



**Request for Proposal for Selection of Service Provider For
Designing, Development/ Customization, Implementation, and Operation &
Maintenance of ERP System for Gujarat Council of Science City**

Tender no: E-Tender Notice No.: GCSC/IT/2019/119

Bid Processing fees: Rs. 15,000/-



**Department of Science & Technology
(Government of Gujarat)**

Last date of receipt of pre-bid queries: 29/07/2019 up to 1200 hrs

Date of Pre-Bid Meeting: 30/07/2019 at 10:30 AM

Last date of Submission of Bid: 14/08/2019 up to 1500 hrs

Issued by-

Gujarat Council of Science City
Science City Rd., Off S. G. Highway,
Ahmedabad - 380 060

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1. SECTION I: INVITATION FOR BIDS

Request for Proposal for Selection of Service Provider for Designing, Development/ Customization, Implementation, and Operation & Maintenance of ERP System for Gujarat Council of Science City

1. Request for Proposal for Selection of Service Provider for Designing, Development/ Customization, Implementation, and Operation & Maintenance of ERP System and unified Mobile Application for Gujarat Council of Science City.
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. 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 SCIENCE CITY.

S/N	Information	Details
1.	Last date for submission of written queries for clarifications only by e- mail as predefined	29/07/2019 up to 1200 hrs e-mail ID: ed-gcsc@gujarat.gov.in ;
2.	Place, date and time for Pre-bid conference	30/07/2019 at 10:30 AM
3.	Last date and time for submission of Bid security /EMD & Bid Processing fees in SCIENCE CITY physically.	14/08/2019 up to 1700 hrs
4.	Last date and time for submission of proposals (Technical and commercial) (Online)	14/08/2019 up to 1500 hrs
5.	Place, date and time for opening of bid	To be intimated later.
6.	Venue for Pre-bid	Gujarat Informatics Limited Block No. 2, 2 nd Floor, C & D Wing, Karmayogi Bhavan, Sector - 10 A, Gandhinagar.
7.	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.
8.	Bid validity	180 days

4. All bids must be submitted online on <https://www.nprocure.com>
5. Bidders shall submit Bid processing fees of Rs. 15,000 in the form of Demand Draft in the name of "Gujarat Council of Science City" payable at Ahmedabad along with the covering letter.
6. 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/10/2018/18/DMO dated 16.04.2018 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Council of Science City" payable at Gandhinagar **as per prescribed format given in this RFP** and must be submitted along with the covering letter.
7. 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 ERP System and Unified Mobile Application and 7 years of maintenance for Gujarat Council of Science City.
8. Technical Bids will be opened in the presence of Bidders' or their representatives who choose to attend on the specified date and time.
9. In the event of the date specified for receipt and opening of bid being declared as a holiday for SCIENCE CITY office the due date for submission of bids and opening of bids will be the following working day at the appointed times.
10. Bid validity period is 180 days.

2. SECTION II: INSTRUCTIONS TO BIDDERS

2.1 Definitions

- i. "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.
- ii. "Proposals" means proposals submitted by bidders in response to the RFP issued by Science city for selection of consulting firm/company.
- iii. "Competent Authority" means the Executive Director, Science City, Ahmedabad
- iv. "Contract Price" means the price payable to the consulting firm/company on the panel of Science City under the Contract for the complete and proper performance of its contractual obligations.
- v. "SP" means Service Provider, any private or public entity, which will provide the services to Science City under the contract.
- vi. "Contract" means the Contract signed by the parties along with the entire documentation specified in the RFP
- vii. "Day" means working day
- viii. "Open-Source ERP" means software for which the source code is made freely available and may be redistributed and modified. Bespoke or owned developed solution will not be considered as open source ERP.
- ix. "Effective date" means the date on which the contract comes into force and effect.
- x. "Government" means State Government of Gujarat.
- xi. "Science City" means Gujarat Council of Science City, Science City Rd., Off S. G. Highway, Ahmedabad - 380 060.
- xii. "Services" means the work to be performed by the SP pursuant to the selection by Science City and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by Science City.
- xiii. "GCC means the General Conditions of Contract
- xiv. "The Client's Country" is the country named in GCC.
- xv. "Critical deliverables" means the deliverables supplies by SP
- xvi. "Time required for approval" means the time elapsed between the date of submission of 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.
- xvii. "Software" means the design, develop and testing of application as per requirement of SCIENCE CITY.
- xviii. The "Go-Live" means the ERP System 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.
- xix. The "Bid Document" and "Tender Document" are the same
- xx. Tenderer means Science City, Ahmedabad or Department of Science & Technology, Government of Gujarat

2.2 Pre-qualification Criteria

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

#	Pre-Qualification Criteria	Documents Required
1.	The company should be registered under Companies Registration act 1956 or 2013 for at least 3 years as on last date	Copy of Certificate of Incorporation
2.	Bidder should have an average annual turnover of at least Rs. 100 Cr. during the last 3 financial years (2016-17, 2017-18 & 2018-19) as on 31 st march 2019.	Copy of audited accounts or Turn Over certificate issued by CA- As per Form 3

3.	Bidders should have experience in successful implementation of at least three projects of ERP System* for different organization during the last 5 years as on bid submission date. * ERP System must have minimum 3 modules out of following: Human Resource Management, Finance and Accounts Module, Customer Relationship Module, Inventory Management System, Contract/Project Management System etc.	Completion Certificates from the client/ Work Order /Agreement- As per Form 4
4.	The bidder should have CMMi level 3 or above certification valid as on bid submission date	Copy of certification
5.	OEM Eligibility: Propose Open Source ERP must be necessarily having a community participation and should have more than 300 forks on Github.com OR Purpose COTS ERP OEM must have annual global turnover of Rs. 10,000 Crore.	In Case of Open Source: Affidavit regarding compliance of the eligibility duly signed by OEM. In Case of COTS OEM: Copy of audited accounts or Turn Over certificate issued by CA
6.	Bidder and OEM should not be under the effect of blacklisting/debarment by any Ministry of Government of India or by any State Government of any other State in India or by Government of Gujarat or any of the Government PSUs at the time of bidding.	A Self Certified letter by an authorized Signatory with Signature and stamp
7.	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 issuance of work order.	Please attach the copy of any two of the following: Property tax bill/ Electricity Bill/ Telephone Bill/ registration/Lease agreement.
8.	Bidder should not have violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India.	Affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights must be submitted by the bidder- As per Form 6.
9.	Consortium of any type is not allowed in this bid.	Self-certified letter

Note: All supporting documents needs to be uploaded in the e-tendering portal <https://www.nprocure.com>

2.3 Cost of Bidding

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

2.3.1 The Bidding Documents

i. Contents of Bidding Documents

- The bid must be submitted online on <https://www.nprocure.com>
- The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents and on <https://www.nprocure.com>. Failure to furnish all information required by the bidding documents in format or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

ii. Pre-Bid Conference/Clarification of Bidding Documents

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. Science City will respond to any request for the clarification of any bidding documents, which receives before

date mentioned for submission of queries. The queries should be submitted in the following format:

S. No.	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification
1.			
2.			

iii. Amendment of Bidding Documents

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

2.3.2 PREPARATION OF BIDS

i. Language of Bid

- The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and SCIENCE CITY 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.

ii. Documents Comprising the Bid

- The Technical Bid and Financial Bid must be submitted online through the e-Tendering website of <https://www.nprocure.com> using digital signatures.
- 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 SCIENCE CITY

iii. Bid Form

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

iv. Bid Prices

- The Bidder shall indicate the prices in the format mentioned in Financial Bid.
- Following points need to be considered while indicating prices:
 - ⇒ 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
 - ⇒ The rates of GST which will be payable by the Client on the goods (if any) if this contract is awarded, should be quoted separately;
 - ⇒ Invoicing shall be from Gujarat only.
- Sharing of responsibility (between Science City and the bidder) of procurement of various types of software shall be as under:
 - ⇒ The prices quoted shall be inclusive of license software required for actual running of applications developed (i.e. Operating System, databases and any other software required till the tenure of contract).
 - ⇒ The Science City will provide ERP, Web portal & Play Store hosting environment at the central side for Database management.
 - ⇒ 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.
 - ⇒ Bidder is expected to fill the rates/amount for all items in Price 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.

- ⇒ **IPR:** The Department shall retain perpetual utilization rights to the software including source code of customizations/ enhancements/ amendments done in relation to open source ERP.

v. **Bid Currency:** Prices shall be quoted in Indian Rupees only.

vi. **Bid Security/Earnest Money Deposit**

- Bid security/ Earnest Money Deposit Rs. 15,00,000/- (Fifteen Lacs only) 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/10/2018/18/DMO dated 16.04.2018 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Council of Science City" payable at Ahmedabad 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 Designing, Development/ Customization, Implementation, and Operation & Maintenance of ERP System for Gujarat Council of Science City*".
- Proposals not accompanied by EMD shall be rejected as non-responsive.
- The successful bidder's bid security will be discharged from SCIENCE CITY only after the signing of the contract and submission of performance security.
- 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.
- The EARNEST MONEY DEPOSIT shall be forfeited:
 - ⇒ If a Bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form;
 - ⇒ Or in case of a successful Bidder, if the Bidder fails to sign the Contract; or to furnish the performance security.
- No exemption for submitting the EMD will be given to any agency.

vii. **Period of Validity Bids**

- Bids shall be valid for 180 days after the date of bid opening prescribed by SCIENCE CITY. A Bid valid for a shorter period shall be rejected by SCIENCE CITY as non-responsive.
- In exceptional circumstances, SCIENCE CITY 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 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.
- Bid evaluation will be based on the bid prices and technical bid without taking into consideration the above corrections.

viii. **Format and Signing of Bid**

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

2.3.3 SUBMISSION OF BIDS

i. **Sealing and Marking of Bids**

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

ii. Deadline for Submission of Bids

- 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 SCIENCE CITY, the bids will be received up to the appointed time on the next working day.
- SCIENCE CITY may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of SCIENCE CITY and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

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

iv. Modification and Withdrawal of Bids

- The Bidder may modify or withdraw his bid before the last date of submission of bids through the e-Tendering website <https://www.nprocure.com>.
- No bid may be modified subsequent to the deadline for submission of bids.
- 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.

2.3.4 BID OPENING AND EVALUATION OF BIDS

i. Opening of Bids by SCIENCE CITY

- SCIENCE CITY 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 Council of Science City, Science City Rd., Off S. G. Highway, Ahmedabad - 380 060
- 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 SCIENCE CITY office, the Bid shall be opened at the appointed time and location on the next working day.
- 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 SCIENCE CITY, at its discretion, may consider appropriate, will be announced at the time of opening.
- Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.
- 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.

ii. Clarification of Bids

- During evaluation of bids, SCIENCE CITY may, at its discretion, ask the Bidder for a clarification of its bid. SCIENCE CITY 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

iii. Preliminary Examination

- SCIENCE CITY 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.
- Prior to the detailed evaluation, SCIENCE CITY 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, Applicable law and Taxes and duties will deemed to be material deviations. SCIENCE CITY determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- If a Bid is not substantially responsive, it will be rejected by SCIENCE CITY and may not subsequently be

made responsive by the Bidder by correction of the non-conformity.

- Conditional bids are liable to be rejected.

iv. Evaluation Methodology:

- Science City 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, Science City, may, at its discretion, ask the bidders for clarification of their Technical Proposals.
- The bidders are expected to provide all the required supporting documents & compliances as mentioned in this RFP.
- During the technical evaluation, Science City may seek the clarification in writing from the bidder, if required. If bidder fails to submit the required clarifications in due time, the technical evaluation will be done based on the information submitted in the technical bid. The price bid will be opened of the bidders whose technical bids are fully complied. At any point of time, if Science City feels that the bidder is hiding any information which will affect the project cost in short or long run, Science City may reject his bid without assigning any reason or explanation.
- Price shall be loaded appropriately for the missing component/quantity/tax etc. Price quoted in the financial bid will be final. Bidder is required to fulfill all obligations as required in the bid as per the prices quoted in the financial bid, for the proposed scope of work and bill of material, applicable taxes or missing component(s), if any for which the description is there in technical response but price is not provided in the financial sheet. Price will be appropriately loaded for the missing tax components/missing components that in the understanding of the evaluators is found to be missing from the proposed bill of material except in case where there is a written justification provided in the technical bid response. Basis of loading shall be the highest cost quoted by the bidders.
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.
- The bidder will have to give presentation on the following points as a part of the Technical evaluation.

S/No.	Criteria	Marks
1.	<ul style="list-style-type: none"> • Understanding of scope, Implementation Strategy (Approach & Methodology) • Demonstration of any 2 modules of ERP System & ticket booking application (already developed by bidder for any of its project) 	20
2.	<ul style="list-style-type: none"> • Ease of Customization, Usage and operations • Methods of Report generation including method of exporting the same 	30
3.	<ul style="list-style-type: none"> • Methodology of addition of new modules/functionalities • Technology –Interoperable Platform & compatible to open standards • Design/layout of Retail PoS, Self Service Kiosk, Prepaid Card, Ticket 	30
4.	<ul style="list-style-type: none"> • Add-on functionality/features proposed over and above the RFP scope of work without any additional cost to the Science City 	20
Total Marks		100

▪ 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. Science City’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

▪ **Financial Bid evaluation:**

The financial bids of all technically qualified bidders 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.

Fn = normalized financial score for the bidder under consideration

Fb = commercial quote for the bidder under consideration

Fmin = commercial quote of the lowest evaluated financial proposal

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

Normalized Financial Score (Fn) = 100 x Fmin / Fb

▪ **Final Evaluation of Bid**

Proposals will be ranked according to their combined technical (Tb) and financial (Fn) scores using the weights (T = 0.40 the weight given to the Technical Proposal; P = 0.60 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) = Tn x T + Fn 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.

v. Contacting SCIENCE CITY

- No Bidder shall contact SCIENCE CITY 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 SCIENCE CITY, he should do so in writing. SCIENCE CITY reserves its right as to whether such additional information should be considered or otherwise
- Any effort by a Bidder to influence SCIENCE CITY 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.

2.3.5 AWARD OF CONTRACT

- Award Criteria: The selection of successful bidder will be as per the clause no. 2.3.4.iv mentioned above. The TENDERER may negotiate the prices with selected Bidder, under each item/head offered by Bidder.
- Science City will award the contract to the successful bidder decided as per the evaluation procedure mentioned in this RFP.
- TENDERER reserves the right at the time of award to increase or decrease quantity for the requirements originally specified in the document without any change in Bid rate or other terms and conditions.
- In case, if lowest bidder does not accept the award of contract or is found to be involved in corrupt and/or fraudulent practices, the next lowest bidder will be awarded the contract. In such scenario, the next lowest bidder will have to match the price of the lowest bidder.

i. SCIENCE CITY's Right to Accept Any Bid and to reject any or All Bids

- SCIENCE CITY reserves 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 SCIENCE CITY' action.

ii. Notification of Awards

- Prior to the expiration of the period of the bid validity, Tenderer will notify the successful bidders that his bid has been accepted and issuance of Lol/WO.
- The notification of award will constitute the formation of the Contract.

iii. Signing of Contract

- At the same time as SCIENCE CITY notifies the successful Bidder that its bid has been accepted, SCIENCE CITY will send the bidder the Contract Form, incorporating all the agreements between two parties.
- Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to SCIENCE CITY.

iv. Performance Security/Performance Bank Guarantee (PBG)

- The successful Bidder has to furnish a performance security so as guarantee his/her (Bidder) performance of the contract. The Performance Bank Guarantee (PBG) has to be submitted within fifteen (15) working days of receipt of award in accordance with contract terms and condition and Performa provided in the RFP. The PBG shall be 10% of the total contract value valid up to 180 days beyond the expiry of contract.
- 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. The Performance Security shall be denominated in Indian Rupees.
- No interest shall be payable on the PBG amount. SCIENCE CITY 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.
- The proceeds of the performance security shall be payable to SCIENCE CITY as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.
- The Performance Security will be discharged by SCIENCE CITY and returned to the Bidder on completion of the bidder's performance obligations under the contract. 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. 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.

v. Corrupt or Fraudulent Practices.

- SCIENCE CITY 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, SCIENCE CITY defines for the purposes of this provision, the terms set forth as follows:
 - ⇒ "Corrupt practice" means the offering, giving, receiving or soliciting of levels and to deprive SCIENCE CITY of the benefits of the free and open competition;
- SCIENCE CITY 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 SCIENCE CITY or black listed/debarred as per the clause 2.2 of this RFP in competing for the contract in question. SCIENCE CITY shall declare a firm ineligible and blacklist 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 SCIENCE CITY.
- 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.
- 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.

vi. Interpretation of the clauses in the Tender Document / Contract Document

- In case of any ambiguity in the interpretation of any of the clauses in Bid Document or the Contract Document, SCIENCE CITY's interpretation of the clauses shall be final and binding on all parties.
- 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 SCIENCE CITY.
- SCIENCE CITY may issue clarifications to all the bidders as an addendum. Such an addendum shall form a part of the bid document /Contract document.

SECTION III: GENERAL CONDITIONS OF CONTRACT

3.1 Application

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

3.2 Country of Origin

- All Services rendered under the Contract shall have their origin in the member countries and territories eligible i.e. India
- The origin of Services is distinct from the nationality of the service provider.

3.3 Standards

- 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.

3.4 Use of Contract Documents and Information

- The service provider shall not, without SCIENCE CITY'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 as far as may be necessary for purpose of such performance is concerned.
- The service provider shall not, without SCIENCE CITY's prior written consent, make use of any document or information except for purposes of performing the Contract.
- Any document, other than the Contract itself, shall remain the property of SCIENCE CITY and shall be returned (in all copies) to SCIENCE CITY on completion of the service provider's performance under the Contract if so, required by SCIENCE CITY.
- The service provider shall permit SCIENCE CITY 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 SCIENCE CITY, if so, required by SCIENCE CITY.

3.5 Patent Rights, Copy Right

- The Service Provider shall indemnify SCIENCE CITY 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.
- When the SP will develop any solution for SCIENCE CITY as part of project, then the IPR of that solution will be with the SCIENCE CITY. The bidder cannot sell or use (fully / partly) that software for other customers without written consent from Government of Gujarat.
- 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 SCIENCE CITY, the ownership of the ERP System and Mobile App and the source code will solely lie with Government of Gujarat.
- 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 Science City 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. Science City will give notice to the Bidder of such claim, if it is made, without delay where upon Bidder shall reimburse.

3.6 Inspection/Testing

- **Application:**
 - ⇒ SCIENCE CITY 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 SCIENCE CITY.

▪ **Application Security Audit:**

- ⇒ In addition to inspection & testing, the SP shall also be responsible to get application security audited by CERT-In or GIL, DST-GoG Empaneled application security Auditors at the cost of the SP and submit the Security Audit Clearance Certificate issued by CERT-In or GIL, DST-GoG Empaneled Security Auditors.
 - The SP must submit the test results to SCIENCE CITY.
 - Should any inspected or tested software fail to conform to the specifications, the SCIENCE CITY 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 SCIENCE CITY.
 - SCIENCE CITY'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 SCIENCE CITY for its representative prior to the software deployment.
- ⇒ No clause in the RFP document releases the SP from any warranty or other obligations under this Contract.
- ⇒ 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 SCIENCE CITY, 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 SCIENCE CITY is satisfied with the working of the software on the, the acceptance certificate of SCIENCE CITY will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the software.
- ⇒ Before the Application modules are taken over by SCIENCE CITY, the SP shall supply operation manuals. These shall be in such details as will enable SCIENCE CITY 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 SCIENCE CITY.
- ⇒ The Security audit shall be carried out by selected bidder with each release
 - ERP System
 - Mobile app (Android, iOS)

3.7 Change Request Orders

- 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.
- SCIENCE CITY 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:
 - ⇒ Designs, specifications, requirements of which software or service to be provided under the Contract are to be specifically developed / rendered for SCIENCE CITY;
 - ⇒ The place of delivery; and/or the Services to be provided by the SI.

- ⇒ The bidder should be responsible for changes in the ERP System and mobile app with respect to user Interface and any the GR issued by govt. time to time during the contract period.
- ⇒ Training of personnel of the SCIENCE CITY in terms of hours/subjects will be without any additional cost.
- ⇒ Any change request during the operation and maintenance period will not be considered. However, the bidder has to deploy resources for continuous development support onsite.

3.8 Delivery of Software

- Design/Development/Coding/implementation/maintenance of the software shall be made by the service provider in accordance with the terms specified in this RFP document.
- Upon deployment of the solution / completion of the assigned work under the service, service provider shall notify SCIENCE CITY accordingly.

3.9 Deployment of Software

- Service provider must deploy the solution at the place specified by SCIENCE CITY at the time of the contract and ensure smooth running of that solution.

3.10 Prices

- Prices payable to the service provider as stated in the Contract shall remain firm and fixed during the performance of the Contract.
- 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 committee. The bidder should not submit conditional/optional bids. Conditional/optional bids are liable to be rejected out rightly.

3.11 Contract Amendments

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

3.12 Assignment

- The service provider shall not assign, in whole or in part, its obligations to perform under the Contract, except with SCIENCE CITY's prior written consent.

3.13 Delays in the supplier / service provider's Performance

- Delivery of the software and performance of the Services shall be made by the service provider in accordance with the time schedule specified by SCIENCE CITY in the contract document.
- 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, unless an extension of time is agreed upon without the application of the penalty.

3.14 Termination for Default

- SCIENCE CITY may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the service provider, terminate the Contract in whole or part:
 - ⇒ if the service provider fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by SCIENCE CITY; or
 - ⇒ If the service provider fails to perform any other obligation(s) under the Contract.
 - ⇒ If the service provider, in the judgment of SCIENCE CITY has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- For the purpose of this Clause:
 - ⇒ "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.
 - ⇒ "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;”

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

3.15 Force Majeure

- 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.
- 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 Purchase either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- If a force Majeure situation arises, the service provider shall promptly notify SCIENCE CITY in writing within 10 days of such conditions and the cause thereof. Unless otherwise directed by SCIENCE CITY in writing, the service provider shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

3.16 Payments in case of Force Majeure

- During the period of their inability of services as a result of an event of Force Majeure, the SP shall be entitled to continue to be paid under the terms of this contract effective from resumption of services post Force Majeure, as well as to be reimbursed for costs additional costs reasonably and necessarily incurred by them during such period purposes for the purpose of the services and in reactivating the service after the end of such period.

3.17 Limitation of Liability

- 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 Suspension

- Science City may, by written advance notice of 30 days to SI, suspend all payments to the SP hereunder if the SP fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension.
 - a) Shall specify the nature of failure.
 - b) Shall request the SP for remedy of such failure within a period not exceeding thirty (30) days after receipt by the SP of such notice of failure.

3.19 Termination for Insolvency

- SCIENCE CITY 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 SCIENCE CITY.

3.20 Termination for Convenience

- SCIENCE CITY 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 SCIENCE CITY'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.

- 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 SCIENCE CITY at the Contract terms and prices. For the remaining services, SCIENCE CITY may elect:
 - ⇒ To have any portion completed and delivered at the Contract terms and prices; and/or
 - ⇒ 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.

3.21 **Right to use defective software/equipment**

- 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 SCIENCE CITY's operation.

3.22 **Supplier / service provider Integrity**

- 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.

3.23 **Supplier / service provider's Obligations**

- The service provider is obliged to work closely with SCIENCE CITY's staff, act within its own authority and abide by directives issued by SCIENCE CITY.
- The service provider will abide by the job safety measures prevalent in India and will free SCIENCE CITY 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 SCIENCE CITY responsible or obligated.
- The service provider is responsible for managing the activities of its personnel or sub- contracted personnel and will hold himself responsible for any misdemeanors.
- The service provider will treat as confidential all data and information about SCIENCE CITY, 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 SCIENCE CITY.

3.24 **Patent Rights**

- 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 SCIENCE CITY, the service provider shall act expeditiously to extinguish such claim. If the service provider fails to comply and SCIENCE CITY 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. SCIENCE CITY will give notice to the service provider of such claim, if it is made, without delay.

3.25 Implementation timelines and penalty for delay

#	Activity	Time line	Penalty
1.	Phase-I: Design, Development, Integration & Implementation of web portal & Mobile App for online ticket booking		
	Submission of Design and technical documents (URS/ SRS, SDD, Architecture & DB design)	T1 = T + 1 month	
	Partial Go-Live: Development, UAT, FAT and Go-live of online ticket booking system including Mobile app	T2 =T + 3 month	A Penalty of 1% of Item no. 1 of price bid per week or part thereof for delay in of respective milestone subject to maximum cap of 5%. Delay beyond 5 weeks tenderer may terminate the contract and apply all remedies available within the contract terms and conditions.
2	Phase-II: Design & Development of ERP System		
	Submission of Design and technical documents (SRS, SDD, Architecture & DB design)	T3 = T + 2 month	A Penalty of 1% of Item no. 1 of price bid per week or part thereof for delay in of respective milestone subject to maximum cap of 10%. Delay beyond 10 weeks tenderer may terminate the contract and apply all remedies available within the contract terms and conditions.
	Development, UAT, FAT and Go-live of ERP System	T4= T3 +6 month	
3	Phase-III: Operation and Maintenance Support for 7years from the date of Partial Go-Live		
	Operation and Maintenance Support for the period of 7 years from the date of Go-Live	T2 +7 years	operational penalties as defined in section-5 of this RFP

Date of T= Date of Issuance of Lol/work order

Note: Delay solely attributable to SP, as per the terms and conditions of this RFP will be considered for penalty calculations.

3.26 Payment Schedule & Procedure

S/N	Activity	Payment (%)
1	Upon Successful completion of Phase-I	20% of the Schedule-I of Price bid
2	Three Months post Go-Live of Phase-I	20% of the Schedule-I of Price bid
3	Submission of Design and technical documents (SRS, SDD, Architecture & DB design) of Phase-II	10% of the Schedule-I of Price bid
4	Development, UAT, FAT and Go-live of ERP System of Phase-II	40% of the Schedule-I of Price bid
5	Three Months post Go-Live of Phase-II	10% of the Schedule-I of Price bid
4	Phase-III: Operation and Maintenance Support for 7years from the date of Partial Go-Live	In equated half yearly installments of schedule-II of price bid

- The SCIENCE CITY shall certify actual implementation. The SP has to ensure proper hand-holding & support of the system.
- SP shall raise the component wise invoice as per the milestones achieved as mentioned above in the payment schedule & submit the invoice to SCIENCE CITY.
- SCIENCE CITY shall verify the Invoice raised against the milestone achieved & shall make the payment after deduction of penalty, if any.

- The SP's request(s) for payment shall be made to SCIENCE CITY along with the 2 original copies of invoice and necessary documents. The invoice should be in English language and Gujarat based.
- Payment shall be made in Indian Rupees. While making payment, necessary income tax and service tax deductions will be made.

3.27 **Unconditional Bid**

- 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.

3.28 **No Variable Cost in Financial Bid**

- Bids with the variable costs / rates shall not be considered and shall be rejected as non-responsive at the discretion of SCIENCE CITY.

3.29 **Resolution of Disputes**

If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

3.29.1 **Amicable Settlement**

- Performance of the contract is governed by the terms the conditions of the contract, however at times dispute may arise about any interpretation of any term or condition of contract including the Schedule of Requirement, the clauses of payments etc. In such a situation disputes arising between parties are out of contract, either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then clause 3.28.2 shall become applicable. Amicable settlement clause shall be only applicable in case of dispute is arising out of contract. The said clause shall not be applicable in the case of cyber-crimes and any other type of security breach relating to PHI carried out by either bidder organization itself or its employees.

3.29.2 **Arbitration**

- In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or reenactment thereof, shall apply to these arbitration proceedings.
- Arbitration proceedings will be held in India at Gandhinagar/Ahmedabad and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English.
- The decision of the majority of arbitrators shall be final and binding upon both the parties.
- All arbitration awards shall be in writing and shall state the reasons for the award.
- The expenses of the arbitration as determined by the arbitrators shall be shared equally between the two parties. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.
- Arbitration clause shall be only applicable in case of dispute is arising out of contract. The said clause shall not be applicable in the case of cyber-crimes and any other type of confidentiality/security breach relating to PHI carried out by either bidder organization itself or its employees.
- Both the parties agree the jurisdiction of Adjudicating Authority, Gujarat state and Cyber Appellate Tribunal, New Delhi under Information Technology Act, 2000 (including any amendments therein) in case of any contraventions, security and confidentiality breaches.

3.30 **Governing Language**

- 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.

3.31 **Applicable Law**

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

3.32 **Taxes and Duties**

- 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 SCIENCE CITY. However, Goods and Service Tax in respect of the transaction between SCIENCE CITY and the service provider shall be payable extra on actuals.

3.33 **Binding Clause**

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

3.34 **Legal Jurisdiction**

- All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in Gandhinagar/Ahmedabad of Gujarat only.

3.35 **Notice**

- Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the project specific Contract Agreement.

3. SECTION IV: SCOPE OF WORK

4.1. Project Background:

The Department aims to implement consistent and less paper processes throughout the organization and wishes to bring about transparency, visitor convenience, good feel experience, efficiency and accuracy in its functions. With this aim, the Department has felt a need to implement a standardized and integrated system across the organization.

4.2. Objectives:

The required solution for the ERP system 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 and mobile devices without visiting the government offices 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. Development Technology

- 4.3.1. ERP: Open source ERP with enterprise support /COTS ERP. Open source ERP as per definition given on page 6 of this RFP document.
- 4.3.2. Database: Enterprise version of MySQL/MS SQL/Postgres
- 4.3.3. Operating System: Windows/RHEL
- 4.3.4. Central Computing Infrastructure: Government provided Infrastructure at Gujarat State Data Centre (GSDC), Gandhinagar
- 4.3.5. Prepaid Card System: A fully secured Smart Card (Microchip based system) with Smart Card operating system complying to the NIC, Gol guidelines for Indian Standard for Smart Card Operating System/ISO 7816.

4.4. Scope of Work: The scope of the work mainly divided into three Phases:

Phase I: Web portal, Mobile App and Online ticket booking system

Phase-II: ERP system

Phase-III: Operations and Maintenance for 7 years from the date of Go-live.

Phase-I: Design, Development, Integration & Implementation of web portal & Mobile App for online ticket booking
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- | |
|---|
| <ul style="list-style-type: none"> The SP must clearly understand the requirements and propose a solution which helps in meeting the specific requirements of SCIENCE CITY. Carry out a Study to prepare online ticket booking system and required integration. Suggest the area where the re-engineering is required. Software Design Documents (SDD) and Installation manual Preparation of Instruction Manual, User Manual & FAQ |
|---|

Phase-II: Design & Development of ERP System

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 SCIENCE CITY. Carry out a Study to prepare ERP system for Science City. Suggest the area where the re-engineering is required. Preparation of Instruction Manual, User Manual & FAQ
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Phase-III: Operation and Maintenance Support for 7 years from the date of partial Go-Live
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Bug Fixing, Error Reporting, software updates & up grades, patches, changes in the software that may be necessary due to legal/statutory/GR/Any ACT etc., operating system and database management support.

Note: In case of Development of additional innovative/ minor regular customization /regular features as part of the product enhancement will become part of the project scope.

Exit Management & Transition Services	Capacity Building – Plan and implementation
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4.4.1. Design, Development, Integration & Implementation of Web Portal, online ticket booking system and Unified Mobile Application for ticket booking

- Bidder is responsible for development of web portal, end to end online ticket booking system and mobile application for citizen in order to provide the state of art and easy to use mechanism for all the visitors, citizens, employees etc. Tenderer will provide the required SMS, Email and payment gateway however bidder will be responsible for the integration of the same with the systems developed.
- Bidder is responsible for providing end-to-end solution including hardware (QR/Bar code readers, Retail PoS which includes ticket printer & card swipe, Bank PoS, Self-service Kiosk with facility to print & collect payment online through CC/DC/Prepaid Card etc.), software, installation, testing, commissioning, integration and operation & maintenance for the contract duration. Followings are the minimum functional requirement of above systems:

i. Online Ticket Booking System through Desktop/Laptop/Mobile Application (Android & iOS):

- a. Proposed system should work on both modes i.e. online at all the channels like website, Mobile application and at ticket counter in the Science city premises and should allow payment through cash/debit/credit/prepaid card.
- b. It should allow viewing/exploring, booking the required tickets of all the attractions available as per the requirement.
- c. It should also allow current, advance, group booking.
- d. Users can select multiple attractions in a single booking and system should generate single ticket clearly mentioning multiple attraction selected with single QR/bar code valid at such attractions only. System should also allow multiple booking per user.
- e. System should categorize the ticket and pricing as per the various categories defined/used by the tenderer like individual/family/group booking etc., type of user like adult/child/infant etc.
- f. User can book the ticket online even without creating the login however entering of mobile and email will be mandatory as it will be required for sending the confirmation/status of transaction as well as m-ticket.
- g. User can cancel online pre-booked ticket and upon successful cancellation, refund of booking amount should be credited to user's account (in same method use while making payment and booking ticket) automatically without any manual intervention.
- h. Proposed system should allow issuance of ticket at various physical ticket counters created at the tenderer premises.
- i. System should show available ticket per time slot on real time basis. Ticket booked at ticket counter should also be synchronized for the same.
- j. Proposed system should function in normal mode even in case of network/connectivity outage at the tenderer premises. However, once network/connectivity is restored the offline data should be sync/updated in the online portal and it starts functioning on real time basis.

ii. Ticket Booking Management System

- a. System should work as a back-end system for online ticket booking system, wherein it will allow tenderer to continuously upgrade the ticketing policy such as changes in the show time/rates/discount/cancellation/ticket categories/addition-deletion of attraction, generate MIS reports, etc.
- b. System should allow role-based access creation for all the users of tenderer.
- c. System should allow admin to cancel any show or attractions even if ticket is already booked with options of entering reason behind the same and it should trigger auto SMS, email to all the booked visitors for cancellation and should also automatically generate the refund advice and process the refund amount directly into the visitor's account/payment mode through the booking medium.
- d. Users shall be able to customize their dashboard according to their requirement
- e. User with Admin/super admin rights should be able to view dashboard with all the key modules for easy navigation with dynamic Statistics Reports. System should provide alerts and notifications to

take prompt decisions.

- f. System should allow profile management with functionality of defining role-based access.
- g. System should be able to deduct ticket amount/charges as per the selection through various mediums of ticket purchase like Ticket window equipped with retail PoS/Kiosk/Web & Mobile application etc.
- h. System should be able to block minimum amount in prepaid card as security deposit, which will be refunded to the visitors at the time of exit by mandatory handover of Prepaid card.
- i. System should fully adhere with the payment guidelines issued by GoI, RBI, NPCI etc. from time to time.
- j. System should have provision to issue limited QR/bar coded tickets (as decided by tenderer) as administrative right to pre-identified guides of Tenderer available at Science city Premises on daily basis. Further, system should also generate detailed MIS report of such tickets issued like receiver name, no of ticket issued, no of tickets used, attraction etc. on daily/weekly/fortnightly/monthly basis for reconciliation and validation.
- k. For Online Booking: System should have option of getting printed physical ticket at the various counters in science city campus by providing the transaction ID/reference no etc.
- l. System should allow cancellation (Full & Partial) tickets purchased by the visitor at the various ticket booking windows within the science city campus and issuance of refund amount to visitor in cash or payment mode used while booking.
- m. MIS Module should be comprehensive and able to generate various MIS reports on demand as well as preconfigured reports like daily visitor count in total and category wise, daily collection, attraction wise collection and visitor count, reconciliation of accounts with payment gateway, reports of cancelled ticket, reports of failed transaction i.e. payment is successful however ticket is not generated, payment is unsuccessful however tickets are generated.

iii. Prepaid Card (Microchip based Smart Card) for Science City:

- a. Tenderer envisage to implement a prepaid card-based ticketing system which will be closely integrated with the online ticket booking system. This Smart microchip-based card will have unique number/ID which will be mapped with the system. Visitors coming to the Science City will be issued a prepaid card at the entrance gate for the paperless roaming across the Science City. Further, some balance (as decided by tenderer) of the prepaid card will be kept as security and will be refunded back to the visitor at the time of exit/returning of the issued card.
- b. A prepaid card will be issued to visitors (group/individual). There will be two types of attractions free and paid. For the paid attraction visitor will be required to purchase the tickets using this prepaid card. Further, Printed ticket will be having bar code/QR code which will be scanned at the readers available at each of the attraction for further visit by the visitors.
- c. Propose system should allow issuance/refilling/refund of prepaid card as required by the visitors at the various physical ticket counters within the premises of science city. System should have provision to reconcile the total cards issued and received back from the visitors at the end of day. If at the end of day any card not returned by the visitor then propose system should be able to auto deactivate the card for further use.
- d. Bidder will be responsible for providing all the hardware and software including handheld device for successful functioning of prepaid card system for science city. Further, proposed handheld device should be single unit having all the facilities like card swipe, Bar/QR coded ticket printing, bar/QR code scanning/reader and also able to connect over Wi-Fi medium.
- e. Tenderer has envisaged that there will be a requirement of ~1,000 prepaid cards from day one. However, in case of requirement of any additional quantities during the contract period the same will be procured separately by the tenderer and will be handed over to bidder for the O&M and integration with the system. The proposed prepaid card should be supplied with the tenderer

branding as per tenderers choice.

f. There will be QR code/Barcode readers at various places/attractions within the campus of science city. Ticket should be valid for one-time use only. In case visitor tries for second time to use previously used ticket then QR/Bar code reader should not allow and show it as invalid/used ticket.

g. Example:

- 1) Entry Process: Visitor will reach to the physical ticket counter at the entry gate and will be issued a prepaid card and can procure the entry as well as attraction ticket from there itself. Further Guard available at the entry point will have the Bar/QR reader and will allow the entry into the Science city premises. For Visitors booked ticket online will show the m-ticket having bar/QR code at the entry as well as at each attraction for access.
- 2) Visitor can also purchase the attraction specific tickets from the nearest ticket counter/Kiosk which will further print the Bar/QR coded ticket as per the requirement. For e.g. If visitor wants to use the specific attraction like “3D printer” for printing of 3D image then he will buy the required tickets either paying in cash at counter or using his prepaid/credit/debit card through Kiosk. Further, upon successful payment a Bar/QR coded physical ticket will be printed for every single user i.e. if he has procured ticket for three persons then three separate ticket with unique Bar/QR coded tickets will be printed. Thereafter, visitor will scan the printed tickets at the Bar/QR code reader attached with attraction for use of the same.

h. **API Based Integration:**

- 1) Bidder will be responsible for publishing the APIs (Push-Pull) of the proposed system.
- 2) Bidder will also support/facilitate attraction provider for API based integration of PoS, Bar/QR Code reader with the online ticket booking system for the same.
- 3) Bidder will responsible for integration of Tenderer’s Bank with the proposed payment mechanism. Tenderer will facilitate bidder is getting API’s for such work from Bank.

i. **Minimum Technical specifications:**

1) **Retail Point of Sale including bank PoS & ticket printer**

Processor	Dual Core, 2.30 GHz or higher, 3M cache or better
System Memory	4 GB extendable upto 16 GB
Storage	Min 500 Gb
Power Supply	24V/100W
Screen	Min. 14-inch TFT
Resolution	1366x768
OS Support	Windows 10 64 bit /Linux
Touch	Multi touch support
LAN Port	10/100/1000 x 1
Standard USB Port	4 USB 2.0
Printing Technology	confirming to the ticket printing scope mentioned below
Print speed	Min 75 mm/sec
Print Resolution	Min 5 Dots/mm, min. 375 Dots/line, min 200 DPI
Type of Image	Barcode, QR Code, Image
Printer Battery life	Min. 8 Hrs
Printer Battery	Min 1500mAH
Card Reader	Must accept the payment through any Debit/Credit/prepaid Card
Certifications & Compliance	Must be BIS certified & PCI-DSS and other Govt. of India Guidelines compliant
Others	The product should be supplied with all the required accessories, cable, connector etc. required for successful functioning.

2) **Bar/QR Code reader**

Scanner Type	Handheld
Operating temp.	0 to 50 degree C

Scanner Type	Laser
Connectivity Type	Wireless
Memory	2 GB extendable up to 16 GB
Battery	Min 2200mAh
Power Source	DC 12V/3A
Wi-Fi	802.11 b/g/n or latest
Others	The product should be supplied with all the required accessories, cable, connector etc. required for successful functioning.

- 3) **Self Service Kiosk (Floor Mount):** It should be supplied with all the required components like Printer, Bank PoS, UPS, CPU, Cabinet etc. and all the required accessories/cable/patch cord etc.

Parameter	Minimum Tech Specification
Kiosk Properties	Compact, sleek and edgeless Exterior: Height- 4'7" to 5'3" feet, Width- Max 1'5" feet, Depth- Max 1'0" feet Touchscreen: Lower point of Touchscreen should start from height 3'5"- 4'0" feet Keyboard and mouse for maintenance purposes and the same are to be placed inside the kiosks Mounting Type: Floor Mounted; Mobility: Plug and Play, Strong mechanical key lock Sheet Metal: IS513 Draw material or equivalent to 1.6 mm Powder coated, Anti-static, Provision to bolt the kiosk to floor,
PC Configuration	Industrial Grade Intel based licensed OS (Windows/Linux) Minimum i5 -5th Generation or above processor (2.4 GHz, 3 MB Cache) or higher Min 4 GB DDR3 RAM; Min 500 GB HDD, Min 4 USB ports, 1 VGA Port, 1 HDMI Port
Touch Screen	Size: min. 15", Type: Capacitive, Material: 3mm Pure Glass Touch-Screen Resolution: 4096 touch points per axis within the calibrated area. Lifetime: 50,000 hrs and 50 million touches Light Transmission:>90%, Accuracy: Less than +/-1% error within the active area. Touch activation force: Less than 85 grams, Endurance: Scratch resistant Operating Temperature: 0 to 50 C, Response time: < 16 ms Impact Resistant: meets UL-60950-1 steel ball test or equivalent
Message	Display of messages/instructions to the visitors in multilingual capability i.e. Hindi, English and Gujarati. Display error message/break down message, if any.
Receipt Printer	Capable of printing graphics on receipt, Thermal Printer, Min. speed of 150 mm/sec. Minimum resolution: should be readable from bar/QR code reader
Network Interface	2x 10/100/1000 Base-Tx; Wi-Fi: 802.11 b/g/n or latest
UPS	Should be supplied with UPS capable to provide minimum 20 minutes backup
Power	Support input voltage of 230 V AC/ 50 Hz +/- 5% variation. Tenderer will provide raw power point.
Card Reader	To support Debit/Credit/prepaid card Must have built-in anti-skimming functionality
Cabinet	The cabinet must house all the components of the terminal / kiosk and must be ergonomically & compact, and design and color approved by tenderer. All devices must be optimally located and secured, with easy serviceability. Resistance to Indian weather, vandal proof and pertinent to and Indian usability condition
Application Software	Kiosk ticket booking application must be native application and should have restriction of web browser access, desktop & file system. It should generate auto alert & raise auto ticket at the centralized helpdesk for the breakdown/out of paper/cartridge refill requirement etc. Centralized solution to check & updates the patches of OS installed and configuration of Kiosks (like Mac ID, IP address)

	Switch to preventive maintenance mode when preventive maintenance is being done which will be captured and monitored through Health Dashboard
Kiosk Branding	Design, print, apply on the full body of the Kiosk (Bidder is required to propose multiple option which will be approved by the tenderer)

- j. Proposed wall mounted self-service kiosk should be single unit having facilities like selection of attraction, online payment through various mediums like CC/DC/Prepaid card, ticket printing.
- k. QR/Bar code printed on the ticket (paper & m-ticket) will be allowed to use once for one attraction only allowing one visitor only.
- l. There will be multi location Ticketing booking windows equipped with Retail PoS, QR/Bar code reader, ticket printing machine, Card Swipe and Bank PoS for accepting payment through DC/CC/pre-paid card etc. and required software within the science city campus.
- m. **Printed perforated Paper ticket:** Paper to be used for ticket printing should be 119 GSM white paper conforming to the IS:1848 and shall be manufactured from virgin pulp. There will be two types of paper ticket, those are:
 - 1) **Post card/boarding pass/Railway reservation ticket Size:** Visitor booking the ticket at the entry gate of science city with selection of multiple attractions will be provided with ticket of this size having science city branding, single QR/Bar code valid for multiple attraction, Name of each attractions and amount paid and one such ticket shall be valid for one user only. ***Below layout of Ticket is for illustrative purpose only:***

Front Side

Branding

This Science Pass is valid for following attractions:

Date

Bar/QR
Code

- Attraction 1
- * Attraction 2
- * Attraction 3
- Attraction 3
- * Attraction 5
- * Attraction 6

Amount

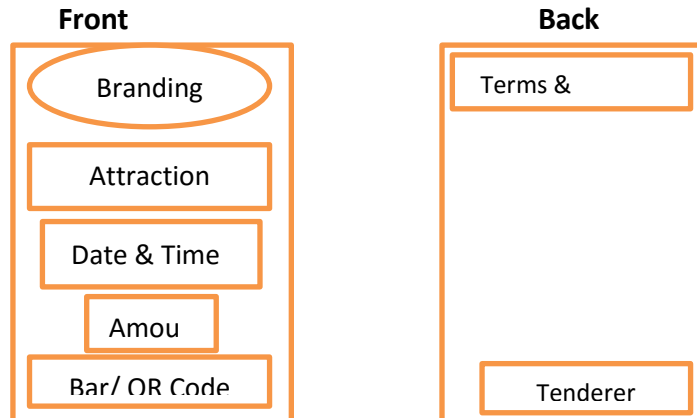
Name:----- Mobile No.:_____

Back Side

Terms & Conditions

Branding & other Details of Tenderer

- 2) **Small size (~1/2 of point no1) paper ticket:** This size ticket will be individual exhibit/attractions specific having details like details of attraction, date & time stamp, amount paid, Bar/QR Code with Tenderer branding in front and terms and condition on back side. ***Below layout of Ticket is for illustrative purpose only:***



n. **Mobile App**

- 1) Bidder is responsible for development and maintenance of Mobile application for science city.
- 2) It should be native app developed for Android and iOS both
- 3) Mobile app will have all the functionality of web portal like ticketing booking, website etc.
- 4) It will also be integrated with the SMS/eMail/Payment gateways provided by the tenderer for auto trigger of SMS/email for a transaction
- 5) Mobile app should be able to generate m-ticket with QR/Bar code natively integrated with the app.

4.4.2. **Design, Development, Integration & Implementation of ERP System**

Enterprise Resource Planning (ERP): Bidder will be required to implement an ERP system which will aid in institutionalization of best practices, facilitate business processes, ensure flexibility in communication, smoothen data exchange, will make process traceable and would be scalable to meet the requirements of Department. Bidder is required to carry out a detailed systems study to formulate the System Requirements Specifications (SRS) incorporating AS-IS, To-Be and the functional specifications defined in this RFP document and get it approved by the department. The SRS should also include all the key parameter like:

User groups, roles and types of access	Use cases for workflows
Method of access such as website, handheld device, etc.	Reporting requirements
Sequence diagrams for workflows identified	Interfaces with other external systems
Functional logic and checks expected from the system while executing the project	Any other relevant details which are required to clearly articulate software requirements
Archival requirements	Audit and application logging requirements
Migration requirements	Security, SLA Monitoring requirements

Bidder should identify the new development, configuration, customization requirements for the implementation. Bidder should also study the relevant existing processes for the application development. The department will provide the relevant domain knowledge support, available reports and information required for completing the study. Bidder is also required to review and update the FRS and make any addition of functionalities in the FRS based on the System Requirement Specification (SRS) report for the services identified for implementation under the project.

The ERP solution should seamlessly integrate with other system like Online Ticket Booking System, Payment gateways, SMS gateways, etc. to enable complete view of necessary information. Followings are the functional requirement of modules required:

i. **HRMS and Payroll**

#	Functional Requirement
1.	The system must be able to manage the entire recruitment process including but not limited to publishing of vacant positions on a web portal, support for eligibility criteria for all grades, support for reservation norms of the Government (State and Central), ability to print call letters, appointment orders and regret letters for candidates, ability to route the manpower requirements through various levels of approvals, ability to monitor and compile the manpower requirement data of all the departments based on new recruitment, retirement, death etc.
2.	The system must have the ability to employee database such as maintain the employee master data covering all relevant fields and information, to incorporate the existing system for generation of employee ID, to automatically monitor dates for HR processes (for ex. Date of increment, date of joining from leave, date of performance review etc.), to maintain service file documents with all the personal details of the employee
3.	The system must be able to manage the entire employee lifecycle from processing employee bonds, managing the joining and onboarding process, managing probation, to managing performance appraisal and promotion, transfers and separation, daily time sheet for employees etc.
4.	The system must be able to record medical and other reimbursements, compensation & benefits accorded to employees, provision for discipline management, manage trainings and related activities, manage legal aspects related to HR, Right to Information Act and queries from other Government Agencies
5.	The system must be able to calculate employee salary on a daily basis, capture investment details of employees for income tax purposes, calculate, finalize, refund and make journal entries for settlement/bonus, prevent duplication of claims and calculate reimbursement, advances, encashment and allowances, and pay incentive/award through payroll
6.	The system must capture the Employees Master Data relating to payroll with a flexibility to override
7.	The system must comply with all statutory requirement (PF, etc.), Income Tax requirements applicable, State Tax related requirements – maintain registers, make entries, keep employee details related to accounts, etc.
8.	The system must provide for manual update of attendance, capture leaves and related information, be capable of calculating leaves for employees at various levels and grades, integrate with a biometric attendance system

ii. **Inventory & contract Management Module**

#	Functional Requirement
1.	Classification of Assets and creation of attraction-based catalogue <ul style="list-style-type: none"> ▪ Preparation of Opening Balance for Asset Valuation ▪ Insurance Details
2.	Masters <ul style="list-style-type: none"> ▪ Item master ▪ Vendor master ▪ Asset/Inventory Master
3.	Contract Management (Contracting like New Items, Landscaping, Housekeeping, Repair works,

#	Functional Requirement
	operations & Maintenance agencies etc.)
	<ul style="list-style-type: none"> ▪ Issuance of Purchase Orders, Material Receiving and Issuance, Stores Management, O&M contracts of various galleries like Robotics, Aquatics etc.
	<ul style="list-style-type: none"> ▪ Contract Management including Service Level Agreement, Penalty computation
4.	Indent Processing
	<ul style="list-style-type: none"> ▪ Facility to each department to indent material ▪ Issue of Material ▪ Order to vendor ▪ Material receipt forecast ▪ Reminder to vendor in case of delay in delivery ▪ Receipt of Material, Stock Update, Capture of Sr. No., Batch No. ▪ Maintenance of Reorder level i.e. procurement after reaching reorder level. ▪ Payment to Vendor ▪ Requirement creation for renovation/repair of exhibit with complete workflow process for request approval ▪ Creation of draft tender (template driven)
5.	Disposal of Dead Stock
	<ul style="list-style-type: none"> ▪ Department-wise submission of details ▪ Disposal of Dead Stock
6.	MIS
	<ul style="list-style-type: none"> ▪ List of Vendor-wise / Material-wise orders ▪ Material-wise, Department-wise consumption report ▪ Disposal of Dead Stock ▪ Status report to department w.r.t. their order ▪ Comparison of price bids with history prices ▪ Alerts if the Batch Nos or Sr. No. is not in order ▪ Asset Register, Revenue Report etc.

iii. **Generalized Process Management & Document Management System**

- Objective is to create centralized Document Management repository which will allow easy archival and retrieval of the documents archived into the system.
- The system would be accessible by users through portal and departmental officials.

Functional Requirement
Document Management System (DMS)
Seamless integration with all of the Core applications and interface with other systems implemented, to be implemented at Science City.
Allow to export documents from scanner, email & Office Automation tools like Microsoft Office documents to DMS
Allow creation of custom indexing field/tags for different documents at Folder & File level
The departmental officials should be able to index folders, files, letters and documents on user-defined indexes like department, Letter No, file no, year, project Id etc.
Allow search based on different parameters like file name, folder name, project name, index fields, Full text & Wild card search
The system to be accessed from smart-phones/tablets. The users can search and view the documents in DMS from smart-phones/tablets.
Facility to set notifications (e.g. notifying change of version of a file to all stakeholders) & Alarms (e.g. Delay in document Approval) by email.

Functional Requirement
Maintain audit-trail of all activities being done in the system, documents etc. by users as well as administrators.
Business Process Management System (BPMS)
Support definition of different level of rights for each level of user group involved in a process.
Support a web-based GUI through which workflows can be graphically designed by authorized users.
Support customization of workflow components so that process model can be designed and / or modified by authorized users in special scenarios or as per change in the process of any scheme.
The workflow shall allow multi-step approval routing.
Capability to have an escalation matrix as defined by the designated authorities for effective management of work
Assign unique IDs to workflow either automatically or manually.
Allow workflows to be re-routed and/or activated based on time, external events and data inputs for other systems. The time threshold for rerouting should be configurable.
Support workflow processes for approval and send out notifications through multiple channels such as email, SMS etc.
To-Do/Task Management
System should able to create new task, to-do list, calendar etc. and it should also allow tracking the progress.
System should have able to create sub-task under a project and able to define timeline of each sub-task.
Project/sub-task should also be associated with concerned employees/users and employees/user able to submit the progress report for the same.
System should also able to generate synopsis showing task brief, work order information, Invoice & payment release etc.

iv. **Helpdesk Solution**

Functional Requirement
Enquiry Log (Ticketing System)
Service request/enquiry should be logged in the helpdesk solution. Further, this request should be assigned to respective agency responsible for the work.
Every communication or enquiry should work much like a ticketing system, whereby each instance is automatically assigned a unique reference which can then be used to transparently group each email and call log against a specific enquiry.
Vendor Management
<ul style="list-style-type: none"> • Tenderer may able to register its complaint/request to O&M agencies regarding to any exhibits in robotics, aquatics etc. galleries. • O&M agencies will take appropriate action on request and able to update the activities undertaken and further closure of the complaint/request.
Reporting Requirements
The new helpdesk solution should be capable of delivering both pre-defined and bespoke reports, ideally on any type of data held within the system. Inspirationally, the CRM will allow appropriated trained users to simply drag and drop fields from the available dataset, with both spreadsheet and graphical reports generated quickly and easily; at the very least, it should be reasonably simple for trained internal administrators with a solid grasp of the underlying technology to create reports for end users on request.
Both detailed individual reports and the ability to create default and user-defined dashboard reports, showing high level information which can then be clicked through to the individual item
The system must allow the use of analytics to identify top customers, trends in billing, etc.

The system must be capable of generating a dashboard of the selected fields from the report
The system must allow reports to be exported in standard xls and pdf formats
Vendor Master: System should be able to create vendor Master with requisite information of each agencies work etc.

v. **Finance and Accounts**

Functional Requirements
General Ledger
The system must support general ledger functions such as creation, inactivation of account codes
The system should support temporary locking of transactions and facility to not allow transactions after period is permanently closed
Availability of Financial Statements including schedules (all value details and possible quantity details) from the system in accordance with the latest Companies Act provisions/IFRS/GST/Income Tax Act
Payables
The system should support payables features such as creation of advance order, approval/ validation of payables invoices, security deposits, penalty adjustment, freight payments, debit note/ credit note generation and retention money with multi-level hierarchy approval including work certification by user department
Ability to interface with banking systems to facilitate e-payments
Receivables
The system should support centralized customer master with customer classification and capturing of registration details (PAN, GST, TAN, etc.) and automated generation of Debit Notes / Credit Notes raised/issued to customers against Order Acceptance, Work Order, etc
Automatic calculation and accounting of incentives / commissions (including TDS) to dealers and customers by the system, based on policies that are revised periodically by raising credit notes.
Ability to generate Pay-in-slips to facilitate deposits of cheques in to the bank as per accounting rules
Assets
Assets system integrated with payables and projects systems for asset creation including flexibility for stand-alone asset addition in the Assets system in accordance with Companies Act requirements and Income Tax Act requirements and IFRS compliance without duplication of effort.
The system should have ability to forecast / projections and run analysis (including 'What If' analysis) for asset in fixed assets register and ability to revise asset information including depreciation and asset life.
Enable project capitalization on completion or in phases
Cash Management
Integrate bank reconciliation system with the payment and collection recording modules to eliminate any duplicate data entry and ability to run automated daily cash/funds forecasting in system capturing inflows and outflows as per data in system
Inventory
Ability to create automated stock adjustment entries for the as per the inventory stock and consumption of material proportionally or in case of variation between material receipt and supplier's invoice
Taxation

Functional Requirements
Flexibility in the system to adopt all changes introduced by government towards statutory recovery and payments such as TDS GST, surcharges, duties, etc. and ensuring compliance (including accounting, reporting and filing) for taxes.
Ability to generate invoices as per prevalent taxes and ability to apply TDS details as per the services provided by the vendor
Costing
Ability to handle process costing, standard costing, batch costing etc and support the analysis against budget forecast, target and prior year and preparation & maintenance of cost accounting records as prescribed by cost audit rules
Budgeting
Ability to support capital and revenue budget including maintaining budget at accounting code level, budget organization level
Ability to identify the unutilized budgets, over utilized budget, automatically route budgets to necessary personnel, budget conversion, facilitate encumbrance budget

vi. Content Management System

Functional Requirements
It should allow creation of dynamic website. The website should be integrated with ERP system.
Content of web portal should be dynamic and can be updated from admin panel/backend. Content of the web portal will be provided by Science City. Bidder shall provide 3-4 design layout of Science city portal to the tenderer and tenderer will accept any one with suggested changes or ask for creation of design layout. It should be mobile friendly and responsive.
Web portal should follow GIGW guidelines and should be WCAG compliance.
It should allow roll-based access. User with admin right can directly publish the content over website
Should have Search Engine Optimization (SEO) tool
Social Media Management
Web portal should have a CMS based separate module for social media activities which will allow integration of Twitter/face book/Instagram social media accounts of Science City with this system.
It should also allow publishing/advertising the science city across all the social media platform with single click. It should allow real-time and automated posting to multiple channels; for example, the same post can be sent to Twitter, Facebook and Instagram with one click.
Proposed system should allow to show social media tweet/posts on science city web-portal on real time basis.

vii. MIS/Dashboard/Reporting Module

Functional Requirements
System should able to generate static as well as dynamic/customized reports.
System should be able to generate various reports in tabular, graphical reporting
System should be able to generate pre-configured reports like <ul style="list-style-type: none"> • Visitor count: Daily/Weekly/fortnightly/monthly/quarterly/yearly- Gallery/Attractions wise, specific exhibit wise, visitor category wise, time-slot wise • Revenue Generation: Daily/Weekly/fortnightly/monthly/quarterly/yearly- Gallery/ Attractions wise, specific exhibit wise, time-slot wise • Various pre-configured ERP module wise reporting • Revenue Stream: Online, Ticket window, kiosk, card etc. • Inventory tracker: repair, maintain request status

Functional Requirements
Dash Board
System should be able to generate user specific dashboards like for Management user, Admin user, based on employee access etc.
User will be able to select personalized dashboard from the preconfigured style as well as he will be able to customize the same
Once dash board selected by the user it will be fix till further changes done by the user even, he logs out and logged in again
System should be integrated with the web-portal, social media, CRM module for publication of data on dashboard

viii. **Souvenir shop or Point of Sale or Retail Management system**

Functional Requirements
It should allow creation of Price list/catalogue, point of sale, invoice generation, stock management etc.
System should be integrated with the end to end ERP module, web portal etc.
System should be able to generate various static and dynamic reports like sales, invoicing, inventory report

4.4.3. **Instances for Regional Science Museum Centres:**

Department of Science and Technology, Government of Gujarat is establishing five state of the Art Regional Science Museum (RSM) in the state of Gujarat at Rajkot, Patan, Bhavnagar, Bhuj and Vadodara.

The software developed for Science City will be utilized in as separate instance for these RSMs. At the relevant time, bidder will have to provide additional 1 dedicated resource (O&M Support executive) at each RSM and 1 shared Technical Support Executive for Central infra management at GSDC, Gandhinagar for all the RSMs. Further, required OS/environment/DB licenses will be procured separately by DST/GUJCOST at the relevant time. However, installation, implementation, training and O&M will be bidder's responsibility at no additional cost to the tenderer.

4.4.4. **Other functional requirements of the system:**

- a) Tenderer will provide the required Compute Infrastructure (IT Infrastructure) at Central location i.e. GSDC only for hosting of proposed systems. However, bidder needs to submit the detailed Bill of material along with the technical bid for the requirement of compute infrastructure. Following format may be used for submission of BoM:

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. 1 physical core = 2 vCPU

- b) However, bidder is responsible for providing all the system software like database, OS required for successful functioning of the proposed systems.
- c) **Chat bot:** Bidder is also responsible for implementation of chat bot functionality for both employees as well as visitors.
- d) Bidder is responsible for adhering the GSDC policy as it's an ISO certified data center from time to time like-
- 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 at free of cost. However, bidder is responsible for closing all the vulnerability and observations raised by the GSDC.

- Patch Management will be done by Selected Bidder with the help of current DCO of GSDC
 - Selected Bidder is responsible to compliance all VA/PT/ISO/ any other audit done by GSDC.
- e) Proposed system should be supplied with onsite warranty and maintenance support for the contract duration.
- f) Online Ticket Booking System: At present science city has an average visitor load of 3,000 a day. Considering the same proposed system should capable to handle the load with Concurrency of 100 users transacting at a time.
- g) If the load will increase the selected bidders has to convey to SCIENCE CITY and accordingly the additional compute infrastructure & licenses will be provided by the tenderer separately.

4.4.5. Operations and Maintenance Support for 7 years from the date of Partial Go live:

- a) Bidder is responsible for end-to-end O&M support of 7 years from the date of Partial go-live for all the systems (hardware & software) provided by him.
- b) Bidder is also responsible for providing **annually 250 hrs offshore** development support for software/system support for continuous development, bug fixing, patch updation etc. bidders needs to be considered the same in his financial quote.
- c) Bidder is also responsible for periodic maintenance of all the hardware provided by him i.e. once every quarter.
- d) **Manpower deployment:** Bidder is responsible for deployment of required qualified, skilled and experienced manpower at the Science city, Ahmedabad for the contract duration. Minimum required resources are defined below:

i. Development/Implementation Phase:

Bidder shall deploy following resources during development to complete the project in prescribed timeline. The developer team resources will be based onsite at location/premises to be provided by Government of Gujarat.

S/N	Designation	Nos.	Education Qualification & Experience	Terms of Reference
1	Project Manager	1	BE/B.Tech in CS/IT/EC or MCA + MBA/PG in management/PMP with minimum 10 years of experience	head the project team and co-ordinate the developers, O & M team, support and handholding team
2	Business Analyst	2	Bachelor of Engineering (BE/BTech) or Masters in Computer Applications (MCA) / MBA with Minimum 4 years of experience as Business Analyst	Requirement gathering, standardization across businesses of processes and master data, Business Process Re-engineering etc.

- ii. **O&M Team (for 7 years from the date of Partial Go-live):** During the O&M phase bidder is required to provide Minimum 2 resources as mentioned below:

S/N	Designation	Nos.	Education Qualification & Experience	Terms of Reference
1	Tech support executive	1	BE/B.Tech in CS/IT or MCA or MSc IT with minimum two years of post-qualification experience	Technical support including applying patches/updated/upgrades/bug fixing, OS updation, antivirus updation, DB Management, CMS work, etc.
2	O&M support Executive	1	BE/B.Tech in CS/IT or MCA or MSc IT with minimum two years of post-qualification experience	Handling other queries like day to day O&M related activities, periodic maintenance, generating daily system status report etc.

- Bidders are expected to carry out the changes that is required due to change in functionalities, Act, Rule 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 for such requests.
- Above mentioned are the minimum resources required however if during the O & M period, bidder may suitably- deploy additional resources to fulfill the SLA terms and conditions in timely manner with permission from SCIENCE CITY and without any additional cost to the TENDERER.
- In case the resource has resigned, then the bidder has to inform at least 2 weeks prior to such resignation.

e) Training

- Bidder is responsible for imparting operation training of all the implemented system to the resources of TENDERER.
- It is desirable that bidder should form a group of maximum 30 in a single batch for imparting the trainings. The Location of Training will be Science City, Ahmedabad and required infrastructure like space, chair, table, projector will be provided by the tenderer. However, required printing materials like booklet, brochure etc. to be arranged by the bidder in hard/soft form.
- Bidder should consider all the other expenses/cost related to the training programs in his financial quote.

4.4.6. Project Deliverables related with documentation:

The suggested (but not limited to) list of documentation deliverables:

- Software Requirement Specifications SRS (As-Is Report, BPR (Business Process Re-engineering) Report, To-Be Report)
- System Design Specifications (SDS)
- Architecture & DB Design
- Test Cases, Test Reports, UAT Sign-off Certificate
- Integration Plan with other applications
- Integration Test cases & results
- Security Audit Clearance Certificate
- Complete Source Code, library files, DLL's, Setup programs with documentation.
- Software Testing Documentation (including details of defects/bugs/errors and their resolution)
- Training Plan, Training Manuals and literature
- Source code of web application, ERP & Mobile app and its documentation (Customization part of COTS, Full in case of open source)

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

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the SP to SCIENCE CITY and Science Museums for the duration of the contract for providing ERP System, Training, Maintenance and Warranty support against the stated scope of work. SCIENCE CITY & Science Museums shall regularly review the performance of the services being provided by the SP and the effectiveness of this SLA. Gujarat Council of Science City or TPA appointed by SCIENCE CITY will check the application availability, severity level and SLA and calculate the penalty accordingly.

5.1. Definitions

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings as set forth below:

- **“Incident”** refers to any event / abnormalities in the functioning of SCIENCE CITY specified services that may lead to disruption in normal operations of SCIENCE CITY services.
- **“Response Time”** shall mean the time taken after the incident has been reported at the concerned reporting center in resolving (diagnosing, troubleshooting and fixing) or escalating to (the second level, getting the confirmatory details about the same and conveying the same to the end user), the services related troubles during the first level escalation.
- **“Resolution time”** the resolution time is the time taken for resolution of the problem and this includes provisioning of the work around to immediately recover the situation. The resolution time shall vary based on the severity of the incident reported.

5.2. Categories of SLAs

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The SP shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the SP shall be reviewed by SCIENCE CITY against this SLA. The SP shall:

- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.

The following measurements and targets shall be used to track and report performance of applications on a regular basis. The targets shown in the following table are applicable for the duration of the contract and on SLAs are applicable on application related performance only.

5.3. Operational Related Penalty

5.3.1 For Software/application Uptime (except Hosting)

S. No	Measurement	Target (Monthly)	Penalty
1	Application (ERP, online ticket booking system and Mobile app) Availability Downtime required for maintenance, new initiatives undertaken by SP or for Performance enhancement measures shall not be considered while calculating product availability. All major maintenance shall be carried out in a planned manner after announcing it across the platform.	>= 99.7%	No Penalty
		Between 99.7% to 98%	A penalty of 1% of Quarterly invoice
		Between 98% to 97%	A penalty of 2% of Quarterly invoice
		Between 97% to 95%	A penalty of 10% of Quarterly invoice
		Below 95%	For Each 1% down an additional penalty of 3% of Quarterly invoice over and above will be levied.

5.3.2 Operation and Maintenance

SLA Measure	Severity 1	Penalty Rs.	Severity 2	Flat Penalty Rs.	Severity 3	Flat Penalty Rs.	Severity 4	Flat Penalty Rs.
Response Time	30 Min		60 Min		2 Hours		4 Hours	
*Resolution Time	< 1 Hrs	Nil	< 4 Hrs	Nil	< 1 Days	Nil	< 3 Days	Nil
	> 1 & < 2 Hrs	15,000	> 4 & < 8 Hrs	10000	> 1 & < 5 Days	5000	> 3 & < 6 Days	1000
	Above 2 Hours	30,000/Perhour or part thereof	Above 8 Hrs	20000	Above 5 Days	10000	Above 6 Days	5000

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: ERP System related problems affecting all or most of the users e.g. all users are unable to log-in / unable to perform any action

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: Individual user unable to use some of the features / applications of ERP System e.g. unable to generate payment invoice, unable to use leave application, etc.

Severity 3: Service is adversely affected resulting in limited business impact or an error that makes a minor function unusable. Example: Individual user unable to use some of the advanced features / applications of System e.g. incorrect data in the reports, etc.

Severity 4: Service is not affected, Changes and Enhancement to be resolved at a future date. Example: Minor suggestions, Label changes, etc.

Severity indicate the priority to resolve the issue. Severity 1 means highest priority and severity 4 means least priority.

Process to measure the SLA and Penalty:

Step 1: All problems/issues faced by Science City's user need to be communicated to SP through phone/ Official Letter / E-Mail.

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

Step 3: Upon confirmation of the problem, helpdesk person resolved the Problem and Inform the User. If Problem is not under helpdesk person then s/he contact to developer team and developer team would resolve the problem as per the SLA matrix provided above.

Step 4: Upon resolution of the problem, if Problem resolved by developer team, they will inform the helpdesk team and helpdesk team will inform the concerned user.

Penalty Calculations

- Penalty calculations shall be calculated on accumulated non-compliance for all of the above SLAs.
- Total Time shall be measured on normal office hours of Government of Gujarat (10:30 AM to 6:10 PM on working days).
- Any planned downtime for maintenance shall be with prior written permission from SCIENCE CITY and must be intimated to all users.

Any availability/uptime requirements under SLA shall be subject to standard downtime, the time lost due to any of the following reasons will not be considered while calculating the availability/ uptime requirement as per the SLA clause:

- Time lost due to power or environmental failures;
- Time taken to recover the system because of power or environmental failures;
- Time taken for scheduled maintenance/ troubleshooting either for preventive purposes or improvement in function or other purposes;
- Time taken for reconfiguration or other planned downtime situations;
- Scheduled shutdowns as required by Department

The quarterly operational penalty is capped at 10% of quarterly invoice value. However, if such value of 10% is reached for any Two Quarters consequently during the contract period, then the Gujarat Council of Science City will have the right to terminate the contract.

5.3.3 Development/Change during O & M Period

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

Note: Operational Related Penalty for Development/Change during O & M Period Once the change is developed and implemented, it will become the part of the Software application and the operation related penalty of the application software will be applicable on that, if any.

5.3.4 Operational Related Penalty for Handholding Support

SLA Measure	Target	Penalty Rs.
Manpower Availability: Non-reporting/Unsanctioned Leaves/ Absent /Non- Replacement: (unavailability beyond the annual permissible leaves of absence without replacement)	Instances beyond admissible leaves	Penalty of Rs. 3,000 per day

This penalty will be additional to nonpayment of man days cost for the said requirement.

- a. The overall operational penalty on account of Non-Deployment of Proposed Resources or Manpower Availability is capped at 50% of Quarterly invoice amount. The penalties, if any, will be recovered against the quarterly payment invoice submitted by the SP.
- b. **Prior Intimated Leave of absence will be allowed:** 24 days per designated post in a Year. If a resource proceeding on leave or becoming absent is replaced with a resource approved by authority, then such substitution will not be treated as absence.
- c. In exceptional cases, the tenderer may allow longer period of absence without penalty, provided prior approval is obtained.

6. **SECTION VI: BID FORMATS**

Bid Proposal Form

(Shall be uploaded a scanned copy on Bidder's letterhead duly signed by Authorized signatory)

Date:

To,
Executive Director
Gujarat Council of Science City
Science City Rd., Off S. G. Highway,
Ahmedabad - 380 060
Sub: Compliance with the tender terms and conditions, specifications and Eligibility Criteria

Ref: CONTRACT FOR _____.

Dear Sir,

With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the bidder>>.

We wish to inform you we have examined the bidding documents, we the undersigned, offer to provide the _____ as detailed in the above-mentioned bid submitted by us.

If our Bid is accepted, we undertake to;

1. Execute all contractual documents and provide all securities & guarantees as required in the bid document (and as amended from time to time)
2. Provide the requisite services within the time frame as defined in the bid documents (and as amended from time to time)
3. Maintain validity of the Bid for a period of 180 days from the date of Bid opening as specified in the bidding document, which shall remain binding upon us and may be accepted at any time before the expiration of that period.

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 Science City Tender Committee for disqualification will be accepted by us.

Thanking you,

For <Name of the bidder>>
<<Authorized Signatory>>
<<Stamp of the bidder>>

Self-Declaration Certificate by Bidder

The
Executive Director
Gujarat Council of Science City
Science City Rd., Off S. G. Highway,
Ahmedabad - 380 060

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 3 years, ending on 31stMarch, 2017 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 _____ 20__

Signature: _____

(in the Capacity of) : _____

Duly authorized to sign bid for and on behalf of

Format for 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/equipment 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/PURCHAER 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 _____ 2019

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/10/2018/18/DMO dated 16/04/2018 issued by Finance Department or further instruction issued by Finance department time to time.

Format of Earnest Money Deposit in the form of Bank Guarantee

Ref: _____ Bank Guarantee No. _____

Date: _____

To,
Executive Director
Gujarat Council of Science City
Science City Rd., Off S. G. Highway,
Ahmedabad - 380 060

Whereas _____ (here in after called "the Bidder") has submitted its bid dated _____ in response to the Tender no: XXXX **for Tender No: - _____ RFP for " _____ "**

KNOW ALL MEN by these presents that WE _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto the _____, Science City in the sum of _____ for which payment well and truly to be made to Science City , the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 2019.

THE CONDITIONS of this obligation are:

The E.M.D. may be forfeited:

If a Bidder withdraws its bid during the period of bid validity

Does not accept the correction of errors made in the tender document;

In case of a successful Bidder, if the Bidder fails:

- 1) To sign the Contract as mentioned above within the time limit stipulated by purchaser or
- 2) To furnish performance bank guarantee as mentioned above or
- 3) If the bidder is found to be involved in fraudulent practices.
- 4) If the bidder fails to submit the copy of purchase order & acceptance thereof.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without Purchaser having to substantiate its demand, provided that in its demand 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/PURCHAER 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 _____ 20__.

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/10/2018/18/DMO dated:16/04/2018 issued by Finance Department or further instruction issued by Finance Department time to time.

7. SECTION VII: TECHNICAL BID FORMS

Form:1 Particulars of the Bidder's organization

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

Form: 2 Bid Processing Fees & Earnest Money Deposit Details

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

Form-3: Financial strength of the bidder as per Eligibility Criteria no. 2

Financial Year	Turnover (Rs. In Cr)	Audited Accounts Submitted (Y/N)
2016-17		
2017-18		
2018-19		

Form-4: Details of completed projects of ERP system & Mobile application as per Eligibility Criteria no. 3

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)

Form-5: Detailed Technical Proposal/Bid including Technical solution proposed, Bill of Material, Approach & Methodology etc.

Form 6 – Format of Affidavit

(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 Performa" (wherever applicable) as well as failure to give requisite information in the prescribed Performa may result in rejection of the tender.
- 7) My / Our firm has not been banned / debarred / black listed by any Government Department / State Government / Government of India / Board / Corporation / Government Financial Institution in context to purchase procedure through tender.
- 8) My / Our firm has not violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India.
- 9) 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.
- 10) The above certificates / documents are enclosed separately and not on the Performa printed from tender document.
- 11) 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].
- 12) 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.

- 13) I / We have physically signed & stamped all the above documents along with copy of tender documents (page no. ---- to --).
- 14) 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.
- 15) 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.
- 16) I / We hereby commit that we have paid all outstanding amounts of dues / taxes / cess / charges / fees with interest and penalty.
- 17) 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 Bidder

Place:

(Signature and seal of the Notary)

Form 7 – Format of MAF (Applicable for Software OEM only)

Joint Undertaking by Original Equipment Manufacturer (OEM)/Developer and Bidder Authorization Form

No. _____ dated _____

To

Ref: Tender No. _____

Subject: _____

Dear Sir,

We, _____ who are established
and _____ reputed _____ developers/manufacturers of
_____ having development center/
factories at _____
_____ (address
of development center/factory) do hereby authorize M/s.

_____ (Name & Address of agent) to submit a bid, and sign the contract with you against above mentioned RFP.

We hereby confirm that the offered Product in the referenced RFP will be provided unconditionally with a back to back 24x7x365 warranty and support including subscription covering upgrades, updates, patch updates, bug fixes, Fault Reporting, Trouble Ticketing, call resolution etc. available for the period of Seven years (Five years + two years extended support) for the entire scope of the project through M/s _____ (SI/Bidder) from the date of Go-Live and also till Go-live.

If we go for bespoke development the tenderer shall have full rights of sharing source code with Gujarat State Government Departments/Boards/Corporations. If we go for COTS product, we agree to the fact that full IPR of the customized/developed solution for this project shall rest with the tenderer except the COTS, BI, OS and DB. Incremental IPR will be created during the Development process which will be since paid for by the tenderer; hence such IPR will rest in tenderer.

We agree to the fact that tenderer has right to retain customization layer and right for further development during the contract period and in future as well (perpetual for life). Therefore, tenderer will hold perpetual development and user rights for in-house use of the full solution/customized portion including full user rights on third party modules used as part of the SP's provided solution. This also agreed that tenderer will not have commercial rights to sale the product in open market.

Yours faithfully,
(Name)
(Name of manufacturers)

Yours faithfully,
(Name)
(Name of Bidder)

Note: This letter of authority should be on the OEM letter head jointly signed by a person's competent and having the power of attorney to bind the both OEM of COTS as well as Bidder. The Bidder in its bid should include it.

8. SECTION VIII: PRICE BID FORMAT

Bidder should quote firm rates for the entire Scope of Work and Technical Requirements mentioned in the Tender Document including cost of add-on functionality/features proposed by bidder over and above the scope of work:

S/N	Description	Qty	Unit Rate	Total Amount (Rs.)	Rate of Tax (%)
A	B	C	D	E= C x D	F
Schedule-I					
1.	Design, Development, Integration & Implementation of web portal, ERP System & Mobile App including online ticket booking system with Prepaid card system of Science city (as per the technical & functional scope of work, inclusive of all the cost such as one-time cost of software/application, OS, Database licenses for the entire contract duration)	1			
2.	Self Service Kiosk (Floor Mounted) As per the technical and functional scope of work defined in the RFP document and including two months of consumables)**	10			
3.	Retail Point of Sale including Ticket printing machine and Bank PoS As per the technical and functional scope of work defined in the RFP and two months consumables)**	20			
4.	QR/Bar Code Reader As per the technical and functional scope of work defined in the RFP, AMC/warranty support for contract duration)**	100			
5.	Prepaid Card with Branding**	1,000			
Sub-Total (I)					
Schedule-II					
6.	Operations and Maintenance Support & AMC of hardware for 7 Years from the date of Partial Go-Live (as per the scope of work, inclusive of all the cost such as manpower, offshore development support, warranty support for the entire contract duration) @	1			
Sub-Total (II)					
Schedule-III: O&M Manpower required for Regional Science Museum					
7.	O&M Support executive ###	5			
8.	Technical Support Executive ###	1			
Sub-Total (III)					
Grand Total (I + II + III)					

Note:

- 1) ** The quantity mentioned above for all line items is notional for evaluation purpose only. However, actual order quantity may vary during the contract tenure depending upon the actual requirement of Science City.
- 2) @ Operations and maintenance cost for 7 years to be quoted by the bidder should not be less than 25% of sum total of Schedule-I.
- 3) ### The quantity mentioned above for all line items is notional for evaluation purpose only. However, actual

order will release separately during the contract tenure depending upon the actual requirement of Science City. Payment will be released on Half yearly basis from the date of deployment.

- 4) Non-acceptance of the above condition(s) or Conditional bid shall be rejected.
- 5) The bidder has to provide single make & model of each line item along with required supporting documents, in the technical solution document.
- 6) For evaluation purpose only Sr. no. 2 to 5 and 7 to 8 in above table will be multiply by 10. Further, the L1 Shall be calculated as

L1 Price = {Sum Total of all the line Items i.e. Item no.1 & 6} + (10 * Total Cost of Item no. 2 to 5 and 7 to 8)

XXXXX – END--XXXXXX