that the Mobile Apps works flawlessly across different platforms.
- Deliver and provide handover for the source code and any additional software components that are developed to fulfill the project requirements.
- Provide technical documentation: requirements, design, architecture, installation, configuration, user manual etc.
- Conduct knowledge transfer sessions to operation team (M/s. TCS) to cover all topics related to developed solution, these shall include but not limited to the following:
  - System Installation, Administration and Configuration
  - Source code
  - System Operation and Troubleshooting
- Design and Development should be coded using open source Technologies/ Tools/framework. It should not use any proprietary Technologies/ Tools/framework.
- Bidders shall provide adequate onsite resources to manage and monitor the implementation and to coordinate with Home Department, M/s. TCS and other key Stakeholders.
- It will leverage following facilities of the Mobile Seva of CDAC under National Rollout of the Mobile Services Delivery Gateway
  - SMS Gateway Service
  - USSD based services
  - IVRS based services
- Integration with Digital Locker

#### 4.6. Reference Architecture and features :



**Features of the Web portal and Mobile Applications:**

- Web portal must be compatible and accessible with all major browsers.
- Mobile app must be compatible and accessible on major Mobile platforms (iOS, Android & Windows) and devices.
- Bidders are expected to develop a Native App. The development of 1 citizen service for all platforms will be considered as 1 service. However they have to ensure that the App offers the desired features as well as it should be able to take advantage of the latest technology available on mobile devices such as a Biometric Authentication, Global Positioning System (GPS) and camera, etc. GPS based tracking and Geo-tagging will be provided for mobile app.
- Design the User Interface and User Experience to ensure that the service is user-friendly.
- Structure overall content to make it screen reader friendly.
- Scalable.
- Design of consistent visual elements and architecture that is scalable and expandable.
- Resolution independent Mobile Apps that will automatically expand/compress itself as per the screen resolution.
- Having some way for users to provide feedback on the mobile apps, a quick way to report bugs or errors.
- One time download. No running cost for user.
- Should have features like Document upload, image capture & upload, etc.
- Should integrate with Cyber Treasury Portal for Online Payments.
- Should have Modular build with dynamic forms.
- Should provide multilingual support and User interface should be available in English & Gujarati.
- Should have functionalities like:
  - Social Media: Facebook, Twitter, etc.
  - Able to access Phone Camera, Phonebook, GPS, etc.
  - Auto read OTP
- The design of Mobile Application should be hybrid, it should be Native for front-end (Framework, CSS, App structure, etc.) and it should use back-end work flow of eGujCop Portal for transactions purposes.
- The solution architecture should be able to address the future scalability requirements, in terms of both application (to add new services) and infrastructure and backend (adding more users).
- The solution architecture should be highly available and in harmony with the existing backend systems.
- The solution should enforce network level security, traffic to be encrypted using secured connectivity.
- For Mobile App, the solution should use authentication mechanism that is integrated with the existing systems' authentication services (web portal, CSP and eGujCop Portal). Mobile users must use the same user name and password they currently use for the same Web version (eGujCop Portal) of the services. Also, the solution must be integrated with existing systems user profiles and registration module.
- The Apps should provide an update feature in case of newly published version.
- Existing Helpdesk facility of eGujCop/Call Center shall be used for providing support to the Citizens.

- The portal and mobile app should have configurable front end.
- Bidder needs to provide the field level configuration setting. . Department can modified the form as per their requirement by themselves.
- Portal should be bilingual. (Gujarati and English).
- The solution should be Browser/platform independent and dynamic in nature.
- The solution architecture should be platform and vendor independent.
- The solution should facilitate centralized deployment of the application.
- The solution should be interoperable in nature and design and development should be based on Service Oriented Architecture (SOA).
- The solution should have the ability to scale up as and when the new business applications and services are added without compromising the performance of the overall solution. The architecture should be proven to be highly scalable and capable of delivering high performance as and when the transaction volumes increase.
- The solution should employ a common user access and authentication service to ensure Single-Sign on for the end-user. Department will provide the single sign on facilities, if required.
- The solution should support multi-tier authentication where ever and whenever required.
- The solution should have a capability to assign activities to roles, and map roles to users.
- The solution should restrict users from unauthorized access by allowing only the authorized users with valid profile/password to access only the allowed transaction
- The framework should support plugging in of other authentication methods in the future.
- The system should be developed to be deployed in a n-tier datacenter Architecture
- The system should ensure high standards of security and access control.
- The Solution should be capable of delivering the services through intranet and internet both.
- Ability to provide a solution with database level, module and operating system which is Platform independent and can be deployed on most of the database
- Ability to connect to other systems in the distributed environment
- Ability to provide API to build web based applications and provide data to other applications
- Ability to provide APIs to update, search and create data from custom applications
- Ability to provide data as a web service to other applications
- Supports standard views to provide access to data over a portal
- Ability to provide role based access in case of G2G application
- Ability to provide Role based views that provide data level access control based on predefined search criteria
- Supports Secure data formats and wire protocols like SSL
- Ability to provide Multi-tired Architecture which can be installed on different servers for logical or functional load sharing
- Supports 24/7 availability with high availability hardware platform
- Mobile platform access – either application support the mobile platform or html 5 standard.
- The application should be able to host on x86 platform. The requisite environment should be x86 compliant and further details shall be provided to selected bidder.

**The scope of services to be offered by bidder is detailed below:**

- The bidders have to suggest the any technology/framework preferably open source. Department will provide required Hardware and Infrastructure as a part of SDC Cloud in consultation with Department of Science and Technology. All system software i.e. database, OS should be provided separately. The mobile app should be developed with role base access and native in nature. It should develop for separately for Windows, iOS and Android.
- Provide warranty/on-site maintenance product, software that shall be supplied and installed under this procurement throughout the period of contract as per SLA and also provide warranty execution/onsite maintenance of the Database S/W.
- Undertake Performance Tuning and ensuring optimum performance of the equipment supplied.
- The support coverage shall be as per the service window mentioned in the Section – “Service Level”.
- Provide manpower for operations, maintenance and onsite warranty support of all the existing and supplied items.
- Bidder is required to propose the required compute power, storage and other requirement to host the solution at Primary Site and DR Site. The necessary compute infrastructure will be provided by Govt. of Gujarat. The DR shall be 25% of DC in terms of resource capacity (sizing). It shall be active-passive and passive active setup. The DR location will be any other place other than Gujarat. The DR environment will be also cloud environment.
- Bidder is required to propose the required compute power, storage and other requirement to host the IWDMS 2.0 application at Primary Site and DR Site Separately. The payment for DR Site will be applicable only once DR Site will be ready and operational. The necessary compute infrastructure will be provided by Govt. of Gujarat.
- The compute infrastructure for deploying the backend development, web portal and mobile app will be provided by Govt. of Gujarat. Bidder has to give only bill of material for a compute infrastructure required as a part of technical bid. However, bidder has to supply, install, maintain the required Licenses of software, OS, database and its ATS/AMC during the project period.
- Peak load: 1000 Concurrent users and the YoY growth will be approx.. 10%.
- If the load will increase the selected bidders has to convey to Home Department and accordingly the additional licenses and compute infrastructure will be given.
- Department will provide the virtualization/cloud environment. Bidder has to provide proposed bill of material as following format in the technical bid.

• **Bill of Material for Hardware**

Sr. No.	*Description	vCPU	RAM	HDD Space	Quantity	Remarks, if any

\*Description: required DB servers, app servers, reporting servers or any other server (for production, testing development etc), equipment required for running the application at DC and DR  
1 physical core = 2 vCPU

- Bill of Material for Software

Sr. No.	*Product Description	Unit of Measurement	Licenses quantity for DC	Licenses quantity for DR	Remarks, if any

\*Description: Required all the readymade software including OS and Database, App, Web, BI etc. for DC and DR

**The bidder has to deploy the development and O & M team 100% onsite as follow:**

- **Development Team**  
Bidder shall propose development team with efficient resource to develop Citizen Portal and Mobile App in prescribed timeline. The developer team resources will be based onsite at location/premises to be provided by Government of Gujarat.
- **Operation and Maintenance team**
  - After the go-live, the service provider shall keep resource team as follow:
  - For continuous development or any changes in mobile app and web portal and for technical support of hardware/software, mobile app, web interface including applying patching, OS updation, antivirus updation, DB Management, O & M team of 5 developers with minimum 3 to 4 years of experience in development of similar application including Project Manager with minimum 5 to 7 years of experience in Government Domain will be provided.
  - Operation and Maintenance Period bidders are expected to carry out change that is required due to change in functionalities, Act, Rule, GR etc. during the 7 years of Operation and Maintenance period with the help of above mentioned team. No additional payment will be made during O & M period. During the course of O & M, bidder may suitably- deploy more resources onsite after permission from Home Department/SCRB, if required to perform any changes in the developed application.
- **Helpdesk and support team at Head Quarter**
  - 2 (Two) manpower for Helpdesk support are required to be deployed. Other facilities will be provided by the department. The helpdesk resource should be IT Graduate and having 1 year of experience of IT Support/IT Helpdesk support.
  - The helpdesk & Handholding service should be available from 9:00 to 7:00 hrs and as and when any critical issue arises, on call/onsite support need to be available any time.
    - Bidder has to deploy above resources as per recommendation of Home Department.
- **Training**
  - The training will be provided in batch of 30 persons. Approx 20 batches needs to conduct for 1 days Training session. The Location of Training will be SCRB, Gandhinagar
  - Lodging and boarding for trainers shall be provided by selected bidder. IT and non IT infrastructure will be provided by Department.

**The entire team has to be deployed at 100% on client site by service provider. Bidder has to deploy same resources in O & M phase who have worked in development phase.**

**Following facilities shall be provided by Government of Gujarat:**

- Required VMs (as per template in RFP and mutually decide by GSDC & Selected Bidder)
- Storage - Current SAN is EMC VMAX 200K
- HIPS - Host based IPS for servers (all VMs) at GSDC
- IP addresses (DMZ1, DMZ2, DMZ3, & Public IP)- Same will be discuss at time of implementation
- VPN to access VMs
- Server load Balancer - Current SLB is ARRAY AVX 7600
- Take the backup as per Dept's requirement - Current Backup Software is EMC networker 9.1 & Current Tape Library is Quantum Scalar i500
- DCO - Data Center Operator - will monitor and share reports of resource utilization like CPU, Physical Memory & HDD Space Utilization etc to selected bidder.
- Current storage provided by GSDC then compatibility required for Current SAN switch - Cisco 9513
- **Below reports list is submitted by Cloud Implementation Team, DCO will provide the following reports for VM of Cloud**
  - 1) Summary of changes undertaken in the respective Cloud infrastructure including major changes like configuration changes, patch updates, etc. and minor changes like log truncation, volume expansion, user creation, user password reset, etc.
  - 2) Virtualization Layer patch update status of respective servers including the Virtual Machines running on it
  - 3) Component wise server as well as Virtual machines availability and resource utilization
  - 4) Consolidated respective SLA report.
  - 5) Summary of component wise uptime.
  - 6) Log of preventive / scheduled maintenance undertaken
  - 7) Details of Patch, updates implementation status of same
  - 8) Details of break-fix maintenance undertaken
  - 9) Consolidated component-wise availability and resource utilization

**6. Following facilities shall be provided by selected bidder:**

- At time of installation of application- Application Security Audit is required from CERT-IN Empaneled Vendor. After installation, GSDC will audit 2 times in a year as a part of GSDC policy.
- Patch Management will be done by Selected Bidder with the help of current DCO
- Selected Bidder is responsible to compliance all VA/PT/ISO/ any other audit done by GSDC.
- Selected Bidder has to adhere all GSDC & ISO policy.



## 5. SECTION IV: SERVICE LEVEL AGREEMENT (SLA) & PENALTY CLAUSE

### 5.1. Introduction:

- This section details the various service levels to be adhered to by the bidder. The performance of the Bidder and the payment is linked to the Key Performance Indicators listed in the document. The SLAs are intended to:-
- Clearly articulate the performance criteria to be used to monitor Service Levels as well as the criteria used to calculate the penalty if any due to violation of Service Levels.
- Help successful Bidder to monitor and attain the required service levels.
- Bring to attention of Home Department/GIL and integrating department/s any drop in performance levels.

### 5.2. Implementation related penalty of service levels

#### 5.2.1 Implementation related penalty for Application software

These SLAs shall be strictly imposed and a software audit/certification shall be carried out at the sole discretion of Home Department for certifying the performance of the applications against the target performance metrics as outlined in the table below:

Milestone	Target	Severity	Penalty
As mentioned in Timeline	As per delivery Schedule	Critical	A Penalty of 0.5% of value of milestone per week delay subject to maximum 10%.

**Note:** If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed weeks, at the sole discretion of Home Department. If delay exceeds maximum delay at the particular milestone, Home Department may have rights to terminate the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.

The SLA applicable after the implementation shall be purely measured on the availability of the services at Central site as well as client site.

#### 5.3. Operational Related Penalty for Mobile App and Software Application

SLA Measure	Severity 1	Severity 2	Severity 3	Severity 4	Flat Penalty Rs.
Response Time	30 Min	1 Hrs	1 Hrs	2 Hrs	
Resolution Time	< 1Hrs	< 1.5 Hrs	<2 Hrs	<4 Hrs	NIL
	>1Hrs & < 2 Hrs	>1.5 Hrs & < 3 Hrs	>2 & < 4 Hrs	>4 Hrs & < 8Hrs	1000 Per Hrs
	Above 2 Hrs or part thereof	Above 3 Hrs	Above 4 Hrs	Above 8 Hrs	2000 Per Hrs

**Severity 1:** 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. Citizen/officials are unable to log-in, MIS reports cannot be seen.

**Severity 2:** 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:** Citizen/officials are not able to do the entry etc.; officials are not able to check and verify details etc.

**Severity 3:** Service is adversely affected resulting in limited business impact or an error that makes a minor function unusable but which can be tolerated and is to be resolved as soon as possible.

**Example:** Some of the advance services such as detailed and complex reports are not available.

**Severity 4:** Service is not affected.

**Example:** Slow response of the system to user requests, minor suggestions and modifications in system functionality.

### 5.3.1 Penalty for Change Request

SLA Measure	Target	Flat Penalty Rs.
Response Time	1 Day	-
Resolution Time	Upon Mutually agreed time	NIL
	> 1 Day < 7 Days	1000 Per day
	> 7 days	2000 per day

#### Penalty Calculations

- Penalty calculations shall be calculated on accumulated non-compliance for all of the above SLAs.
- Total Time shall be measured on 24\*7 basis.
- Any planned downtime for maintenance shall be with prior written permission from Home Department and must be intimated to all users
- The Overall penalty cap during the contract period shall be capped at 10% of quarterly invoice value. However if such value of 10% is reached for any two quarters during the contract period, then the Home Department will have the right to terminate the contract or there will be no capping.
- SLAs are not applicable for Monthly Scheduled Application Downtime, once every month for 3-6 hours for latest application patches up gradation. Permission for this downtime should be taken well as advance from SCRB.
- 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.

**6. SECTION V: BID FORMS**

**6.1. Bid Proposal Form**

Date:

**Tender No:**

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 **“Design, Development, Integration & Implementation of Web portal and Unified Mobile Application and Ancillary Services and 7 years of maintenance for Home 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 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 HOME DEPARTMENT.

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 \_\_\_\_\_ 2018

Signature

(in the capacity of)

Duly authorized to sign Bid for and on behalf of \_\_\_\_\_

## 6.2. Self-Declaration

The

-----,  
-----

Sir/Madam,

Having examined the Bidding Documents including Bid No.: ----- the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for -----.

We undertake, if our bid is accepted, to provide \_\_\_\_\_, in accordance with the terms and conditions in the tender document.

If our bid is accepted we will obtain the guarantee of a bank for a sum equivalent to 10% of the Contract value, in the form prescribed by the purchaser.

We agree to abide by this bid for a period of 180 days after the date fixed for opening of Price Bid section under the Instruction to Bidders and shall remain binding upon us and may be accepted at any time before the expiry 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.

We understand that in competing for (and if the award is made to us, in executing the above contract), we will strictly observe the laws against fraud and corruption in force in Gujarat namely Prevention of Corruption Act 1988.

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

We have not been under a declaration of ineligibility for corrupt and fraudulent practices, and / or black-listed or debarred by any of the Govt. Department or its PSU in the past 7 years, ending on 31<sup>st</sup> December 2014 in Gujarat. We have not imposed any condition in conflict with the tender condition if it is found it should be treated as withdrawn.

We have not been convicted for any criminal cases(s) by any of the Govt. Department or its PSU in Gujarat regarding any supply and contracts with our firm/company.

We have not breached/violated any contractual conditions so far to any of the Govt. Department or its PSU.

In case any of the above statements made by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD and / or PBG and / or cancel the award of contract

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2018

Signature: \_\_\_\_\_

(in the Capacity of) : \_\_\_\_\_

Duly authorized to sign bid for and on behalf of

Note: This form should be signed by authorized signatory of bidder/ lead bidder in case of consortium.

### 6.3. Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To

Name & Address of the Purchaser/Indenter

\_\_\_\_\_

Dear Sir,

In consideration of Name & Address of the Purchaser/Indenter, Government of Gujarat, Gandhinagar (hereinafter referred to as the OWNER/PURCHASER which expression shall unless repugnant to the context or meaning thereof include successors, administrators and assigns) having awarded to M/s.

..... having  
Principal Office at ..... (hereinafter referred to

as the "SELLER" which expression shall unless repugnant to the context or meaning thereof include their respective successors, administrators, executors and assigns) the supply of \_\_\_\_\_ by issue of Purchase Order No..... Dated ..... issued by Gujarat Informatics Ltd. ,Gandhinagar for and on behalf of the OWNER/PURCHASER and the same having been accepted by the SELLER resulting into CONTRACT for supplies of materials/equipments as mentioned in the said purchase order and the SELLER having agreed to provide a Contract Performance and Warranty Guarantee for faithful performance of the aforementioned contract and warranty quality to the OWNER/PURCHASER, \_\_\_\_\_ having Head Office at (hereinafter referred to as the 'Bank' which expressly shall, unless repugnant to the context or meaning thereof include successors, administrators, executors and assigns) do hereby guarantee to undertake to pay the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) to the OWNER/PURCHASER on demand at any time up to \_\_\_\_\_ without a reference to the SELLER. Any such demand made by the OWNER/PURCHASER on the Bank shall be conclusive and binding notwithstanding any difference between Tribunals, Arbitrator or any other authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee. OWNER/PURCHASER shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance by the SELLER of the aforementioned CONTRACT. The OWNER/PURCHASER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the SELLER, and to exercise the same at any time in any manner, and either to enforce to forebear to enforce any covenants contained or implied, in the aforementioned CONTRACT between the OWNER/PURCHASER and the SELLER or any other course of or remedy or security available to the OWNER/PURCHASER.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHASER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance

without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities. Notwithstanding anything contained herein above our liability under this Guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) and it shall remain in force up to and including \_\_\_\_\_ and shall be extended from time to time for such period as may be desired by the SELLER on whose behalf this guarantee has been given. Dated at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 2018

\_\_\_\_\_  
Signed and delivered by

\_\_\_\_\_  
For & on Behalf of  
Name of the Bank & Branch &  
Its official Address

**List of approved Banks:**

Any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time.

#### 6.4. Format of Earnest Money Deposit in the form of Bank Guarantee

Ref: Bank Guarantee No.  
Date:

To,  
Director (e-governance)  
Gujarat Informatics Limited  
8th Floor, Block -1, Udyog Bhavan,  
Sector - 11, Gandhinagar - 382017  
Gujarat, India

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the Tender no: XXXX for **“Request for Proposal for Selection of Service Provider for Design, Development, Integration & Implementation of Web portal and Unified Mobile Application and Ancillary Services and 7 years of maintenance for Home Department.”** KNOW ALL MEN by these presents that WE ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the \_\_\_\_\_, Gujarat Informatics Limited in the sum of ----- for which payment well and truly to be made to Gujarat Informatics Limited , the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of -----2018.

**THE CONDITIONS of this obligation are:**

1. The E.M.D. may be forfeited:
  - a. if a Bidder withdraws its bid during the period of bid validity
  - b. Does not accept the correction of errors made in the tender document;
  - c. In case of a successful Bidder, if the Bidder fails:
    - (i) To sign the Contract as mentioned above within the time limit stipulated by purchaser or
    - (ii) To furnish performance bank guarantee as mentioned above or
    - (iii) If the bidder is found to be involved in fraudulent practices.
    - (iv) If the bidder fails to submit the copy of purchase order & acceptance thereof.

We undertake to pay to the GIL/Purchaser up to the above amount upon receipt of its first written demand, without GIL/ Purchaser having to substantiate its demand, provided that in its demand GIL/ Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to 9 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHASER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.



The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Dated at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 2018.

\_\_\_\_\_

Signed and delivered by

\_\_\_\_\_

For & on Behalf of

Name of the Bank & Branch &  
Its official Address

**Approved Bank:** Any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time.

## 7. SECTION VI: TECHNICAL BID FORMS

### 7.1. Particulars of the Bidder's organization

Sr. No	Particulars	Details to be furnished	
<b>1.</b>	<b>Details of responding company</b>		
a)	Name		
b)	Address		
c)	Telephone	Fax	
d)	Website		
<b>2.</b>	<b>Details of Contact Person</b>		
a)	Name		
b)	Designation		
c)	Address		
d)	Telephone no.		
e)	Mobile no.		
f)	Fax no.		
g)	E-mail		
<b>3.</b>	<b>Details of Authorized Signatory (please attach proof)</b>		
a)	Name		
b)	Designation		
c)	Address		
d)	Telephone no.		
e)	Mobile no.		
f)	Fax no.		
g)	E-mail		
<b>4.</b>	<b>Information about responding company (please attach proof)</b>		
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		
e)	Locations and addresses of offices		

### 7.2. Bid Processing Fees & Earnest Money Deposit Details

Sr. No.	Item	Amount (In Rs.)	Name of the Bank & Branch	Demand Draft No.
1	Bid Processing Fees			
2	Earnest Money Deposit (E.M.D.)			

### 7.3. Financial strength of the bidder

Financial Year	Turnover (Rs. In Cr)
2013-14	
2014-15	
2015-16	

### 7.4. Details of completed/ongoing projects of Web Applications with mobile responsive

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

(Please attach relevant client certificates + Work Order/Agreement)

### 7.5. Details of project in providing Mobile App

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

(Please attach relevant client certificates + Work Order/Agreement)

### 7.6. Details of project in providing centralized web based solution integrated with a payment gateway system

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

(Please attach relevant client certificates + Work Order/Agreement)

**7.7. Details of project in Development of Citizen Centric Services/eForms**

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

**(Please attach relevant client certificates + Work Order/Agreement)**

**7.8. Project Team with CV of the staff**

**7.9. Bill of Material**

**7.10. Documents on Approach & Methodology**

**7.11. Work Schedule**

## 8. SECTION VIII: FINANCIAL BID FORMS

### Financial Bid Format

Sr. No.	Description	Total Amount (Rs.)	Taxes (%)
1.	Design, Development, Integration & Implementation of Web portal - <b>Annexure 1</b>		
2.	Design, Development, Integration & Implementation of Unified Mobile Application - <b>Annexure 2</b>		
3.	Development of Backend modules and integration with eGujCop - <b>Annexure - 3</b>		
4.	Cost of System Software required for software like OS, Database etc. (*except DR licenses) - <b>Annexure - 4</b>		
5.	Cost of Operations and Maintenance support for seven years after Go-Live for backend modules, web portal, mobile app - including development/change during O & M support <b>Annexure - 5</b>		
6.	Cost of ATS/AMC of system software like OS, Database etc. for running the project (*except DR licenses) - <b>Annexure 6</b>		
<b>Grand Total (Rs.)</b>			

#### Note:

- All taxes are extra as applicable at the time of invoicing.
- For financial evaluation, Total price of Sr. No. 1 to Sr no. 6 will be considered.
- \* The licenses for DR will be counted 25% of the quantity and price quoted for DC. As and when DR made operational by Government of Gujarat, the DR licenses maximum up to 25% may be separately ordered and successful bidder is required to deliver and install the same. The payment for the DR shall be made based on the actual licenses ordered and installed maximum up to 25%. Other than licenses payment no additional payment shall be made to bidder for O & M of DR Site. The responsibility of implementation of DR site as and when required shall be of TSP.

Signature

Name

Date

Seal

Place

**Annexure 1 (Line Item 1)**

Sr. no.	No Item Description Original	Total Man-month Effort	Rate per man-month	Total amount (Rs.)
		<b>A</b>	<b>B</b>	<b>C= A*B</b>
1.	Conceptualization, As-Is, BPR and To-be, URS			
2.	Design, Development & Coding web portal			
3.	Testing & UAT			
4.	Training, User Manual, FAQ Support			
5.	Commissioning & Go-Live			
<b>Total Amount (Rs.)</b>				

**Annexure 2 (Line Item 2)**

Sr. no.	No Item Description Original	Total Man-month Effort	Rate per man-month	Total amount (Rs.)
		<b>A</b>	<b>B</b>	<b>C= A*B</b>
6.	Conceptualization, As-Is, BPR and To-be, URS			
7.	Design, Development & Coding Mobile App			
8.	Testing & UAT			
9.	Training, User Manual, FAQ Support			
10.	Commissioning & Go-Live			
<b>Total Amount (Rs.)</b>				

**Annexure 3 (Line Item 3)**

Sr. no.	No Item Description Original	Total Man-month Effort	Rate per man-month	Total amount (Rs.)
		<b>A</b>	<b>B</b>	<b>C= A*B</b>
11.	Conceptualization, As-Is, BPR and To-be, URS			
12.	Design, Development & Coding Mobile App			
13.	Testing & UAT			
14.	Training, User Manual, FAQ Support			
15.	Commissioning & Go-Live			
<b>Total Amount (Rs.)</b>				

**Annexure 4 (Line item 4)**

Sr. No.	system software like OS, Database etc.	Per unit Onetime cost without tax (Rs.)	Req. (in Nos.)	Total Cost with out tax (Rs.)	Taxes
		A	B	C = A*B	D
1.					
2.					
3.					
4.					
5.					
Total					

#### Annexure 5 (Line item 5)

Sr. No.	Particular	No. of Resource	Year 1		Year 2		Year 3		Year 4		Year 5		Year 6		Year 7		Total
			Per month Rate	Y1	Per month Rate	Y2	Per month Rate	Y3	Per month Rate	Y4	Per month Rate	Y5	Per month Rate	Y6	Per month Rate	Y7	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	S	
1.																	
2.																	
3.																	
4.																	
5.																	
<b>Total</b>																	

**Note:** example, if 5 person require for 1 Month then for one year 12\*5=60 persons require for one year.

#### Annexure 6 (Line item 6):

Sr. No.	Particular	No. of Unit	Year 1		Year 2		Year 3		Year 4		Year 5		Year 6		Year 7		Total
			Per unit Rate	Y1	Per unit Rate	Y2	Per unit Rate	Y3	Per unit Rate	Y4	Per unit Rate	Y5	Per unit Rate	Y6	Per unit Rate	Y7	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	S	
1.																	
2.																	





**Annexure A: List of Services for Web portal and Mobile App**

**1. List of services in which backend needs to be developed with required workflow**

<b>Sr. No.</b>	<b>Name of Service needs to develop under this RFP</b>	<b>Name of Module in eGujCop</b>
1.	TO Bring Home made food for detainee	Prison Module
2.	Jail Inmates Visit Application Network (Video Conferencing )	Prison Module
3.	To give analysis report in case of settlements of insurance claims for arson, accident etc by insurance company. Application for Attestation of fingerprint for visa purpose	FSL Module
4.	CSITMS based memo: e-Challan	Traffic module
5.	Compounding Fine Receipt	Traffic module
6.	Heavy vehicle permission NOC	Traffic module
7.	113 E-receipt	Traffic
8.	Tenant Registration	Police general services
9.	Domestic Help Registration	Police general services
10.	Driver Registration	Police general services
11.	eBit	Police general services
12.	Information to Police (from Citizen)/Police friend	Police Station/CPI/SDPO
13.	Training calander and self-nomination, Training feedback	Training module

**2. List of Services needs to be developed in Web portal**

<b>Sr. No.</b>	<b>Name of Service needs to develop under this RFP</b>	<b>Name of Module in eGujCop</b>	<b>Backend available</b>	<b>Type of Service</b>
1.	To Visit Prisoner	Prison Module	Yes, Visitor Details	G2C
2.	TO Bring Home made food for detainee	Prison Module	No	G2C
3.	Form for Prisoner welfare activity by NGO	Prison Module	Yes. Reform/Welfare Program Application	G2C
4.	Jail visit form for educational purpose	Prison Module	No	G2C
5.	Approval of Parole/Furlough application	Prison Module	Yes. Parole/Furlough application	G2C

<b>Sr. No.</b>	<b>Name of Service needs to develop under this RFP</b>	<b>Name of Module in eGujCop</b>	<b>Backend available</b>	<b>Type of Service</b>
6.	Jail Inmates Visit Application Network (Video Confercing)	Prison Module	No	G2C
7.	To give analysis report in case of settlements of insurance claims for arson, accident etc by insurance company. Application for Attestation of fingerprint for visa purpose	FSL Module	No	G2C
8.	Application of F.L. 1 for Licence for trade and import license	Prohibition and excise	Yes. License Permit	G2C
9.	Application of F.L. II for Licence for vendor's license)	Prohibition and excise	Yes. License Permit	G2C
10.	Application of special permit for privileged personages to possess and use Foreign Liquor for personal consumption)	Prohibition and excise	Yes. License Permit	G2C
11.	Application of Visitor's permit to possess and use foreign Liquor for personal consumption)	Prohibition and excise	Yes. License Permit	G2C
12.	Application of Grant of Group Permit for Foreign Liquor	Prohibition and excise	Yes. License Permit	G2C
13.	Application of Grant of Liquor Card	Prohibition and excise	Yes. License Permit	G2C
14.	Application of Storage & sale for export overseas of industrial alcohol	Prohibition and excise	Yes. License Permit	G2C
15.	Application of S.W.II Manufacture of sacramental wine	Prohibition and excise	Yes. License Permit	G2C
16.	Application of D.S.I denaturing spirit	Prohibition and excise	Yes. License Permit	G2C
17.	Application of D.S.II Possess ordinary denatured spirit for domestic purposes	Prohibition and excise	Yes. License Permit	G2C
18.	Application of D.S.III medical use by registered medical practitioner or ordinary spirit)	Prohibition and excise	Yes. License Permit	G2C

<b>Sr. No.</b>	<b>Name of Service needs to develop under this RFP</b>	<b>Name of Module in eGujCop</b>	<b>Backend available</b>	<b>Type of Service</b>
19.	Application of D.S.IV Medical, Scientific & Educational purposes	Prohibition and excise	Yes. License Permit	G2C
20.	Application of D.S.V Purposes of Art, Industry or Profession	Prohibition and excise	Yes. License Permit	G2C
21.	Application of D.S.VI Wholesale sell of denatured spirit)	Prohibition and excise	Yes. License Permit	G2C
22.	Application of D.S.VII retail sale sell of denatured spirit)	Prohibition and excise	Yes. License Permit	G2C
23.	Application of FORM FOR D.S.X Pass for Import Denatured Spirit	Prohibition and excise	Yes. License Permit	G2C
24.	Application of FORM FOR D.S.XI Pass for Export denatured spirit	Prohibition and excise	Yes. License Permit	G2C
25.	Application of D.S.P.I Manufacture of denatured spirituous preparations)	Prohibition and excise	Yes. License Permit	G2C
26.	Application of D.S.P.II Possession & use of denatured spirituous preparation for domestic purpose)	Prohibition and excise	Yes. License Permit	G2C
27.	Application of D.S.P.III Possession & use of denatured spirituous preparation	Prohibition and excise	Yes. License Permit	G2C
28.	Application of D.S.P.IV Wholesale sale of denatured spirituous preparation)	Prohibition and excise	Yes. License Permit	G2C
29.	Application of D.S.P.V Retail sale of denatured spirituous preparation	Prohibition and excise	Yes. License Permit	G2C
30.	Application of D.S.P.VIII Pass for import sale of denatured spirituous preparation	Prohibition and excise	Yes. License Permit	G2C
31.	Application of S.P.I sell spirituous preparation	Prohibition and excise	Yes. License Permit	G2C
32.	Application of S.P.II dispensing spirituous preparation for medical practitioners and person in-charge of hospitals)	Prohibition and excise	Yes. License Permit	G2C

<b>Sr. No.</b>	<b>Name of Service needs to develop under this RFP</b>	<b>Name of Module in eGujCop</b>	<b>Backend available</b>	<b>Type of Service</b>
33.	Application of S.P.III Transport pass for spirituous preparation	Prohibition and excise	Yes. License Permit	G2C
34.	Application of S.P.IV pass to import spirituous preparations	Prohibition and excise	Yes. License Permit	G2C
35.	Application of S.P. VI pass to export spirituous preparations	Prohibition and excise	Yes. License Permit	G2C
36.	Application of R.S.I Possession & use for registered medical practitioner of rectified spirit)	Prohibition and excise	Yes. License Permit	G2C
37.	Application of R.S.II Industrial scientific educational purpose of rectified spirit)	Prohibition and excise	Yes. License Permit	G2C
38.	Application of R.S.III/A for Retail sale of denatured spirituous preparation	Prohibition and excise	Yes. License Permit	G2C
39.	Application of R.S.VI Sell of rectified spirit	Prohibition and excise	Yes. License Permit	G2C
40.	Application of M. I Possession & sale of molasses by a producer	Prohibition and excise	Yes. License Permit	G2C
41.	Application of M. II Possession & use of molasses	Prohibition and excise	Yes. License Permit	G2C
42.	Application of M. III Possession & sale of molasses	Prohibition and excise	Yes. License Permit	G2C
43.	Application of M. IV import of molasses	Prohibition and excise	Yes. License Permit	G2C
44.	Application of M. V export of molasses	Prohibition and excise	Yes. License Permit	G2C
45.	Application of M. VI transport of molasses	Prohibition and excise	Yes. License Permit	G2C
46.	Application of POPPY-I Possession & transport of poppy capsules	Prohibition and excise	Yes. License Permit	G2C
47.	Application of POPPY-III Pass for import of poppy capsules	Prohibition and excise	Yes. License Permit	G2C
48.	Application of POPPY-IV Pass for export of poppy capsules	Prohibition and excise	Yes. License Permit	G2C

<b>Sr. No.</b>	<b>Name of Service needs to develop under this RFP</b>	<b>Name of Module in eGujCop</b>	<b>Backend available</b>	<b>Type of Service</b>
49.	Application of POPPY-V Pass for transport of poppy capsules	Prohibition and excise	Yes. License Permit	G2C
50.	Application of M.A.I Purchase, possession & use of methyl alcohol	Prohibition and excise	Yes. License Permit	G2C
51.	Application of M.A.II sale of Methyl alcohol	Prohibition and excise	Yes. License Permit	G2C
52.	Application of M.F.I Possession of mhowra flowers	Prohibition and excise	Yes. License Permit	G2C
53.	Application of M.F.II Sale of mhowra flowers	Prohibition and excise	Yes. License Permit	G2C
54.	Application of R.G.I Manufacture of rotten gur	Prohibition and excise	Yes. License Permit	G2C
55.	Application of R.G.II Possession of rotten gur	Prohibition and excise	Yes. License Permit	G2C
56.	Application of A.C.I Manufacture of ammonium chloride	Prohibition and excise	Yes. License Permit	G2C
57.	Application of A.C.II Possession of Ammonium Chloride	Prohibition and excise	Yes. License Permit	G2C
58.	Application of N.I,II & III Licence for taping, supply & consumption	Prohibition and excise	Yes. License Permit	G2C
59.	Application of N.P.Permit Possession of neera for consumption at residence	Prohibition and excise	Yes. License Permit	G2C
60.	Application of S.A.I Manufacture of spirituous articles	Prohibition and excise	Yes. License Permit	G2C
61.	Application of S.A.II Import of spirituous articles	Prohibition and excise	Yes. License Permit	G2C
62.	Application of S.A.III Pass for import spirituous articles	Prohibition and excise	Yes. License Permit	G2C
63.	Application of F.L. V Licence for permit to possess and use Foreign Liquor for personal consumption by temporary resident	Prohibition and excise	Yes. License Permit	G2C
64.	Application of F.L. 6 Licence for health permit to	Prohibition and excise	Yes. License Permit	G2C

Sr. No.	Name of Service needs to develop under this RFP	Name of Module in eGujCop	Backend available	Type of Service
	possess and use foreign liquor the State of Gujarat for personal consumption)			
65.	Application of F.L. permit to possess foreign Liquor for medicinal use on emergent occasions)	Prohibition and excise	Yes. License Permit	G2C
66.	Application of an interim permit to possess and use foreign Liquor for personal consumption)	Prohibition and excise	Yes. License Permit	G2C
67.	Application for possess and use brandy and rum by industrial, educational, scientific, research or such other institution or by a pilot of an air-craft or by a person in charge of an ambulance or a first-aid station, for rendering first-aid for medicinal purpose in an emergency)	Prohibition and excise	Yes. License Permit	G2C
68.	Application of authorization to possess, consume and use wine/liquor for sacramental purposes)	Prohibition and excise	Yes. License Permit	G2C
69.	Licensing Information/ Checklist Menu - Details for improved recovery rates (Dashboard) -Upload monthly statement return -Details of nokaranama, Modification, Add new Record - Application for supervision / escort / revanyu lok Details	Prohibition and excise	Yes. License Permit	G2C
70.	Complaint/information/Application	ACB Module	Yes. Inquiry Application ACB-eGujCop.	G2C
71.	Information of Police station, juridical map, officers details	Railway Police	No	G2C
72.	Status of Complaints, UD	Railway Police	Yes. Police Station/SDPO: Possible to get status from eGujCop, once UD is registered in eGujCop.	G2C
73.	Registration of visiting faculty/ expert profile for police training institution	Training Module	No	G2C
74.	Home department telephone directory	Pstn/CPI/SDPO	No	G2C
75.	Information to police (from citizen)/police friend	Pstn/CPI/SDPO	No	G2C

<b>Sr. No.</b>	<b>Name of Service needs to develop under this RFP</b>	<b>Name of Module in eGujCop</b>	<b>Backend available</b>	<b>Type of Service</b>
76.	sections of Criminal Laws and Law concerning Women	Pstn/CPI/SDPO	No	G2C
77.	CSITMS based memo: e-Challan	Traffic module	No	G2C
78.	Compounding Fine Receipt	Traffic module	No	G2C
79.	Heavy vehicle permission NOC	Traffic module	No	G2C
80.	Traffic children park visit application	Traffic module	Yes. Children Park	G2C
81.	Citizen Registration	Police general services	No	G2C
82.	E- Complaint	Police general services	Yes. FIR/JJ/NC/UD Applicaions are available.	G2C
83.	Tenant Registration	Police general services	No	G2C
84.	Domestic Help Registration	Police general services	No	G2C
85.	Driver Registration	Police general services	No	G2C
86.	Explosive License	Police general services	Yes	G2C
87.	Arms License	Police general services	Yes	G2C
88.	Petroleum License	Police general services	Yes	G2C
89.	Premises License	Police general services	Yes	G2C
90.	Permission for the performance and bookings	Police general services	Yes	G2C
91.	Poison License	Police general services	Yes	G2C
92.	Amusement License	Police general services	Yes	G2C
93.	Hotel License	Police general services	Yes	G2C
94.	Cyber café License	Police general services	Yes	G2C
95.	Road Show Permit	Police general services	Yes	G2C
96.	Right to Information	Police general services	Yes. B-Application is available.	G2C
97.	Police Clearance Certificate	Police general services	Yes	G2C
98.	Domicile Certificate	Police general services	Yes	G2C
99.	Police Station Search	Police general services	No	G2C
100.	Missing/Kidnapped Person Search and their matching with arrested, unidentified persons and	Police general services	Yes. JJ Application.	G2C

Sr. No.	Name of Service needs to develop under this RFP	Name of Module in eGujCop	Backend available	Type of Service
	dead bodies			
101.	Missing/stolen/recovered vehicles/ Arms and other properties Search and then matching with recovered property	Police general services	Yes. Property Stolen and JJ Application	G2C
102.	Application for obtaining copy of FIR	Police general services	NO	G2C
103.	Details of arrested persons/Wanted criminals	Police general services	Yes	G2C, G2G
104.	Submission of requests for issue/renewal of various NOCs	Police general services	Yes	G2C, G2G
105.	Verification requests for servants, employment, passport, senior citizens registrations etc.	Police general services	Yes	G2C, G2G

#### List of Services needs to be developed in Mobile App

Sr. No.	Name of Service needs to develop under this RFP	Name of Module in eGujCop	Backend Available	Type of Service
1.	To Visit Prisoner	Prison	Yes, Visitor Details	G2C
2.	TO Bring Home made food for detainee	Prison	No	G2C
3.	Form for Prisoner welfare activity by NGO	Prison	Yes, Reform/Welfare Program Application	G2C
4.	Jail visit form for educational purpose	Prison	No	G2C
5.	Approval of Parole/Furlough application	Prison	Yes, Parole/Furlough application	G2G
6.	Prisoner Escort	Prison	Yes, Prisoner Escort	G2G
7.	Jail Transfer	Prison	Yes, Jail Transfer	G2G
8.	Dashboard (Date wise, tenure and gender wise)	Prison	Yes Dashboard	G2G
9.	Complaint/information/Application	ACB	YES, Only Inquiry Application is available.	G2C
10.	Online Complaint redressal system	Railway Police Module	YES, Similar to Police Station : FIR/JJ	G2C, G2G
11.	HRMS(for railway police )	Railway Police Module	Yes. HRMS Module	G2C, G2G
12.	CRIME SCENE VISIT CHECK LIST	FSL	No	G2G



<b>Sr. No.</b>	<b>Name of Service needs to develop under this RFP</b>	<b>Name of Module in eGujCop</b>	<b>Backend Available</b>	<b>Type of Service</b>
13.	Licensing Information/ Checklist Menu - Details for improved recovery rates (Dashboard)	Prohibition and Excise	Yes. License Permit	G2C, G2G
14.	Details of nokaranama	Prohibition and Excise	Yes. License Permit	G2C, G2G
15.	Upload monthly statement return	Prohibition and Excise	Yes. License Permit	G2C, G2G
16.	Import/Export Pass Details	Prohibition and Excise	Yes. License Permit	G2G
17.	Training calendar and self-nomination	Training	Partially Available. Training calendar is available in Training Schedule	G2G
18.	Training feedback	Training	No	G2G
19.	dashboard	Training	Yes, Training Schedule	G2G
20.	unidentified Dead body search	Pstn/CPI/SDPO	only available for Unnatural Death	G2G
21.	sending audio/video of crime/suspicious activities to police	Pstn/CPI/SDPO	No	G2G, G2C
22.	dashboard for helpline numbers	Pstn/CPI/SDPO	No	G2G, G2C
23.	permission for loud speaker	Pstn/CPI/SDPO	No	G2G, G2C
24.	police band booking	Pstn/CPI/SDPO	Yes	G2G, G2C
25.	list of criminal laws and Law concerning Women	Pstn/CPI/SDPO	No	G2G
26.	CSITMS based memo: e-Challan	Traffic	No	G2C
27.	113 E-receipt	Traffic	No	G2C, G2G
28.	Rally, procession permission NOC	Traffic	No	G2C, G2G
29.	Traffic NOC for Hall, hotel, restaurant, party plot	Traffic	No	G2C, G2G
30.	Heavy vehicle permission NOC	Traffic	No	G2C
31.	Traffic children park visit application	Traffic	Children Park	G2C, G2B
32.	Police verification for passport	Police general services	Yes	G2C, G2G
33.	Accused search	Police general services	Yes	G2C, G2G

<b>Sr. No.</b>	<b>Name of Service needs to develop under this RFP</b>	<b>Name of Module in eGujCop</b>	<b>Backend Available</b>	<b>Type of Service</b>
34.	Missing person	Police general services	Yes	G2C, G2G
35.	Vehicle search for stolen/recovered vehicles, arms and other property	Police general services	Yes	G2C, G2G
36.	Online payment	Police general services	No. (the portal is developed only itengration will be required)	G2C, G2G
37.	Know your police	Police general services	Employee database is available.	G2C, G2G
38.	List of traffic signs and fines	Police general services	Only Information needs to display.	G2C, G2G
39.	Application for various permissions and licenses Arms license - Cyber Café - Explosive and petroleum - Amusement -Hotel -Prohibition -Permission for performance and booking -Road show permission -Loud speaker -Permission premises -No objection certificate -Police clearance certificate -Domicile certificate -Police band booking - Right to information	Police general services	Yes	G2C, G2G
40.	Status tracking of applications (SMS alerts) - Arms license - Cyber Café - Explosive and petroleum - Amusement	Police general services	Yes	G2C, G2G

Sr. No.	Name of Service needs to develop under this RFP	Name of Module in eGujCop	Backend Available	Type of Service
	-Hotel -Prohibition -Permission for performance and booking -Road show permission -Loud speaker -Permission premises -No objection certificate -Police clearance certificate -Domicile certificate -Police band booking - Right to information			
41.	Details of arrested persons/Wanted criminals	Police general services	Yes	G2C, G2G
42.	GPS based crime scene details	Police general services	Yes	G2C, G2G
43.	Investigation details (at site)	Police general services	Yes	G2C, G2G
44.	Search for missing passport	Police general services	Yes	G2C, G2G
45.	Registration (tenant/domestic help/foreigners/community policing )	Police general services	Partially Available (Only Foreigners is available).	G2C, G2G
46.	e beat mobile application	Police general services	No	G2C, G2G

\* The Details in which no. of transactions and users are not indicated hat not envisaged the total transactional user volume is approx.. 20,000 of all services.

**Annexure B: Prescribed Forms of Services for Web portal and Mobile App is attached in separate PDF.**

## 9. **SECTION IX: Format of Affidavit**

(TO BE SUBMITTED PHYSICALLY)

(To be submitted IN ORIGINAL on Non-Judicial Stamp Paper of Rs 100/- duly attested by First Class Magistrate/ Notary public)

I/We, \_\_\_\_\_, age\_\_\_\_ years residing at \_\_\_\_\_ in capacity of \_\_\_\_\_ M/s. \_\_\_\_\_ hereby solemnly affirm that

- 1) All General Instructions, General Terms and Conditions, as well as Special Terms & Conditions laid down on all the pages of the Tender Form, have been read carefully and understood properly by me which are completely acceptable to me and I agree to abide by the same.
- 2) I / We have submitted following Certificates / Documents for T.E. as required as per General Terms & Conditions as well as Special Terms & Conditions of the tender

Sr. No.	Name of the Document
1	
2	

- 3) All the Certificates / Permissions / Documents / Permits / Affidavits are valid and current as on date and have not been withdrawn / cancelled by the issuing authority.
- 4) It is clearly and distinctly understood by me that the tender is liable to be rejected if on scrutiny at any time, any of the required Certificates / Permissions / Documents / Permits / Affidavits is / are found to be invalid / wrong / incorrect / misleading / fabricated / expired or having any defect.
- 5) I / We further undertake to produce on demand the original Certificate / Permission / Documents / Permits for verification at any stage during the processing of the tender as well as at any time asked to produce.
- 6) I / We also understand that failure to produce the documents in "Prescribed Proforma" (wherever applicable) as well as failure to give requisite information in the prescribed Proforma may result in to rejection of the tender.
- 7) My / Our firm has not been banned / debarred / black listed at least for three years (excluding the current financial year) by any Government Department / State Government / Government of India / Board / Corporation / Government Financial Institution in context to purchase procedure through tender.
- 8) I / We confirm that I / We have meticulously filled in, checked and verified the enclosed documents / certificates / permissions / permits / affidavits / information etc. from every aspect and the same are enclosed in order (i.e. in chronology) in which they are supposed to be enclosed. Page numbers are given on each submitted

document. Important information in each document is "highlighted" with the help of "marker pen" as required.

- 9) The above certificates / documents are enclosed separately and not on the Proforma printed from tender document.
- 10) I / We say and submit that the Permanent Account Number (PAN) given by the Income Tax Department is \_\_\_\_\_, which is issued on the name of \_\_\_\_\_ [Kindly mention here either name of the Proprietor (in case of Proprietor Firm) or name of the tendering firm;1, whichever is applicable].
- 11) I / We understand that giving wrong information on oath amounts to forgery and perjury, and I/We am/are aware of the consequences thereof, In case any information provided by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD/PBG/cancel the award of contract. In this event, this office reserves the right to take legal action on me/us.
- 12) I / We have physically signed & stamped all the above documents along with copy of tender documents (page no. ---- to -- ).
- 13) I / We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliment with specification mentioned in the bid document.
- 14) My / Our Company has not filed any Writ Petition, Court matter and there is no court matter filed by State Government and its Board Corporation, is pending against our company .
- 15) I / We hereby commit that we have paid all outstanding amounts of dues / taxes / cess / charges / fees with interest and penalty.
- 16) In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of Tender Committee for disqualification will be accepted by us.

Whatever stated above is true and correct to the best of my knowledge and belief.

Date:

Stamp & Sign of the Tenderer

Place:

(Signature and seal of the Notary)