



Request for Proposal (RFP) For Selection of an agency to develop and establish a website, mobile app and infrastructure for the SOU facility, enabling streamlined Ticket bookings on Design, Build, Finance, Operate and Transfer (“DBFOT”) basis



Tender Number: XXXXXXXX

Statue of Unity Area Development and Tourism Governance Authority

New Administrative Building, Ekta Nagar
Ta. Garudeshvar, Dist. Narmada - 393 151 Gujarat, India

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1 Disclaimer

1. This RFP (defined hereinafter) is issued by the Statue of Unity Area Development and Tourism Governance Authority (the "Authority") to set out the process for selection of the bidder (defined hereinafter) to develop and establish a website, mobile app and infrastructure for the SOU facility, enabling streamlined Ticket bookings Design, Build, Finance, Operate and Transfer ("DBFOT") basis for the period of 10 Years as per the scope defined in this document at Statue of Unity, Ekta Nagar.
2. The information contained in this RFP or subsequently provided to the Bidder (defined hereinafter), whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisors, is provided to the Bidder on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
3. This RFP is neither an agreement nor an offer by the Authority to the prospective Bidders or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful for them in preparing and submitting their Proposals pursuant to this RFP.
4. This RFP does not constitute any recommendation of an offer to buy, purchase or subscribe to any securities or assets mentioned herein. Neither this RFP nor anything contained herein shall form the basis of or be relied upon in connection with any contract, agreement, undertaking, understanding or commitment whatsoever. Furthermore, this RFP confers neither the right nor expectation on any interested party to be selected to participate and/or be selected successfully in the Bidding Process (defined hereinafter).
5. This RFP does not solicit any action based on the material and information contained in this RFP. Nothing in these materials is intended by the Authority to be construed as legal, technical, accounting or tax advice.
6. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Services (defined hereinafter). Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Authority, its employees, or advisors to consider the investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP. The assumptions, assessments, statements, and information contained in the Bidding Documents, especially details regarding the project site, may not be complete, accurate, adequate, or correct. Further, this RFP may not be all-inclusive and may not contain all the information that the recipient may consider the material for preparing and submitting its Bid. Each Bidder should, therefore, conduct its investigations and analysis and should check the accuracy, adequacy, correctness, reliability and

completeness of the assumptions, assessments, statements, and information contained in this RFP and obtain independent advice from appropriate sources.

7. Past performance is not a guide for future performance. Forward-looking statements (if any) contained in this RFP are not predictions and may be subject to change without notice. Actual results may differ materially from the forward- looking statements due to various factors. This RFP and opinions, if any, contained herein are based upon information available to the Authority. No statement, fact, information (whether current or historical) or opinion contained herein should be construed as a representation or warranty, express or implied by the Authority (including its authorized representatives or its professional advisors or any other persons/entities shall be held liable for the authenticity, correctness, or completeness of any such statements, facts, or opinions).
8. Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon the interpretation of the law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law express
9. The Authority, its employees and advisors make no representation or warranty and shall have no liability to any person, including any applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this bid stage.
10. The Authority also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. In addition to other disclaimer(s) of/ by the Authority in this RFP, the Authority hereby further disclaims all liability for any statements made or omitted to be made in this RFP or, any action taken or omitted to be taken pursuant to this RFP.
11. The Authority may in its absolute discretion, without assigning any reason and at any time during the Bidding Process, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. The participation in the Bidding Process shall be deemed to be an acknowledgement by the Bidder that any such amendment shall be binding on such Bidder.
12. The issue of this RFP does not imply that the Authority is bound to select a Bidder and the Authority reserves the right to reject all or any of the Bidders or Bids without

assigning any reason whatsoever. Mere submission of a responsive Bid does not ensure the selection of the Bidder as a Selected Bidder.

- 13.** The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.
- 14.** Nothing contained in this RFP shall be deemed to relieve, wholly or partially, directly, or indirectly, the Bidders from their compliance with any law in force, and/ or any instrument having the force of law, as may be applicable to them. A Bidder shall inform itself concerning and shall observe and comply with, any applicable legal requirements.
- 15.** By procuring a copy of this RFP, the recipient accepts the terms of this disclaimer notice, which forms an integral part of this RFP and all other terms and conditions of this RFP.

2 Bid Summary and Facts Sheet

| Sr. No. | Key Information | Details |
|---------|-----------------------------|---|
| 1. | Assignment Title | Request for Proposal (RFP) For Selection of an agency to develop and establish a website, mobile app, and infrastructure for the SOU facility, enabling streamlined Ticket bookings on Design, Build, Finance, Operate and Transfer ("DBFOT") basis |
| 2. | Assignment Background | <p>The Agency shall be required to do below task:</p> <ol style="list-style-type: none"> 1. Develop, deploy and operate website and Mobile application for ticketing solution. 2. Supply, Install, Integrate and Commissioning of required infrastructure to run ticketing solution 3. Providing manpower for Ticket booking and Validation. 4. Operation & Maintenance of SoU Ticketing solution including existence or new infrastructure for the period of 10 years. |
| 3. | Authority | Statue of Unity Area Development and Tourism Governance Authority (SOUADTGA). |
| 4. | Agreement Period | <p>Agreement period is for 10 (Ten) Years.</p> <p>The agreement period can be extended further up to two year (1 year at a time), provided the Authority is satisfied by the performance of the Agency.</p> |
| 5. | Joint Ventures / Consortium | Consortium is not allowed in the bid. |
| 6. | Bid Submissions | <p>Bids should be submitted in an envelope clearly mentioning that "RFP for Selection of an agency to develop and establish a website, mobile app, and infrastructure for the SOU facility, enabling streamlined Ticket bookings on Design, Build, Finance, Operate and Transfer ("DBFOT") basis."</p> <p>The envelope should further contain the following 2 (two) sealed envelopes:</p> <ul style="list-style-type: none"> ● Envelope 1: EMD & Tender Fee ● Envelope 2: Technical Bid <p>The Financial Bid shall only be submitted online on www.tender.nprocure.com</p> |

| Sr. No. | Key Information | Details |
|---------|----------------------------|--|
| 7. | Bid Evaluation | Evaluation of the Bids shall comprise of the following stages: Stage 1: Evaluation of the PQ Bids Stage 2: Evaluation of Technical Bids Stage 3: Evaluation of the Financial Bids (only for the Qualified Bidders). |
| 8. | Method of Selection | QCBS (70/30) The Format of the Financial Bid is placed in Annexure 1. |
| 9. | Eligibility Criteria | Technical Criteria: Please go through the document in detail. |
| 10. | Bid Processing Fee and EMD | <p>Bid Processing Fee: Rs. 17,700/- in the form of a Demand Draft, drawn in favour of “Gujarat Informatics Ltd.” payable at Gandhinagar.</p> <p>Earnest Money Deposit: Rs. 10,00,000/- (Ten Lac only) in the form of either Bank Guarantee (BG) or a Demand Draft (In case the Bidder is submitting the EMD in the form of a BG, the same shall be done as per the Format for Bank Guarantee at Form 6) from the List of Banks as per Annexure 2 favouring “Gujarat Informatics Ltd.”, payable at Gandhinagar.</p> <p>The validity period of the Bid Security, shall not be less than 60 (Sixty) days from the Bid Due Date, and may be extended as may be mutually agreed between the Authority and the Bidder from time to time.</p> <p>The EMD of the unsuccessful/disqualified bidders shall be returned preferably within 15 days from the date of signing of the contract agreement with the Successful Bidder. The EMD of the successful bidder shall be returned upon submission of the Performance Guarantee.</p> |
| 11. | Validity of the Bid | 180 (one hundred eighty) days from the Bid Due Date. |

| Sr. No. | Key Information | Details |
|---------|--------------------------------|--|
| 12. | Performance Guarantee/security | The selected Bidder shall submit a Rs. 50,00,000/- (Rs. Fifty Lacs only) as Performance Security in the form of an unconditional and irrevocable Bank Guarantee and in the format, to be subsequently provided by the SOUADTGA. The Performance Security shall be submitted on / or before the date of signing of the Agreement. |

3 Interpretation

In this RFP,

- a) The singular includes the plural and vice versa, and any word or expression used in the singular has the corresponding meaning used in the plural and vice versa.
- b) Reference to any gender includes the other genders
- c) Unless otherwise stated, a reference to a Clause, Sub-Clause, Paragraph, Sub paragraph, Annex, Exhibit, Attachment, Schedule, or Recital is a reference to a Clause, Sub-Clause, Paragraph, Sub paragraph, Annex, Exhibit, Attachment, Schedule, or Recital of this RFP.
- d) A reference to any agreement is a reference to that agreement and all annexes, attachments, exhibits, schedules, appendices, and the like incorporated therein, as the same may be amended, modified, supplemented, waived, varied, added to, substituted, replaced, renewed, or extended, from time to time, in accordance with the terms thereof.
- e) The terms "include" and "including" shall be deemed to be followed by the words "without limitation", whether so followed, or mentioned in this RFP.
- f) A reference to a "writing" or "written" includes printing, typing, lithography and other means of reproducing words in a visible form.
- g) Any date or period outlined in this RFP shall be such date or period as may be extended by the Authority, in its absolute discretion.
- h) A reference to "month" shall mean a calendar month, a reference to "week" shall mean a calendar week and a reference to "day" shall mean a calendar day, unless otherwise specified.
- i) The terms "hereof", "herein", "hereto", "hereunder" or similar expressions used in this RFP mean and refer to this RFP and not to any Article, Clause or Section of this RFP.
- j) The terms "Article", "Clause", "Paragraph" and "Schedule" mean and refer to the Article, Clause, Paragraph and Schedule of this RFP so specified.
- k) The words "other", "or otherwise" and "whatsoever" shall not be construed ejusdem generis or be construed as any limitation upon the generality of any preceding words or matters specifically referred to.

- l)** In the case of any conflict, discrepancy, or repugnancy between the provisions of the RFP and the provisions of the Agreement or any other documents, provisions of the Agreement shall prevail over and supersede the provisions of other documents.
- m)** In the event of any disagreement or dispute between the Authority and a Bidder regarding the materiality or reasonability of any matter including any event, occurrence, circumstance, change, fact, information, document, authorization, proceeding, act, omission, claims, breach, default or otherwise, the opinion of the Authority as to the materiality or reasonability of any of the foregoing shall be final and binding on the Bidder.
- n)** The descriptive headings of Articles and Sections are inserted solely for convenience of reference and are not intended as complete or accurate descriptions of content thereof and shall not be used to interpret the provisions of the Agreement.
- o)** Words and abbreviations, which have well-known technical or trade/commercial meanings are used in this RFP in accordance with such meanings; and
- p)** References to any law shall include references to such law as it may, after the date of this RFP, from time to time be amended, supplemented, or re-enacted.

4 Brief Introduction

- a) The Statue of Unity Area Development and Tourism Governance Authority (the "Authority" or "SOUADTGA") has been created under The Statue of Unity Area Development and Tourism Governance Act, 2019. It is the Statutory Authority to develop and implement various projects and oversees the overall development of the destination.
- b) The Statue of Unity has emerged as one of the most prominent tourism destinations in the country. Intending to provide the tourists with additional convenience and information before they reach the destination.
- c) The Authority shall implement and monitor the services being provided by the Agency being selected through this tender process.
- d) The Agency will initially be selected to design, develop, implement and maintain the Web application, Mobile Application, Booking Hardware and Ticket Validation hardware and deploy manpower as per scope mentioned in this document for a period of 10 (Ten) Years. The Agreement period can be extended further up to two year (1 year at a time), provided the Authority is satisfied by the performance of the Agency. The Project will be totally on Design, Build, Finance, Operate and Transfer ("DBFOT") basis.
- e) The bidding process ("Bidding Process") shall be carried out by following a single-stage, 2 (two) packet system i.e., by submission of a technical bid ("Technical Bid") and financial bid ("Financial Bid") separately (collectively referred to as "Bid") by the Bidders. The eligibility of a Bidder to submit a Bid shall depend upon the Bid being responsive in terms of this RFP and upon it meeting in entirety the minimum qualification criteria as laid down in this RFP.
- f) The evaluation of bids shall be as per QCBS (70/30) method.
- g) Details on the timelines / Bidding schedule relating to the Bidding Process have been provided in Section 5.4
- h) RFP and other related documents can be downloaded from the tendering website on or prior to the Bid Due Date.
- i) The Bidders are required to submit the Bid Processing Fee in the form of a Demand Draft and the EMD in the form of an unconditional and irrevocable Bank Guarantee or Demand Draft.

Bidders are requested to refer to Annexure 2 for a list of banks from which such a Bank Guarantee or Demand Draft must be issued along with the Bid. The validity period of the EMD shall not be less than 60 (Sixty) days from the Bid Due Date, which shall be extended on mutual agreement.

- j) The Financial Bid is to be submitted online on the website only, as mentioned in this RFP. The Financial Bid shall not be submitted along with the Technical Bid (neither in Hard Copy nor in the pen drive). If the Financial Bid is submitted along with Technical Bid, it will lead to the disqualification of the Bidder.

5 Information to Bidders

5.1 Definitions

The following terms wherever used in this RFP (including in the recitals and schedules and annexure) shall have the following means:

- a) "Authority" shall mean "Statue of Unity Area Development and Tourism Governance Authority (SoUADTGA)".
- b) "Agreement" or "Operations Agreement" means the agreement to be executed between the Authority, and the Selected Bidder in relation to the Services to be undertaken by the Selected Bidder and includes recitals, schedules, and attachments thereto, that may be amended, supplemented, or modified in accordance with the provisions thereof.
- c) "Agreement Period" Initially the Agreement period is for 10 (Ten) Years. The agreement period can be extended further up to two year (1 year at a time), provided the Authority is satisfied by the performance of the Agency.
- d) "Applicable Laws" means all laws, brought into force and effect by GoI and/or GoG, including any statute, law, regulation, ordinance, rule, judgment, order, decree, clearance, approval, directive, guideline, policy, requirement, circulars, re• enactments, revisions, applications and adaptations thereto made from time to time and in force and effect, judgments, decrees, injunctions, writs and orders of any court, arbitrator or governmental agency or authority, rules, regulations, orders, and interpretations of any governmental authority, court or statutory or other body applicable for such transactions or any similar form of decision, or determination by, or any interpretation or administration of any of the foregoing by, any governmental agency whether in effect as of the date of this RFP or thereafter and in each case as amended or modified, from time to time.
- e) "Applicable Permits" means any consent, license, approval, registration, resolutions, corporate actions, sanctions, exemption, waiver, permit or no objection certificates, or other authorization of any nature which is required to be obtained or maintained by the Bidder under Applicable Laws during the subsistence of this RFP.
- f) "Web Modules and Mobile Application" for the purpose of this tender shall mean a Development and Maintenance of all modules defined in scope of work in this document.
- g) "Bid" has the meaning ascribed to the term of the RFP.

- h) "Bidder" shall mean an individual legal entity (private/public limited company or partnership firm or proprietorship firm), who has/ have responded to the Tender and submitted its Bid in response to the Tender. Consortium is not allowed to bid.
- i) "Bidding Process" has the meaning as ascribed to the term in Section 4(e) of the RFP.
- j) "Bid Processing Fee" shall mean a non-refundable fee as mentioned in this RFP in the form of a demand draft drawn in favour of the Authority, to be accompanied with the Technical Bid.
- k) "Bid Due Date" means the last date for submission of a Bid, as may be modified by the Authority in accordance with the terms of this RFP.
- l) "Business Day" means such a day on which the offices of the GoG are open for work and business.
- m) "Coercive Practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process and/or performance of the Services.
- n) "Competent Authority" means GoI or GoG or governmental department, commission, board, body, bureau, agency, authority, instrumentality, or administrative body, central, state, or local, having jurisdiction over the Authority and the works or any part thereof or the performance of all or any of the Services, obligations, or covenants of Authority under or pursuant to this RFP or any portion thereof.
- o) "Corrupt Practice" means
 - (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly, with the Bidding Process or the LOA or has dealt with matters concerning the Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of 1 (one) year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or

- (ii) save and except as permitted in this RFP, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Services or the LOA or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Authority in relation to any matter concerning the Services.
- p) "EMD" shall mean an amount mentioned in this RFP towards Bid Security in the form of a Bank Guarantee or Demand Draft.
- q) "Evaluation Committee" has the meaning ascribed to the term in Section 5.8 of the RPF.
- r) "Financial Bid" has the meaning as ascribed to the term in Annexure-1 of the RFP.
- s) "Fraudulent Practice" means any act or omission, including misrepresentation of facts or suppression of facts or disclosure of incomplete facts, that knowingly or recklessly misleads, or attempts to mislead, a person to influence the Bidding Process.
- t) "Good Industry Practice" means the exercise of that degree of skill and care, diligence, prudence, and foresight which would reasonably and ordinarily be expected from a skilled, efficient, and experienced services provider and a person engaged in the provision of services in similar Services.
- u) "GoG" means the Government of the State of Gujarat, its respective departments, or any other authorities, agencies, and instrumentalities functioning under the direction or control of the Government of Gujarat and its administrators, successors, and assigns.
- v) "GoI" means the Government of India, its respective departments or any other authorities, agencies, and instrumentalities functioning under the direction or control of the Government of India.
- w) "Letter of Award" or "LOA" shall mean the Letter of Award to be issued to the Selected Bidder by the Authority, in accordance with the terms of this RFP.
- x) "Agency" shall mean the Selected Bidder with whom the Agreement has been executed by the Authority.
- y) "Party" individually means the Bidder or the Authority as the context may admit or require.

- z)** “Person” means any individual, corporation, partnership, joint venture, trust, society, government or governmental authority or agency or any other legal entity.
- aa)** “Pre-qualification Criteria” has the meaning ascribed to the term in Section 6 of the RFP.
- bb)** “Restrictive Practice” means forming a cartel or arriving at any understanding or arrangement among Bidders or any other person, with the objective of restricting or manipulating a full and fair competition in the Bidding Process.
- cc)** “RFP” means this document, prepared, and issued by the Authority and includes all the annexures, appendices, schedules hereto and all supplements, corrigendum modifications, amendments, alterations, or clarifications hereto issued in accordance with the terms hereof.
- dd)** “Services” means the scope of work to be performed by the Selected Bidder, in accordance with the terms of the RFP and the Agreement.
- ee)** “Selected Bidder” means the Bidder who has been selected by the Authority and who is in receipt of the Letter of Award issued by the Authority, in accordance with the Evaluation Method, the terms of this RFP and/or such other additional terms as may be prescribed by the Authority and/or pursuant to Applicable Laws.
- ff)** “Staff” means all persons employed or engaged (including volunteers, agency, casual or contract personnel) by the Bidder for undertaking the provision of the Services or any activity related to or connected with the provision of the Services.
- gg)** “Tax” means all forms of taxes whether direct or indirect and whether levied by Gol, Authority or Competent Authorities, and in respect of any Person and all penalties, charges, costs, and interest relating to it.
- hh)** “Terms of Reference” or “ToR” means the objectives, scope of work, activities, tasks to be performed, and respective responsibilities of the Authority, and the Selected Bidder, as set out in detail in Section 7 of the RFP.
- ii)** “Undesirable Practice” means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a conflict of interest in the selection of Selected Bidder by the Authority or performance of the Services by the Selected Bidder.

5.2 General Conditions

By procuring this RFP, the Bidder is deemed to have made the following acknowledgements and representations:

- a) The Bidder acknowledges that the Authority does not have any obligation to give such representation or warranty in relation to the Bidding Process and the Services and the Authority assumes no liability whatsoever in this respect.
- b) The Bidder represents to the Authority that they have the necessary financial resources available for supporting the Bid and for undertaking and performing the Services.
- c) The Bidder shall indemnify the Authority in the event of any claims or actions which may arise against the Authority, in relation to the Bidding Process, this RFP or the Bid.
- d) The Bidder acknowledges that upon being selected as the Selected Bidder it shall undertake and perform the services in accordance with the terms and conditions set out under this RFP, the Letter of Award, the Agreement, and such other agreements as may be required by the Authority to be entered into upon by the Selected Bidder in connection with the Services.
- e) The Bidder acknowledges that it shall fulfil all the terms of this RFP, Bidding Process, and the Bid (as submitted by it and as accepted by the Authority) if it is declared as a Selected Bidder.
- f) The Bidders represents that it follows the requirements under all the Applicable Laws.
- g) The Bidder represents to the Authority that it has / they have obtained all requisite corporate permissions and regulatory approvals required for submission of the Bid and shall be required to submit the requisite supporting documents along with the Bid in this regard.
- h) The Bidder acknowledges that the performance of the Services may be subject to statutory, regulatory, and contractual approvals and the Bidder shall, as and when required, submit the necessary applications, and obtain approvals and comply with any other requirement under the Applicable Laws. The Authority shall not in any way be responsible for any delay or rejection of such approvals or termination of any of the documents/ contracts.
- i) The Bidder acknowledges that this offer to participate in the Bidding Process should be treated as strictly confidential, in accordance with the terms of this RFP.

- j) Bidder shall provide only a single Bid for the project.
- k) The Bidder should satisfy themselves that this RFP received by it is complete in all respects. If this RFP or any part thereof is erroneous or missing, the Bidder shall notify the Authority immediately at the email address:
 - 1. ceo-sou@gujarat.gov.in - (Office of CEO, SoUADTGA)
 - 2. acct-souadtga@gujarat.gov.in - (Office of Account Officer, SoUADTGA)
 - 3. dgmtech-gil@gujarat.gov.in - (Office of GIL)
 - 4. [hirenp@gujarat.gov.in](mailto:hiren@gujarat.gov.in) - (Office of GIL)
- l) The Bidder acknowledges and agrees that it has relied entirely on its own enquiries and diligence in preparing its Bid.
- m) In an event the Bidder conceals any material information or makes a wrong statement or misrepresents facts or makes a misleading statement in its Bid, in any manner whatsoever, the Authority reserves the right to reject such Bid and/or cancel the Letter of Award (if issued) and/or terminate the Agreement, and forfeit the EMD and/or Performance Security, as the case may be. The Bidder shall be solely responsible for such disqualification based on its declaration under the Bid.
- n) By using this RFP (including submitting a Bid) or otherwise participating in this Bidding Process, the Bidder is deemed to accept all the terms and conditions of this RFP. The Authority may reject a Bid if the Bidder does not accept all the conditions in this RFP.
- o) A Bid submitted by a Bidder shall be final and binding on the Bidder but shall not be binding on the Authority.
- p) The Bid submitted by the Bidder shall be evaluated by the Authority based on the terms and conditions as set out under this RFP and the Authority shall, in its sole discretion, select the Selected Bidder.
- q) For the avoidance of doubt, the terms and conditions set out under this RFP shall be applicable to the Letter of Award to be issued by the Authority to the Selected Bidder.
- r) Strict adherence to the formats annexed as appendices in this RFP is required. Non-adherence to formats and/or submission of incomplete information may be grounds for declaring the Bid as 'non-responsive', in the absolute discretion of the Authority. Each format must be duly signed and sealed by the Bidder.

- s) The Authority may, at any time before the Bid Due Date, for any reason whatsoever, without assigning any reason, amend, modify, or supplement this RFP by way of an amendment/ corrigendum. Such amendment/ modification/ supplementation shall be uploaded on the website and shall be binding on the Bidders.
- t) Notwithstanding anything contained in this RFP, the Authority reserves the right to accept or reject the Bid(s) or to annul the Bidding Process and reject the Bid(s), at any time, without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons for such actions.
- u) If for any reason, the Bid submitted by the Bidder is rejected or cancelled for any reason whatsoever, the Authority may:
- v) consider the offer from the other Bidder, whose Bid is responsive and valid, including any deviations/amendments to the Bid, as may be acceptable to the Authority; or annul the Bidding Process; or
- w) take any such measure as may be deemed fit at the sole discretion of the Authority.
- x) The Authority shall have no obligation to undertake or continue the Bidding Process with the Selected Bidder and further shall have the discretionary right to engage in negotiations/ discussions with other Bidder(s).
- y) All clarifications and interpretations circulated by the Authority shall be deemed to be part of this RFP. Verbal clarifications and information provided by the Authority, or their employees or representatives, shall not in any way or manner be binding on the Authority. However, the Bidder shall have undertaken an independent due diligence and appraisal for participation in the Bidding Process and shall not rely on the information provided by the Authority.
- z) A Bid shall be reviewed by the Authority for compliance with the submission requirements set forth in this RFP.
- aa) The Bid should be unambiguous and should have clearly defined segments to facilitate the evaluation of the same by the Authority. The Bidder acknowledges that to allow the Authority to evaluate the Bid within the limited time available, the Bid needs to be all-encompassing, elaborate, and consistent.

- bb)** The Bid submitted by a Bidder shall be scrutinized to establish responsiveness to the requirements laid down in this RFP. In addition to the events set out in the RFP, the following events or occurrences may cause the Bid to be considered as non-responsive, at the sole discretion of the Authority:
- cc)** the Bid that is incomplete, i.e., not submitted in the formats set out under this RFP or not accompanied with any of the applicable documents as specified by the Authority.
- dd)** the Bid is not signed by an authorized signatory, authorized for submission of the Bid and/or stamped in the manner indicated in this RFP.
- ee)** any material inconsistency in the information/documents submitted by the Bidder.
- ff)** the validity of the Bid is less than the Bid Validity Period.
- gg)** the Bid being conditional in nature.
- hh)** the Bid is not received within the Bid Due Date, or such other deadline as may be permitted by the Authority, in its sole discretion; the Bidder has directly or indirectly participated in the Bidding Process.
- ii)** the existence of a conflict of interest as per provisions of this RFP.
- jj)** the Bidder delaying the submission of additional information or clarifications sought by the Authority.
- kk)** in the event any of the Bidder is currently undergoing any winding up / insolvency proceedings.
- ll)** the Bidder makes any misrepresentation, or any misleading or inaccurate statement, or has omitted any material information in relation to the Bid the Bidding Process.
- mm)** The Authority has determined that the Bidder has, directly or indirectly or through any other person engaged in Corrupt Practices, Fraudulent Practices, collusive or Coercive Practices; in such cases, the Authority may also decide to blacklist (for any period as may be determined by the Authority) the Bidder from participation in bidding for any other project of the Authority or the GoG or Gol.
- nn)** The Bid submitted by the Bidder shall become the property of the Authority and the Authority shall have no obligation to return the same to the Bidder. However, the EMO and Performance Security submitted by a Bidder shall be returned in accordance with and subject to the terms contained in this RFP.

- oo)** The decision of the Authority in relation to the contents and terms and conditions of this RFP and the Bidding Process shall be final and binding on the Bidders and the Bidders shall accept such decision of the Authority without any demur or protest.
- pp)** A constituent of a Bidder should not be a constituent of another Bidder, or affiliate or group company of another Bidder (or any constituent thereof should not, receive or have received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its affiliate or group company (or any constituent thereof), or have provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its affiliate or group company (or any constituent thereof); or the Bidder should not have the same legal representative for purposes of the Bid as any other Bidder; or the Bidder, its affiliate or group company (or any other constituent thereof) should not have a relationship with another Bidder, its affiliate or group company thereof, directly or through common third-party/ parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other. This restriction shall not be applicable to Bidders, their affiliates, or group companies that are central or state government public sector undertakings.
- qq)** A Bid once submitted must be valid for a minimum period of 180 (one hundred eighty) days from the Bid Due Date ("Bid Validity Period"). If the Bid Due Date is required to be extended by the Authority, the Bid Validity Period shall also be deemed to be extended by the Bidder.
- rr)** The Authority reserves the right to conduct due diligence verifications on the Bidder at any stage of the Bidding Process. If the Authority requires any information, document, or other support from the Bidder, for the purposes of conducting any diligence, the Bidder shall provide the same at its own cost.
- ss)** The Authority shall have the right to blacklist Bidders from participating in any future tenders issued by the Authority (including forfeiting of the EMD) upon the occurrence of the following events:
- tt)** If a Bidder withdraws its Bid after its Technical Bid has been accepted by the Authority; or
- uu)** In a Selected Bidder fails to execute the Agreement within 07 (seven) days or a period lesser than that, from the date of issuance of the Letter of Award by the Authority; or

- vv)** If a Bidder conceals any material information or makes incorrect and misleading statements or misrepresents facts in its Bid, or
- ww)** If a Bidder engages in a Corrupt Practice, Fraudulent Practice, Coercive Practice, Undesirable Practice or Restrictive Practice; or
- xx)** If a Bidder tries to influence the Authority or any of its officials in relation to the evaluation of the Bids.

5.3 Clarifications and Amendment of RFP Documents

- 5.3.1** Bidders may request clarification on any of the points contained in the RFP up to the number of days indicated in Section 5.5. Any request for clarification must be sent in writing by paper and e-mail to the Authority's address as indicated. The Authority will upload a response to all such requests received by it on the website <https://tender.nprocure.com> & www.gil.gujarat.gov.in.
- 5.3.2** Bidders may also request clarifications and/or appropriate modifications to the draft of the Agreement, including suggestions on the proposed methodology (work plan), staffing and any suggestions, which may be (in the opinion of the Bidder) required to be made to improve the scope of work to be performed by the Selected Bidder, at any time but prior to the pre-bid meeting, to be organized by the Authority, in accordance with the terms of the RFP.
- 5.3.3** Any clarification provided by the Authority may not be relied upon by the Bidder unless such clarification is provided in writing by the Authority.
- 5.3.4** The Authority reserve the right to not respond to any query or clarification or amendment / modification to the Agreement, sought by a Bidder or provide any clarification to the Bidder, at its sole discretion; no extension of time shall be granted to a Bidder with respect to the Bid Due Date based on not having received a response to clarifications sought from the Authority or its authorized representatives. Nothing in this paragraph shall be considered or read as compelling or requiring the Authority to respond to any query or to provide any clarification to the queries raised by a Bidder.

5.3.5 The Authority may, at its absolute discretion issue interpretations and clarifications and corrigendum to address the query or clarification or amendment/ modification to the Agreement, as sought by a Bidder. All clarifications and interpretations circulated by the Authority shall be deemed to be part of this RFP if provided in writing. Verbal clarifications and information provided by the Authority, or its employees or representatives shall not in any way or manner be binding on the Authority or be deemed to amend/ supplement this RFP.

5.3.6 At any time before the submission of the Bids, the Authority may for any reason, whether at its initiative or in response to a clarification requested by a Bidder, modify the RFP by amendment. Any such amendment shall be issued in writing through corrigenda. Corrigenda shall be uploaded on the website mentioned above and shall be binding on all Bidders.

5.3.7 During the evaluation of Bids, the Authority may, at its discretion, request a Bidder for further clarifications and/or information. The request for clarification and the response thereto shall only be in writing; the Bidder shall be required to reply to the clarification within a period as specified by the Authority.

5.4 Bidding Schedule

The Bidding Process shall be conducted as per the below-mentioned schedule:

| Sr. No. | Event | Key Date and Time |
|---------|--|--|
| 1. | Date of uploading the RFP document | 10/09/2025 |
| 2. | Last date for sending pre-bid queries | 18/09/2025 |
| 3. | Pre-bid meeting | 18/09/2025 at 1500 hrs. at Gujarat Informatics Ltd., Karmayogi Bhavan, Block No. 2, 2 nd Floor, Sector-10, Gandhinagar. |
| 4. | Last date for online submission of Technical & Financial Bid | 13/10/2025 |
| 5. | Last date of physical submission of Technical Bid | 15/10/2025 up to 1700 Hrs. (working day at GIL) |
| 6. | Date and time of opening of Technical Bid | On 15/10/2025 at 1800 hours (if possible) |
| 7. | Opening of Financial Bid | To be intimated later |
| 8. | Execution of the Agreement | To be intimated later |

The time period mentioned above in relation to the Bidding Process is indicative only, and the Authority reserves the right to modify them, in their absolute discretion, without prior consultation with any Bidder.

5.5 Pre-Bid Meeting

The Pre-bid meeting / Conference shall be held at the office of GIL at the below-mentioned address, on the designated date and time (as may be subsequently communicated by the Authority):

Date: DD/MM/2025 at 1200 hrs.
Venue: Conference Room of GIL,
Gujarat Informatics Ltd., Block No. 2, 2nd Floor,
Sector-10, Gandhinagar - 382010 Gujarat, India.

Key Instructions for Pre-Bid Meeting

- A maximum of 2 (two) representatives of each Bidder shall be allowed to participate in such pre-bid meeting, on the production of authority letter from the Bidder.
- The Authority at its absolute discretion shall prepare a response to the queries so raised and upload the same as a corrigendum/ addendum on the above-mentioned website. The Bidders are advised to keep checking the same from time to time.
- Queries, if any, proposed to be raised at the pre-bid meeting by the Bidder should be submitted in writing over email before the date of the pre-bid meeting to the below mentioned officials of the Authority:

1. ceo-sou@gujarat.gov.in - (Office of CEO, SoUADTGA)
2. acct-souadtga@gujarat.gov.in - (Office of Account Officer, SoUADTGA)
3. dgmtech-gil@gujarat.gov.in - (Office of GIL)
4. hirenp@gujarat.gov.in - (Office of GIL)

5.6 Preparation and Submission of Bid

The Bids shall be submitted latest by the Bid Due Date. The Bidders are required to submit the Bid in 3 (three) parts:

Part 1: Tender Fee and EMD (Online and hard Copy)

Part 2: Technical Bid (Online and hard Copy)

Part 3: Financial Bid (Online only)

Bids shall be accepted by the Authority only during office hours on Business Days, up to the last date of bid submission as mentioned in this RFP. It is further clarified that the Authority shall have the sole discretion to reject and return Bids which are received by GIL after the Bid Due Date.)

5.6.1 Part 1: Tender Fee and EMD

- (a) Bid Processing Fee: A Bidder is required to submit a non-refundable Bid processing fee amounting to **Rs. 17,700/- (Rupees Seventeen Thousand Seven Hundred only) ("Bid Processing Fee")** in the form of a demand draft drawn in favour of "Gujarat Informatics Ltd." payable at Gandhinagar along with its Bid.
- (b) Earnest Money Deposit (EMD): A Bidder is required to submit an unconditional and irrevocable bank guarantee as earnest money deposit amounting to **Rs. 10,00,000/- (Rupees Ten Lac only) ("EMD")**, issued in favour of "Gujarat Informatics Ltd.", payable at Gandhinagar along with its Bid. The EMD shall be issued by a Bank (refer to the List of Banks set out in Annexure 2), in the format set out in **Form 06 (in case of Bank Guarantee)** and should have a minimum validity period of not less than 60 (sixty) days, or any other extended period, as may be requested by the Authority. The EMD of the unsuccessful Bidders shall be returned by the Authority preferably after 15 (fifteen) days of the signing of the Agreement with the Selected Bidder. The EMD of the Selected Bidder shall be returned upon submission of the Performance Guarantee. It is hereby clarified that non-submission of the EMD by a Bidder, along with the submission of the Bid, shall lead to the rendering of that Bid as non-responsive, and accordingly, the Authority shall have the right to reject such Bid.
- (c) Bidder to Ensure that the purchaser of the DD towards the Bid Processing Fee and Earnest Money Deposit should be the Bidder only. DDs purchased under the hand / in the name of any purchaser other than the Bidder may render the bid non-responsive.

The Physical copy of the Bid processing fee and EMD shall be submitted before the due date and time of the bid submission to GIL as mentioned below:

DGM (Tech.), Gujarat Informatics Ltd, Block No. 2, 2nd Floor,
Karmayogi Bhavan, Sector 10 A, Gandhinagar, Gujarat, India

The Authority shall be entitled to forfeit the EMD of the relevant Bidder, in the event, inter alia:

- (i) the Bidder fails to extend the validity of the EMD as may be required by the Authority; or
- (ii) a Bidder withdraws from the Bidding Process (having submitted the Bid) at any time after the Bid Due Date; or
- (iii) the Bidder is found to have made a false or misleading representation or statement in the Bid or under any document prepared, submitted and/or executed by the Bidder in relation to the same; or
- (iv) the Bidder is found to be ineligible to submit the Bid under the terms of this RFP or as per Applicable Laws; or
- (v) the Bidder (being a Selected Bidder) fails to perform its obligations within timelines as prescribed in this RFP or timelines as may have been agreed between the Authority and such Bidder; or
- (vi) any other non-compliance with the terms and provisions of the Bidding Process or the Bid submitted by the Bidder.

5.6.2 Part 2: Technical Bid

- (a) A scanned copy of the Technical Bid (including all documentary evidence, required formats and declarations, copy of presentation, etc.) shall be uploaded online. The uploaded document shall be with a cover letter, index page and page numbering.
- (b) The physical submission of technical bid shall be submitted in a bound format, with a cover letter, index page and page numbering. The physical copy should be the replica of the online upload document. The bidder shall also submit the clear and legible scanned copy on pen drive along with the physical copy of the Technical Bid.
- (c) Following list is provided as the guideline for submitting various important documents along with the bid.
 - (i) Cover Letter
 - (ii) Power of Attorney for Authorized Representative

- (iii) Bidders' Particulars as per format shared in RFP.
- (iv) Certificate of Registration/Certificate of Incorporation
- (v) GST Registration
- (vi) Statutory Auditor's certificate and copy of audited financial statements and relevant certificates.
- (vii) Copy of Work Order/Work Completion Certificate/Self Declaration
- (viii) Detailed approach and methodology
- (ix) Proposed Solution Document
- (x) Updated Technical Bid Formats
- (xi) Signed & Stamped RFP document along with Addenda & Corrigendum, if any
- (xii) All the documents mentioned in PQ criteria
- (xiii) Any other document necessary for the bid proposal

(d) The Technical Bid must provide the requisite information, as specified in the below-mentioned formats (being annexed in this RFP):

| Sr. No. | Enclosures to the Technical Bid | Status Submitted / Not Submitted | Page Number |
|---------|---|----------------------------------|-------------|
| 1 | Form 1: Technical Bid Submission Cover Letter | | |
| 2 | Form 2: General Information | | |
| 3 | Form 3: Power of Attorney for Authorized Representative | | |
| 4 | Form 4: Financial Summary of the Bidder | | |
| 5 | Form 5: Letter of Undertaking | Not Applicable for this RFP | |
| 6 | Form 5B: Declaration on Blacklisting | | |
| 7 | Form 6: Format for Bank Guarantee | | |
| 8 | Form 7: Format for showcasing Experience | | |
| 9 | Form 10: MAF on OEM letterhead | | |
| 10 | Scanned copy of Technical Bid in Pen drive | | |

(e) The Technical Bid Must Not include any financial information with respect to the Bid. If any financial information is submitted in the technical response document, the bid will be summarily rejected.

5.6.3 Part 3: Financial Bid

- a) The Financial Bid shall be submitted by the Bidders substantially in the format specified in Annexure 1 (Financial Bid Submission Form) online.
- b) The Financial Bid should be furnished in the format clearly indicating the Bid amount in both figures and words, in Indian Rupees, and signed by the Bidder's authorized signatory. In the event of any difference between figures and words, the amount indicated in words shall be taken in to account.
- c) The cost should be inclusive of all the taxes (excluding GST), duties, fees, levies, and other charges imposed under the Applicable Law on the Bidder and its personnel.
- d) The Financial Bid is required to be submitted online on the tendering portal only.

5.7 Submission, Receipt, and Opening of Bids

- a) The Bid and all related correspondence and supporting documents in relation to the Bidding Process shall be in the English language.
- b) If the supporting documents and printed literature furnished with the Bid are in a language other than English, official translated documents shall be provided and should be duly authenticated and certified by the respective Bidder. Supporting documents and printed literature submitted with the Bid, which are not translated into English, may not be considered, for the purpose of interpretation and evaluation of the Bid.
- c) The Bidder is required to submit information in accordance with this RFP. The Bidder should provide the information sought herein, to satisfactorily establish its competence and ability to undertake the Services, to the satisfaction of the Authority.

5.8 Sealing and Marking of Bids

- a) The Bid shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the Bidder. Any such corrections must be initialled by the person who signs the Bid.
- b) The Bid, along with its relevant enclosures should be bound, paginated, with an index of submission on the first page. Unbounded submissions are liable to be treated as non-responsive.
- c) An authorized representative of the Bidder shall initial all pages of the Bid. The representative's authorization shall be in the form of a notarized power

of attorney accompanying the Bid, or in any other form demonstrating that the representative has been duly authorized by the Bidder to sign the Bid, on behalf of the Bidder.

- d) The signed Technical Bid shall be submitted along with a scanned copy of the complete set of Technical Bid (including all Forms and annexures) in a Pen Drive. The Bid Processing Fee and the EMD must be in one Envelope (Cover-1) and Technical Bid (along with the pen drive) must be in another envelop (Cover- 2). The envelope (Cover - 2) must be clearly marked on top as "Technical Bid".
- e) The two separate envelopes containing the Bid Processing Fee & EMD in one envelope and Technical Bid along with Pen Drive in the other should be placed in one cover envelope which shall be clearly marked with the following transcript:

"Private and Confidential"

“Request for Proposal (RFP) for Selection of an agency to develop and establish a website, mobile app, and infrastructure for the SOU facility, enabling streamlined Ticket bookings reservations on Design, Build, Finance, Operate and Transfer (“DBFOT”) basis”

To,

DGM (Tech.),

Gujarat Informatics Ltd, Block No. 2, 2nd floor,

Karmayogi Bhavan, Sector 10 A, Gandhinagar, Gujarat, India

All envelopes used by the Bidder for the purpose of any submission and communication should be adequately sealed to prevent any interference/tampering while in transit. The Authority shall assume no responsibility for the delay in submission of the Bid or misplacement or premature disclosure of the contents of the Bid and consequent losses, if any, suffered by the Bidder.

5.9 Opening of Technical Bids

After the Bid Due Date, the envelope containing the Technical Bid shall be opened in the presence of the Bidders/ their Authorized Representatives, if they choose to attend such opening of the Technical Bid, on the date and time indicated in DATA SHEET.

5.10 Right of Acceptance

The Authority reserves all rights to reject any Bid including those Bidders who fail to comply with the instructions of the Authority, without assigning any reason whatsoever and does not bind itself to accept the highest/ lowest or any specific Bid. The decision of the Authority shall be final and binding on all Bidders. Any attempt to canvass for the Bid shall render such Bidder's Bid as liable for rejection.

5.11 Negotiations

Upon conclusion of the evaluation of the Financial Bid, the Authority may notify and invite the selected Bidder to negotiate further on the Financial Bid.

5.12 Notification of Award by Issuance of "Letter of Award" (LOA)

After the conclusion of negotiations as specified above, the Authority shall issue a Letter of Award in duplicate in favour of the Selected Bidder, who will return one copy to the Authority, duly acknowledged, accepted, and signed by the authorized signatory of such Selected Bidder, within 7 (seven) days of receipt of the same by the Selected Bidder.

The Selected Bidder with whom the Agreement is to be executed by the Authority shall be required to commence the Services within 7 (Seven) days of issuance of the Letter of Award, following the signing of the Agreement.

5.13 Performance Guarantee/Security

- a) Within Seven (7) calendar days from the date of issue of LOA to the Successful Bidder shall at his own expense submit unconditional and irrevocable Performance Bank Guarantee (PBG) an amount of **Rs. 50,00,000/- (Rupees Fifty Lakhs Only) from a Scheduled Commercial Bank /Nationalized bank** (list of banks provided as part of Annexure 2) in the format prescribed in Form-6 payable on demand, for the due performance and fulfilment of the contract by the bidder. Delay in submission of valid PBG may attract penalty of INR 2000/- per day. Any Delay beyond 21 days, the TENDERER may terminate the contract and Forfeit the EMD. Bidder has to give Performance Bank Guarantee (PBG) for the period of 10 years (i.e. initially for the period of 5 years & for renewal for remaining 5 years).

- b) All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the Successful Bidder.
- c) The Performance Security may be forfeited by the Authority in the event of any breach or negligence or non-observance of any terms and conditions of the Agreement or for unsatisfactory performance by the Selected Bidder. The Performance Security shall be appropriated by the Authority as liquidated damages attributable to the breach or negligence or non-observance of any terms/ conditions of the Agreement by the Selected Bidder.
- d) The Performance Security shall be forfeited in case the bidder withdraws his competency from the work before or after his tender is accepted & the tenderer does not complete the Contract documents.
- e) Upon expiry of the Agreement Period, such portion of the Performance Security as may be considered by the Authority as sufficient to cover any incorrect or excess payments made on the bills to the Selected Bidder shall be retained until the final audit report on the account of the Selected Bidder's bill has been received and examined.
- f) On due performance and completion of the Agreement Period in all respects, the Performance Security will be returned to the Selected Bidder without any interest, on the presentation of an absolute 'No Demand Certificate' issued by the Authority.
- g) In Case, if the tenderer terminates the bidder from the service, the performance security of the bidder would be forfeited.

5.14 Signing of Agreement

The Selected Bidder shall enter into the Agreement with the Authority prior to the commencement of the Services. The Selected Bidder shall provide the Services in accordance with the terms of the RFP and Agreement, to the satisfaction of the Authority.

5.15 Commencement of Services

Bidders are advised to visit these sites in person, to appraise themselves of the site conditions. The Agency shall be required to mobilize resources and commence Services as per timeline defined in the document from the date of issuance of the Letter of Award, following the signing of the Operation's Agreement.

5.16 Confidentiality

Information relating to the submission and evaluation of the Bids shall not be disclosed by the Bidders to persons who are not directly concerned, related, or involved with the Bidding Process, without the prior written consent of the Authority.

5.17 Dispute Resolution Mechanism

- a) The Bidder and the Purchaser shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:
- b) The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- c) The matter will be referred for negotiation between Account Officer and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.
- d) In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Gujarat and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.
- e) The “Arbitration Notice” should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.
- f) Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

5.18 Termination of the Contract

Right to Terminate the Process

Authority reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by Authority under the following circumstances:-

- a.** The selected Bidder commits a breach of any of the terms and conditions of the bid.
- b.** The bidder becomes the subject of bankruptcy, insolvency, and winding up, receivership proceedings
- c.** In case the TENDERER finds illegal use of hardware, software tools, manpower etc. that are dedicated to the project
- d.** If the selected Bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract.
- e.** If deductions on account of penalties & liquidated damages exceeds more than 20% of the total contract price.
- f.** In case the selected Bidder fails to deliver the quantity as stipulated in the delivery schedule, the Authority reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.
- g.** In case of termination, bidder will be paid for the work/services already delivered till the date of termination after deduction of penalties, if any.
- h.** Authority reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills under this contract.
- i.** In Case of termination of the bidder from the service, the Authority shall forfeit the bank guarantee (performance security).

Consequences of Termination

- a. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.
- b. Nothing herein shall restrict the right of Purchaser to invoke the Purchaser Guarantee and other guarantees and pursue such other rights and/or remedies that may be available Purchaser under law or otherwise.
- c. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.
- d. In case of successful bidder is found in breach of any condition(s) of Bid/RFP or supply order/work order, at any stage during the course of Development / supply / installation or warranty period, the legal action as per rules/laws, shall be initiated against the successful bidder and EMD/PBG shall be forfeited, besides debarring and blacklisting the bidder concerned for the time period as decided by Govt., for further dealings with GoG.

5.19 Corrupt Practices

The Bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the Bidding Process and subsequent to the issue of the LOA and during the subsistence of the Agreement. Notwithstanding anything to the contrary contained herein, or in the LOA or the Agreement, the Authority may reject a Bid, withdraw the LOA, or terminate the Agreement, as the case may be, without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder, as the case may be, has, directly or indirectly or through an agent, engaged in Corrupt Practice, Fraudulent Practice, Coercive Practice, Undesirable Practice or Restrictive Practice in the Bidding Process. In such an event, the Authority shall be entitled to forfeit and appropriate the EMD or Performance Security, as the case may be, as damages, without prejudice to any other right or remedy that may be available to the Authority under the RFP and/or the Agreement, or otherwise.

Without prejudice to the rights of the Authority hereinabove and the rights and remedies which the Authority may have under the LOA or the Agreement, or otherwise if a Bidders found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any Corrupt Practice, Fraudulent Practice, Coercive Practice, Undesirable Practice or Restrictive Practice during the Bidding Process, or after the issue of the LOA or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender issued by the Authority during a period of 2 (two) years from the date such Bidder is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any Corrupt Practice, Fraudulent Practice, Coercive Practice, Undesirable Practice or Restrictive Practice, as the case may be.

5.20 Subcontracting or Outsourcing

Consortium is not allowed in the bid. However, the successful bidder can subcontract / outsource the part of this agreement (such as – LAN cabling & manpower supply for ticketing) with prior written approval from the SOU Authority. Installation, integration, and operation of the supplied hardware are successful bidder's responsibility. The bidder shall be solely responsible to monitor and meet the SLA of the subcontract / outsourced components.

5.21 Failure to agree with the Terms and Conditions of the RFP

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the Authority may award the contract to the next best value Bidder or call for new proposals from the interested Bidders or invoke the PBG of the most responsive Bidder.

6 Bid Evaluation

The evaluation of the Bids shall constitute of the following stages:

Stage 1: Pre-qualification Criteria

A Bidder shall be eligible to participate in the Bidding Process only upon compliance and fulfilment of the below-mentioned criteria ("Pre- qualification Criteria"):

| Sr. No. | Criteria | Description | Proof Document Required |
|---------|----------------------|---|--|
| 1. | Legal Entity | <p>The Bidder should be an Indian firm registered under the Companies Act 1956 or 2013 or a Proprietorship or partnership or a firm/LLP.</p> <ul style="list-style-type: none"> • Bidder should be registered under GST Act and Income Tax Act • Bidder should be in operation in India for a period of at least 3 years as on publication of this tender. | <p>a) Copy of certification of incorporation issued by competent authority/registration Certificate/ Shop& Establishment certificate</p> <p>b) Copy of PAN card</p> <p>c) Copy of GST registration</p> |
| 2. | Financial Capability | <ul style="list-style-type: none"> • The bidder should have annual average turnover of at least Rs. 15 Cr. from IT/ITES business in last three audited financial years ending 31st March 2025, i.e. (FY 2022-23, FY 2023-24 & FY 2024-25). • The bidder must have positive net worth and should be profit making as on 31st March 2025. | <p>Bidder should submit -</p> <p>a) Copy of audited Balance Sheet, audited Profit & Loss statements for each of the last 3 financial years as on 31st March 2025.</p> <p>b) Certificate from the statutory auditor with UDIN number clearly specifying the annual turnover and net worth for each of the last 3 financial years as on 31st March 2025.</p> |

| Sr. No. | Criteria | Description | Proof Document Required |
|---------|-------------------------|--|--|
| 3. | Experience | <p>The bidder should have experience in executing similar* project of IT/ITES with min project value as mentioned below in last ten (10) years to any Central / State Government / PSU / Listed Company.</p> <ul style="list-style-type: none"> • 1 single project of Rs. 8 Cr. OR • 2 projects each of Rs. 5 Cr. OR • 3 projects each of Rs. 4 Cr. <p>*Similar project with experience as below: “Web & Mobile application development in open source or any other technology platform”.</p> | <p>Bidder should submit -</p> <ul style="list-style-type: none"> a. Work order / purchase order copy b. Completion certificate / Go-live certificate issued by the client. c. Detail of the project as per defined clause. |
| 4. | Similar Work Experience | <p>The bidder should possess prior experience in developing, deployment, integration and should be in operation for at least 1 Year after FAT/Go-Live of the following modules in last ten years:</p> <p>Mandatory Modules</p> <ul style="list-style-type: none"> a. User Registration and login validation b. Booking and payment c. Ticket validation <p>The bidders are required to submit single project directly related to the aforementioned modules.</p> | <p>Bidder should submit -</p> <ul style="list-style-type: none"> a. Work order / purchase order copy b. Completion certificate / Go-live certificate issued by the client. c. Screen shots of the project containing defined modules. |
| 5. | Certification | <p>The Bidder must possess any one of the following certifications as on date of bid submission -</p> <ul style="list-style-type: none"> (a) ISO 9001:2015 (b) ISO/IEC 20000-1:2018 (c) ISO/IEC 27001:2022 | <p>Copy of latest Valid certificate</p> |

| Sr. No. | Criteria | Description | Proof Document Required |
|---------|--|--|--|
| 6. | OEM Authorization and Technical compliance | <p>The bidder must be authorized by the OEMs of the respective components to quote in this tender.</p> <p>For clarification to the Bidder: The Bidder has to submit data sheet and the compliance of the proposed product as per asked specification. However, the Authority may ask to submit the cross reference of Technical Compliance with the Product datasheet submitted with the bid response.</p> | Bidders should submit MAF certificate (i.e. for Desktop, Printer, Flap Barrier Turnstile, 8 and 24 Port POE Network Switches) and Technical Compliance on OEM Letterhead |
| 7. | Mandatory Undertaking | <p>The Bidder should:</p> <ul style="list-style-type: none"> - Not have been blacklisted by Central Government / Any State Government / PSU in India as on the date of bid submission. | Bidder should submit Self-declaration duly Signed and stamped by the authorized Signatory in format described in RFP. |
| 8. | Local office | The bidder should have at least one office in Gujarat. If the bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open the office in Gujarat within 30 days from the date of issue of work order if (s)he is awarded the work. | Bidder should submit at least 2 Government proofs. |

Note:

1. Bidders who have submitted the valid tender fee, EMD and other eligibility documents shall be considered for further evaluation. If bidders fail to submit the tender fee, bid security and other eligibility documents as per this RFP document, the Bid of respective bidder shall be out rightly rejected.

Stage 2: Technical Bid Evaluation:

The Authority shall carry out the evaluation of the Technical Bids, based on the marking system as specified in the table below. The technical bids of the bidders who comply with the eligibility criteria mentioned in this RFP will be evaluated and shall also be invited for presentation to the Authorities of Tender Evaluation Panel (and potentially other representatives of the Authorities).

| Sr. No. | Evaluation Criteria | Max. Marks | Document Required |
|---------|---|------------|---|
| 1 | Company Registration: Years of Existence and Operation a) >3 Years to <=5 Years – 5 Marks b) >5 Years to <=10 Years – 8 Marks c) >10 Years – 10 Marks | 10 Marks | Bidder should submit Government issued Registration Certificate |
| 2 | Company Turnover: Average Annual Turnover of the bidder in last 3 financial years (FY 2022-23, FY 2023-24, FY 2024-25) a) > 15 Crores to <=50 Crores – 5 Marks b) >50 Crores to <= 75 Crores – 8 Marks c) >75 Crores – 10 Marks | 10 Marks | Bidder should submit CA Certificate confirming the turnover in last 3 financial Years |
| 3 | Experience of Similar Projects: The Bidder should have experience in executing similar Projects a) For similar work value more than 8 Cr up to 15 Cr - 5 Marks for each Project. b) For similar work value more than 15 Cr – 25 Cr - 10 Marks for each Project. c) For similar work value more than 25 Cr - 20 Marks for each Project. | 20 Marks | Bidder should submit - a. Work order / purchase order copy b. Completion certificate / Go-live certificate issued by the client. c. Detail of the project as per defined clause. |

| Sr. No. | Evaluation Criteria | Max. Marks | Document Required |
|---------|--|------------|---|
| | <p>*Similar project means a project which has following modules namely</p> <ol style="list-style-type: none"> User Registration and login validation Booking and payment Ticket validation | | |
| 4 | <p>The Bidder should have handled electronic ticket issuances and successful validation of below no of tickets per day through the solution deployed in any one project since last one year from the bid date.</p> <ol style="list-style-type: none"> < 500 Tickets – 4 Marks > 500 to <= 1000 Tickets – 7 Marks > 1000 Tickets – 10 Marks | 10 Marks | <p>Bidder should submit-</p> <ol style="list-style-type: none"> Work order copy and completion certificate / Go-live certificate. Undertaking on below <ol style="list-style-type: none"> Client Details Scope of Work along with daily ticketing transactions handled |
| 5 | <p>The Bidder must have provided reports along with Analytic Dashboard in any project – 10 Marks</p> | 10 Marks | <p>Bidder should submit a work order copy and completion certificate / Go-live certificate along with screen shot of the project containing defined Features in this document.</p> |
| 6 | <p>A. Technical Presentation Covering the below parameters:</p> <ul style="list-style-type: none"> Background of Project which includes: <ul style="list-style-type: none"> Understanding of Project Approach & Methodology Detailed Migration and Execution Plan to New Solution Service Delivery approach & Quality Assurance Project Governance, Project Team and Resource Planning | 40 Marks | <p>Bidder has to present and demonstrate the Technical Presentation to the Technical Evaluation Committee</p> |

| Sr. No. | Evaluation Criteria | Max. Marks | Document Required |
|---------|---|------------|-------------------|
| | <ul style="list-style-type: none"> Risks and Mitigation Plan Analytical Dashboard and quality of reports Integration plan with Existing API's & Process Flow | | |
| | B. Bidder has to demonstrate a prototype with ticket booking functionalities. The details are as mentioned on Point # A below. | | |
| | C. Bidder has to demonstrate Offline Ticket Validation functionalities. The details are as mentioned on Point # B below. | | |
| | Total Marks | 100 | |

Note: The Bidder shall submit valid document to comply with the technical evaluation criteria. If bidders fail to submit the documents as per the technical clause, the Bid of respective bidder shall be out rightly rejected.

A. Technical Demonstration of Ticket Booking Functionalities, which includes:

Bidders must demonstrate a comprehensive ticket booking system with the following mandatory features and capabilities:

- Ticket Booking**
The system should allow users to book tickets for various attractions through a user-friendly interface, supporting online and counter-based bookings.
- Slot and Quantity-Based Booking Control**
The system must support booking of tickets with limited time slots and restricted quantity per slot, ensuring proper crowd management at each attraction.
- Unified & Time bound QR Code-Based Tickets**
Each ticket issued must be embedded with a secure QR code that can be used for offline or online validation at entry gates.
- Multi-Attraction & Group Booking in Single Flow**
The system should allow booking of multiple attraction tickets in a single transaction, supporting:
 - Multiple persons
 - Multiple attractions
 - Issuing a single QR code that encapsulates all ticket data for easy validation

5. Ticket Validation Flow

The bidder must demonstrate a complete ticket validation process, showing how:

- QR codes are validated at the gate
- The system handles scenarios with or without internet

B. Offline Ticket Verification Demonstration, which includes:

Quick and seamless ticket verification is critical for the Statue of Unity (SOU) to ensure smooth visitor entry at all attractions. Currently, server-level calls for ticket validation are causing delays. To address this, bidders who qualify in the Pre-Qualification (PQ) stage must demonstrate their solution during the bid evaluation process, showcasing integration of flap barriers with a Local Processing Unit (LPU) that meets the following criteria:

- The LPU must be capable of automatically download ticket data for the next day every evening when connected to the internet.
- All downloaded tickets, including new, must be stored locally within the LPU.
- In case of a ticket cancellation, the LPU should receive and update cancellation data in real time.
- At the time of entry, when a visitor scans their QR code, the LPU should verify the ticket locally without requiring a server call.
- The system must be capable of functioning completely offline, and once internet connectivity is restored, all scanned and validated entries should be synchronized back to the central server automatically.
- The demonstration must clearly prove that ticket booking and verification can be performed by the LPU even without an active internet connection.

This demonstration is a mandatory requirement for technical evaluation and will be a key criterion in assessing the viability of the proposed solution.

Stage 3: Overall Evaluation - On QCBS basis

a. Technical Bid Evaluation:

The technical score of a bidder 'Tb' will be assigned to the bidder and it will be awarded based on the Technical Evaluation Criteria as specified above. Authority's decision in this regard shall be final & binding and no further discussion will be held with the bidders.

Tb: Absolute Technical Score

Tmax: Maximum Technical Score to any bidder

Tn: Normalized technical score of the bidder under Consideration

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

b. Financial Bid evaluation:

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

F_n: normalized financial score for the bidder under consideration

F_b: commercial quote for the bidder under consideration

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

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

$$\text{Normalized Financial Score (F}_n\text{)} = 100 \times \text{F}_{\text{min}} / \text{F}_b$$

c. Final Evaluation of Bid

Proposals will be ranked according to their combined technical (T_n) and financial (F_n) scores using the weights (T = 0.7 the weight given to the Technical Proposal; P = 0.3 the weight given to the Financial Proposal; T + P = 1). The final evaluation will be based on Final Score which shall be calculated as shown below:

$$\text{Final Score (S)} = \text{T}_n \times \text{T} + \text{F}_n \times \text{P}$$

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.

Note:

1. Financial Bids that are not as per the format provided in the RFP shall be liable for rejection.
2. The Bidder must attach valid documents in support to their Technical and Financial capabilities /strength, as mentioned above. Without proper supporting documents, the Bid proposals are liable for rejection.

7 Terms of Reference

7.1 Scope of Work

The main goal of the system is to offer a flexible and scalable solution for managing the operations of the Statue of Unity (SOU). In this regard, SOU prefers a revenue-sharing model where the bidder receives a Fixed percentage of collection from ticket sales. Bidders are required to consider all potential future needs and developments of SOU in their quoted Percentage price, ensuring that the system can adapt to upcoming attractions, increasing visitor footfall, and technological advancements without requiring additional costs. This model incentivizes bidders to provide a comprehensive and long-term solution that aligns with SOU's growth and operational requirements.

1. Software Components [Part A]

The agency will be responsible for the development, implementation, and maintenance of Present Software, website, Mobile app and all other items listed in this RFP. The bidder shall be required to Develop Modules and add on software as enlisted in detailed scope of work, to Maintain the SLAs.

Further Bidder shall be required to maintain the same for entire duration of Contract period and hand over the ownership to Authority, as well as rights and source code to the next agency to ensure smooth Hand Over Take Over (HOTO) process.

2. Hardware Components [Part B]

The agency will be responsible for the maintenance of Present Hardware as listed in this RFP. The bidder shall be required to Add new Hardware as per the Specification mentioned in the RFP for existing as well as new attractions to Maintain the SLAs.

Further Bidder shall be required to maintain the same for entire duration of Contract period and hand over the ownership to Authority, as well as rights to the next agency to ensure smooth Hand Over Take Over (HOTO) process.

3. Manpower Provision [Part C]

The agency shall provide the necessary manpower for TICKET Booking, Validation as well as Developers, Resident Engineers and Project Co-Ordinator and depute the same at Ekta Nagar, so the meet the operational needs of the Project. The details like Manpower count, qualifications etc. are enlisted in the Detailed Scope of Work of this RFP.

Manpower for cleaning, internal attraction operations (e.g., zookeepers, boat drivers), and other non-software-related roles will not be within the agency's scope.

Detailed scope of work

The Statue of Unity Area Development & Tourism Governance Authority (“SOUADTGA” or “Authority”) is functioning as an autonomous body under the aegis of the Government of Gujarat (“GOG”). Government of Gujarat has built an iconic 182-meter-tall statue, Statue of Unity as a tribute to the Iron Man of India, at Sadhu-Bet, approximately 3.5 kms south of the Sardar Sarovar Dam in Narmada district. The statue is dedicated to the nation on 31st October 2018. This site attracts significant tourist footfalls from across the world.

SOUADTGA has conceptualized, and implemented attraction points, like Statue of Unity, Sardar Sarovar Dam, Khalwani Eco Tourism, Zarwani Eco Tourism, Cactus Garden, Butterfly Garden, Ekta Nursery, Vishwa Van, Pet Zone, Children Nutrition Park, Arogya Van, Glow Garden, Jungle Safari, Narmada Maha Arti, Khalwani Couple Cycling, Nauka Vihar, River Rafting, Wellness Centre, Ekta Cruise, Ekta Mall, Auditorium etc. and basic amenities like cafeteria amid the beautiful landscape of the campus.

The broad scope of work shall include, but not limited to proposes to develop and establish an online facility with advance features that includes a website, mobile app enabling streamlined tour bookings, payment transactions, grievance handling for 10 Year, extendable up to 2 years (1 year at a time) on Design, Build, Finance, Operate and Transfer (“DBFOT”) basis. The Solution should be scalable to facilitate around 1.25 lakhs visitors per day in peak seasons. The bidder shall be 100% responsible for executing the ticketing solution not limited to below functionalities:

- 1 The selected bidder referred to as “agency” shall conduct Survey, Design, development, deployment, integrate, test, host, operate and maintain the new ticketing software solution for SOU.
- 2 The agency shall also provision for Meity empanelled cloud service with all major securities and connectivity to host the ticketing solution. The agency should also do necessary arrangement for further customization and testing of the application. DR (Disaster Recovery) site should be established, so that for any failure related to connectivity with cloud service provider / related to infrastructure in cloud will not result in downtime at SOU and the ticket booking and ticket validation can be done through DR site.
- 3 The agency shall also be responsible for providing AMC and support for the existing IT Infrastructure, Non-IT Infrastructure related to ticket booking in Authority Campus.
- 4 The selected agency should propose an optimal solution so that tourists travelling in peak season should not face any hassles during registration, booking, validations and check-out. The Application should support event driven automated workflow and approvals as necessary.

- 5 The currently engaged agency may maintain the existing Ticketing portal and infrastructure for day-to-day operation of SOU ensuring that the SLAs are achieved. In case of development of new application, the bidder coordinate with the SOU Authority and successfully migrate the SOU operation to the new solution.
- 6 Development of the application is suggested / preferred in Open-Source Technology and should be accessible by any device supporting internet and should be able to perform across platforms and interfaces like Desktop, Laptop or any hand-held device like smartphone, tablet, etc. and should be browser Independent. The Ownership of the complete developed platform, API's, customization will be with the Authority and the bidder must submit the complete source code to the Authority.
- 7 The developed web and mobile application should have strong authentication and security features and should maintain security rights and privileges through an Integrated Management Solution. The solution should support authentication through mobile OTP, OTP on email. (The bulk SMS and OTP charges shall be reimbursed by Authority). No Payment for any other consumable materials shall be paid by the authority.
- 8 Bidder must integrate utilize WhatsApp chatbot facility for ticketing. Inventory details of tourist should be maintained by the bidder (Authority will pay WhatsApp SMS related charges).
- 9 The designated bank of Authority is having its branch at Ekta Nagar. The Authority will introduce the bidder with the designated banking partner to integrate with payment gateway and other financial transactions.
- 10 Ticket Confirmation should not take unusual time that is, it should be completed in 120 seconds.
- 11 The application should not allow concurrent sessions for same user on same or other device and the application should support workflow management system in which all the departmental activities/approvals should be integrated.
- 12 The Agency should incorporate Analytics modules and dashboards for trend analysis, facilities availed, infrastructure and facility utilizations, and should facilitate authority in decision-support. It should also support ad-hoc report generations from the database based on required parameters.
- 13 The Application should have the ability to generate automated alerts based on various events or parameters and to send the automated notification through SMS / Emails / broadcast in SOU facility to the targeted recipients.

- 14** The application should be light weight and modular in nature with potential web services / API for any future integration with other similar systems.
- 15** The agency is required to carry out detailed system study and requirement analysis with the stakeholders vis-à-vis the existing process / solution. Subsequently, the agency shall develop new robust application to meet the requirements of Authority.
- 16** The selected bidder should identify the stakeholders with the help of the authority and necessary information should be collected by designing questionnaire, interviews with respective stakeholders. The selected bidder should prepare required documents mentioning each requirement in a detailed with all the necessary features.
- 17** The agency shall also host the new ticketing solution with all required securities and connectivity on Meity empanelled cloud. The agency should design the complete solution in such a way that the ticketing solution should be accessible from cloud environment and if the cloud environment goes down for any reasons (Including due to lack of electricity or internet connectivity), the solution should be accessible from local on-premise environment server with near to zero data loss.
- 18** The agency should provide required redundant network connectivity and other requisites for ticketing solution including deployed applications and augmenting the disaster recovery capacity as per the requirements.
- 19** The Agency shall make a time to time (Weekly, Fortnightly, Monthly, as on-demand) presentation with milestone completion and project status to the authority and other stakeholders.
- 20** The agency is expected to conduct detailed Application training to all identified users before UAT. Comprehensive UAT has to be conducted by the agency and corresponding sign-off should be obtained from the Authority on successful completion. Post-Successful UAT, the agency shall provide trainings to designated staffs of Authority.
 - At the initial stage (after UAT) the bidder shall deploy a qualified trainer at Authority for 2 Weeks to provide multiple rounds of trainings of the entire solution or specific module to Authority Users and designated officers. Later, the On-site Project Manager shall be responsible to provide trainings on request of the Authority.
 - Authority shall arrange for the Training Hall with a batch size as per sitting capacity.
 - Training shall be executed within Authority.
 - Training before UAT will be limited to the Authority users involved to execute UAT as per Scope defined in the RFP.
 - Authority shall arrange for the training hall with sitting arrangement. He Bidder shall be responsible to arrange for necessary infrastructure, printed manual, and other required items for executing the training.

- 21** After UAT, the agency shall proceed for security certification every 6 months or earlier on need basis and at the time of hosting. The agency is required to get the developed application security certified by designated agency by GOG or any CERT-IN empaneled agency before rolling out the application in Production environment.
- 22** The Agency is required to procure required software licenses with support for all environment to make the solution complete.
- 23** The agency shall deploy developer onsite for any kind of troubleshooting, bug fixes, customizations within defined timeline. The Agency shall deploy Technical IT resources (min three resources) on site at Authority for day-to-day support.
- 24** The agency shall also support Authority in adding up new attractions by customization and writing new codes as per the design and functionalities shared by authorities. The new codes/patches should be added in the production environment only after through testing.
- 25** The Agency shall be responsible for the security and maintaining of privacy of the database.
- 26** The Bidder shall be responsible to migrate all relevant data of currently working SoU Ticketing system to New Ticketing solution. Table Structure shall be shared with the successful bidder after on boarding. The DB size is around - 2 TB. The current database used for ticketing is MySQL & Oracle. Bidder has to decide the possible ways for migration all data without any data loss. The Bidder should also share the migration plan with zero downtime along with solution design document. In case of any kind of disaster the bidder may require validating and restore for any discrepancy.
- 27** The Bidder shall be responsible for providing all type of Network connectivity and Internet Services to operate the Ticketing Solution.
- 28** The Bidder shall submit the migration plan with SOU along with SRS document. The SoU shall ask the existing vendor for support in migration. In Case of any dispute, SoU authority shall intervene for successful migration.
- 29** No additional cost will be paid to agency for Change request like Rule Engine & Workflow changes and any others.

7.2 Part A: Software Components

1) User Registration & Profile

User Registration – The users (Visitors, Venue Partners and Authority) will register by creating Username, Password, contact details, Email Id and any other demographic data as requested by authority. These users will be initially validated by OTP based on SMS and/or email Id (OTP should not be required at every login; once User ID and Password are generated, no OTP should be needed) whereas the Venue Partners and Authority Users will be validated based on Workflow and Approval of Authority.

Visitors Login Dashboard – The successful login (using two factor authentication) the user will land to their respective dashboard. **Visitors Dashboard will have:**

- I. **Calendar with Available Dates & Slots for Booking** – The selection of the visit date shall be done using a simple date picker. It will list down all the available attractions at the Statue of Unity on specific date.
- II. **Attraction List** – Each attraction should offer an array of details beyond the basics. Attraction names, brief description, photos, expected exploration time, opening and closing hours, and available time slots should be presented in a user-friendly format. The website should empower visitors with the information needed to make informed decisions. Visitors can even rely on the website or app to suggest an itinerary based on available time slots and specified preferences, ensuring a fulfilling visit without the complexities of planning.
- III. **Timely Reminders** – To further enhance the experience of visitors, a reminder system should be incorporated. Before scheduled time slots, visitors should receive timely reminders, ensuring they are fully prepared for upcoming attractions. Staying informed is integral to an enjoyable visit, and every effort has been made to ensure visitors make the most of their experiences.

Profile Management – Empower users with the capability to keep their profiles up to date, including personal details, contact information, profile pictures and master data list.

2) SOUADTGA Wallet Creation & e-Payment

Fostering a cashless ecosystem that promotes digital transactions

2.1) SOUADTGA Visitor App Wallet Module

- I. **Wallet Creation:** Streamline the account creation process by allowing users to input mandatory information effortlessly.
- II. **Payment Method:** Payment of respective amount through scanning of QR Code and Successful confirmation.
- III. **Payment Authentication:** Enhance Wallet security by offering a variety of authentication methods, such as PIN, fingerprint, or face recognition.

- IV. **Data Encryption:** Safeguard user data and payment information with robust encryption, guaranteeing secure storage and transmission.
- V. **Display Balance:** Present the user's wallet balance in real-time, ensuring they always have visibility into their financial standing.
- VI. **Loading Funds:** Visitors enjoy the flexibility of loading funds into their SOUADTGA app using various payment methods such as credit cards, debit cards, UPI, bank transfers, or other digital wallets. The system should support for accepting international transactions following all legal and financial norms as per Govt of India.
- VII. **Transaction History:** Furnish a comprehensive transaction history that lists all activities, encompassing debits, credits, along with timestamps and descriptive information.
- VIII. **Payment Integration:** Seamlessly link various payment sources, including credit cards, debit cards, bank accounts, and digital wallets, to offer users a wide array of choices.
- IX. **Refund Balance:** For any remaining balance at the conclusion of a user's trip, they can initiate a refund request by providing their bank details. All refunds will be processed automatically, eliminating the need for manual intervention and ensuring a smooth user experience.

2.2) Other Modes of Online Payment

- I. The visitors shall be able to book tickets and proceed for payment directly via Credit Cards, Debit Cards, UPI and Net Banking, without the need of loading funds into the wallet.
- II. The payment gateways should support various cards like Visa, Master Card, Ru-pay, American Express, etc.

3) Ticketing & Booking (Online)

On Dashboard, the Visitor can get the information as mentioned in module 1. Once the visit date is chosen, the webpage/application interface should instantly display a list of available time slots for each attraction. Further, the software should also consider the capacity of the slots/attractions and restrict the ticket booking accordingly ensuring proper crowd management.

3.1) Fresh Booking

- I. The visitor can easily assess the availability of time slots and book the tickets for visit to SoU or any other attraction.
- II. To eliminate the need for repetitive data entry, (such as dates and headcounts) the visitor names list will be automatically populated from the booking history. Users will also have the flexibility to verify these visitors and manually add new ones / delete if needed.

- III. The cart system should enable visitors to effortlessly add multiple attractions to their itinerary. This convenient system eliminates the need for individual checkouts. When visitors are ready to confirm their selections, the cart system should be readily available, displaying all chosen attractions and time slots.
- IV. The system should limit to add up to 10 adult members and up to 5 children in a single booking.
- V. Visitors booking for SoU will have complimentary visit to Projection Mapping, Helipad, Bus Bay without paying any additional amount. The visitor has to select the complimentary visit as per choice during booking for tickets of Statue of Unity.

3.2) Group Booking –

For the 'Group Booking' module, bidders must propose a simplified solution tailored for organizations, schools, colleges, and groups.

- I. The system should enable users to select the kind of organization or group, specify the total number of Indian and foreign travelers, and choose a preferred visit date and time slot for the entire group.
- II. The solution should guide users through a straightforward checkout process; they can simply export an excel file and add data in the downloaded excel, with single upload the user will be able to fill data of group visitors.
- III. The group booking request should be routed through the SoU's administrator approval.
- IV. Administrator should have the facility to approve or cancel any confirmed booking with proper reason. The refund for the cancelled booking should be processed immediately to the original payment mode.
- V. The system should be smart enough to notify and report to SoU administration for multiple booking from same ID or for same set of people booked for same attractions within a period of 1 to 3 months.
- VI. There is a policy of SoU to give 50% discount to certain category of tourists. The System should allow booking for such users as per the policy of SoU, which shall be communicated to the successful bidder.

3.3) Foreign Visitors –

When entering visitor information, users should be able to specify whether the visitor is Indian or a foreigner.

- I. The application should ask for nationality of visitors at the initiation of booking.
- II. The application should ask for required compliance as mandated (this will be communicated to the selected agency), in case of foreign guest to complete the booking.

- III. While booking when a user adds multiple tickets to their cart, the system should intelligently allocate the tickets to the respective categories.
For instance, if a user adds 2 Indian and 1 foreign visitor and books 3 boating tickets, the system should automatically allocate 2 tickets to the Indian category and 1 ticket to the foreigner category and deduct the amount accordingly. The visitor should be able to change these details manually.

3.4) Integration of WhatsApp Chatbot with Ticket Booking System

The bidder shall design, develop, and integrate a WhatsApp-based conversational chatbot with the existing Statue of Unity ticket booking software to enhance visitor engagement and streamline the booking experience. The chatbot must enable visitors to directly interact and obtain:

- I. Information about the Statue of Unity, nearby attractions, events, and facilities.
- II. Availability of time slots, ticket categories, and pricing.
- III. End-to-end ticket booking and secure digital payments.

Functional Requirements:

1. Conversational Interface

- I. AI-powered, multilingual support (English, Hindi, Gujarati, and other languages as required).
- II. 24x7 automated responses for FAQs, directions, and visitor services.

2. Ticketing & Payments

- I. Real-time integration with the Statue of Unity booking engine.
- II. Slot availability check, reservation, payment gateway integration, and e-ticket issuance.

3. Data Collection & Synchronization

- I. Capture visitor demographic and booking data in compliance with applicable data protection norms.
- II. Automatic synchronization with the central Database / Local Processing Unit (LPU) for analytics, reporting, and operational efficiency.

4. Omni-channel Accessibility

- I. WhatsApp chatbot must also be seamlessly accessible via the official Statue of Unity Mobile App and Website.
- II. Consistent experience across channels with a unified database.

5. Value Addition

- I. Personalized recommendations (e.g., Laser Show, Valley of Flowers, Jungle Safari, Cruise, Ekta Mall).
- II. Push notifications for upcoming events, offers, and slot reminders.
- III. Emergency helpline integration for visitor safety and support.

6. Scalability & Security

- I. System should be scalable to handle peak visitor traffic during festivals/holidays.
- II. End-to-end encryption for WhatsApp communication and PCI-DSS compliance for payments.

3.5) Upgradation –

Implement a crucial feature in the SOUADTGA booking system to ensure efficiency and prevent unnecessary/extra purchases.

- I. Mechanism to be developed whereby individuals who have purchased standard/basic tickets are not restricted from buying express tickets. The user should have the option to pay the differential amount of ticket prices and proceed to check out.
- II. Additionally, the individuals who have already acquired express tickets for specific attractions and time slots are prohibited from purchasing additional tickets for the same date, time, and slot.
- III. In special case the visitors can visit the ticket counter and request for change of time slot for the purchased ticket. Approval workflow has to be designed and on acceptance the revised ticket should be issued to beneficiary.

3.6) Ticket Delivery –

Upon a successful payment, the user will receive their ticket through Email, WhatsApp and PDF download link through SMS. Subsequently, the ticket will be conveniently stored in the visitor's profile section, accessible through both the website and the app after logging in. Counter tickets can be printed and also sent through WhatsApp and PDF download link through SMS. The Ticket will have the detail of the Attractions Booked along with the Slot Timings and Pickup point (if applicable). Ticket booking confirmation should be received by the users within 120 seconds. The bidder should add any other information as requested by the authority on the ticket. Information related to Projection Mapping, Helipad, Bus Bay booking should be printed on the SoU Ticket.

3.7) Auto Refund –

The bidders should design the system to streamline the process of refund, eliminating the need for manual process of refunds to users facing disruptions.

- a. In the event of system disconnections or any error, where the payment has been debited from the users account without issuing the tickets / booking confirmation, The Automated Refund System should autonomously process refunds, ensuring users receive their funds promptly and effortlessly.
- b. Further, in case of any cancellation of tickets by the tourists, the system should auto refund (without any manual intervention) the amount to the tourists as per the cancellation policy of Authority. These refunds should be processed within 2 working day, or else penalty will be levied at Rs. 1000 per day.
- c. In case of any force-majeures, and where the attraction is not ready for visit, the tourist should be refunded the full amount or as decided by authority within 2 working days of the intimation by the authority. In this regard, a bulk message should be broadcasted to the visitors and inform them about the cancellation and reasons thereof. This shall be termed as extra ordinary refunds.

3.8) Cancellation –

The bidders should design the system to streamline the process with proper workflow and approvals for refund the payment to the visitor, after cancellation of the ticket by visitor / by SoU. The system should eliminate the need for manual process of refunds to users.

4) Agent Booking / Booking by Ticket Aggregators

4.1) Agent Booking/ Booking by ticket Aggregators:

The bidder will be responsible to develop / assign roles for Agent Booking/ Booking by ticket Aggregators. The Agent should be able to create login credentials with two factor authentication. The Agent details will be verified and approve under the workflow by the SOU authority for booking. The agent should get notification through mail / SMS post approval of his account.

4.2) Study & Policy Capture:

The Bidder shall be responsible to conduct a study with the SoU Stakeholders and record all the functionalities and applicable policies that would be required to facilitate agent for booking. The limitations / restrictions / Policies should be clearly recorded and the same should be incorporated in the system to categorize and facilitate each agent.

4.3) Secure API for Approved Agents

(I): The Bidder shall also be responsible to develop secure API that can be shared with the approved Agents who want to develop their own website /application for booking tickets.

(II): The Bidder shall also be responsible to develop secure API (in the manner and format given) that can be shared with the approved Agents or ticket aggregators who want to develop their own website /application for booking tickets. Further, the bidder has to provide all necessary support for integration, ticket generation and validation to the agents/aggregators at no extra cost in order to Sync API to ensure seamless entry of visitors

5) Ticketing at Counters (Kiosks/ Counter/ Projection/ Jetty/ Complimentary)

5.1) Ticket Booking Kiosks

- I. To fast track the offline ticket booking process, the bidder should place kiosks at various attractions including railway station as and when the need arises on the basis of footfall.
- II. These kiosks should necessarily be integrated with the website so as to display all the details like name of the attractions, brief descriptions, photograph, etc.
- III. Further, the visitor should be able to enter all the necessary data for booking the tickets without the need for login.
- IV. Moreover, the visitor should be able to complete the payment process through UPI or Net banking.
- V. The tickets booked through such kiosks should be sent on email, as an text on the mobile number and on WhatsApp of the user.

5.2) Ticket Booking Counter

- I. The selected bidder should maintain the existing booking counters opened by SoU at various attractions including their hardware, software, LAN Cables, etc.
- II. The selected bidder should open adequate number of new tickets booking counters to manage the footfall and cater the visitors efficiently.
- III. The roles and responsibilities of Authority and Bidder with respect to ticket counter is mentioned in the RFP.
- IV. The booking manpower should be deployed along with ticket booking kit in order facilitate seamless booking of tickets.
- V. All the necessary data of the visitors should be collected by the executive.
- VI. The visitors should be able to complete the payment directly via Credit Cards, Debit Cards, UPI and Net Banking.
- VII. The tickets booked through such counters should be given in physical copies as well as to be sent on email and on WhatsApp to the user.

6) Ticket Validation

All entry points for attractions are equipped with entry barriers, allowing visitors directly or through gatekeeper's support to effortlessly scan tickets. The bidder should establish a Local Processing Unit (LPU) which should contain complete ticket data for the day (pre-booked, newly booked, cancelled).

- I. Each entry gate must be connected to a LPU. It must verify ticket authenticity locally without requiring real-time server communication, ensuring faster visitor flow.
- II. The system must support instant synchronization to fetch new bookings and cancellations periodically.
- III. The Bidder should provide optimized solution to validate tickets of around 2 Lakhs visitors per day during peak seasons. The agency shall also be responsible to supply, install, operate and maintain additional turnstile/flap gate(s) in order to seamlessly validate the tickets.
- IV. In case of breakdown or failure of turnstile or flap gates, the option of hand-held validating devices should also be made available for hassle-free validation wherever necessary.
- V. The agency shall be responsible to fine-tune/upgrade/update firmware and/or application and/or replace required parts for the existing turnstile gate(s) to validate all booked tickets at all the attractions.
- VI. The Bidder can also suggest other optimized solutions to handle the mentioned peak load of visitors with the existing IT and Non-IT Infrastructure installed at SoU or suggest for the new ticket validation gate and integrate the same with Software and database, at no additional cost.
- VII. As part of the scope, the bidder will be responsible to supply, install, integrate and maintain additional 6 (six) turnstile/flap gates in SoU Campus for validation of tickets and 4 (four) lightweight handheld devices seamlessly integrated with the new booking engine for issuing and validation of minimum 1000 visitors in 30 minutes timeframe through each gate. The bidder shall also be responsible to supply all related equipment and accessories for installation and operation of above equipment.
- VIII. The bidder should provide a report on timely basis regarding the tickets validated along with their unique booking ID or Transaction ID so as to appraise authority.
- IX. The system should allow Offline validation of tickets up to 2 hours even during lack of network connectivity or electricity. These data should then be sync with the main system.

- x. The system should disable multiple validations of same ticket
- xi. Unified QR code can be implemented for single booking transaction for multiple attractions.
- xii. The validation has to be made at all entry points in the SoU campus such as Projection Mapping areas, jetty point, etc. Hence, separate a unified QR can be made available for this.
- xiii. The bidder should generate time bound QR codes on the tickets so as to disallow validation outside the selected slot/time of bookings.

7) Venue Partner Portal

Portal Functionalities

- a. **Authentication:** Offer a range of authentication methods, including PIN, fingerprint, or face recognition, to ensure robust security.
- b. **Multi-Factor Authentication:** Bolster security with the requirement of multiple forms of verification for access.
- c. **Data Encryption:** Guarantee the secure storage and transmission of user data and payment information to protect sensitive details.
- d. **Dashboard:** A central hub providing a real-time overview various reports should be made available.
- e. **Transaction Management:** Access a comprehensive overview of transaction history, allowing merchants to monitor the status of successful payments.
- f. **Instant Settlements:** Enable the flexibility to request instant settlements, facilitating direct payment transfers to linked bank accounts and putting control over fund transfers in the merchant's hands.
- g. **Payment Notifications:** Receive timely, real-time notifications for incoming payments, ensuring merchants stay informed about their transaction status.

8) SOUADTGA Office Use / Administration

8.1) User Management –

The administrator should be able to create/approve users and assign/manage user roles, their accessibilities and responsibility. SoU users may include visitors, administrative staff, ticket checkers/validators, etc.

8.2) Enable & Disable Registered Attractions –

Backend team requires capability to enable/disable attractions on specific days or within defined time ranges. The system should allow deactivation of individual time slots or adjustment of slot capacities (e.g. during maintenance).

8.3) Adding New Attractions & Slots –

Backend team should be able to integrate new attractions into the booking engine in future, with title, description, photos, pricing, time slots and capacities.

- i. System should also facilitate onboarding and management of partners, affiliates, or contributors.
- ii. Must support configuration of revenue sharing rules between SoU and partners (authenticated by 2FA).

8.4) SOUADTGA Payment Wallet Admin Module –

Admin team requires comprehensive management of all wallet-related functions. They should see all merchant and user data, approve/suspend wallets, add/edit comments for SoU reference.

8.5) Mass Notification – Integrate SMS and WhatsApp for communication.

- i. **Notification Broadcasting:** Admin can send notifications to all visitors about tickets, notices etc.
- ii. **Mass Cancellation:** Admin can cancel and refund tickets for specific slots due to VVIP events. Real-time usability with backend refund process and workflow approvals.

8.6) Take Down Notice for Fake Websites –

The agency has to proactively identify, report, and act against unauthorized websites/apps engaging in fraudulent bookings.

9) Grievance Redressal & Visitor Support

9.1) Grievance Redressal & Visitor Support

The Agency shall design, develop, deploy, operate, and maintain a unified Grievance Redressal & Customer Support Module for the Statue of Unity Area Development & Tourism Governance Authority (SOUADTGA). This module shall provide an end-to-end, omni-channel mechanism for lodging, tracking, and resolving grievances and service requests related to ticketing, entry/validation, wallet/payments/refunds, venue services, and allied facilities.

9.2) Objectives

- a. Provide a single window for tourists, agents, venue partners, and Authority users to submit and track grievances.
- b. Ensure time-bound, transparent, and auditable resolution with automated notifications and escalations.

- c. Reduce call centre load via self-service knowledge base, chatbot deflection, and guided workflows.
- d. Enable analytics for continuous service improvement and policy decisions.

9.3) Scope & Coverage

- a. End-to-end lifecycle management: log → triage → assign → investigate → resolve → communicate → close → feedback → analyse.
- b. Coverage includes, at minimum: ticketing/booking issues, payment/wallet/refund issues, entry/validation issues, itinerary/slot changes, accessibility requests, safety/incident reporting, lost & found, venue/amenities feedback, partner/agent booking issues, general queries etc.

9.4) Channels of Intake (Omni-Channel)

- a. Web & Mobile App: logged-in user flow; guest flow with OTP/email validation (without mandatory OTP at every login, as per RFP stance).
- b. WhatsApp/Chatbot/IVR: integrate with existing bot and mass notification services; hand-off to human agent on demand.
- c. Email & Call Centre: auto-ingestion of emails and call-logged cases with unique ticket IDs.
- d. On-site Counters/QR Codes: kiosk/counter users can raise tickets on behalf of visitors via QR/webform.
- e. APIs: secure APIs for approved agents/aggregators and venue partners to raise/track grievances.

9.5) Workflow & Roles

- a. Auto-acknowledgement with ticket ID and expected resolution time.
- b. Triage engine assigns to the correct queue (Agency Level 1, Agency Level 2, Venue Partner, Authority O&M).
- c. Role-based access: Grievance Officer, Nodal Officers per attraction/module, Appellate Authority.
- d. SOPs & Templates: standard responses, checklists, and closure codes to ensure consistency.
- e. Field actions: allow on-ground validators/venue staff to add notes/evidence (photos, logs).

9.6) Service Levels (minimum) & Escalations

- a. Acknowledgement
- b. Triage & Assignment
- c. Resolution Targets
- d. Escalation Ladder: L1 (Agency) → L2 (Agency Tech/O&M / Venue Partner) → L3 (Authority Nodal) → Appellate (Authority) if unresolved/dissatisfied within defined TAT.
- e. Penalties: SLA breaches shall attract penalties as per overall RFP penalty framework (and refund-specific penalties already defined).

9.7) Dashboards, MIS & Analytics

- a. Real-time dashboards: backlog, SLA compliance, category/venue, aging, first-contact resolution.
- b. Regulatory & Executive Reports: daily/weekly/monthly; export PDF/XLSX; drilldowns to Booking/Transaction IDs.

10) Reports & Dashboards

10.1) Automated Periodic Reports:

In addition to real-time statistics, the system should be designed to generate periodic reports automatically. The system should send précised/specific reports directly to the designated authorities via email or through Dashboards, keeping all stakeholders updated on the latest developments. This automated feature should ensure that no critical information is overlooked, and authorities can access essential data without delay.

10.2) Custom Reports:

The authorized users should be able to create tailored reports to delve deeper into the data to create tailored reports to address specific inquiries, analyze specific aspects of visitors, ticketing and make data-driven decisions. The reports should also be supported with the Analytical tools for insights into top-selling events, revenue trends, and customer preferences. These reports should also be plotted as chart and trend graphs for further analysis. The reporting system should offer a wide array of reports, each catering to different aspects of the Statue of Unity's operations. Some of the key reports available should include:

- a. **Income & Revenue Reports:** Offering a detailed breakdown of income sources, revenue streams, and financial standing.
- b. **Booking Times Analysis:** Providing insights into the most popular booking times, helping in resource allocation, planning and managing ticket inventory.

- c. **User Feedback and Ratings Report:** Gathers user feedback, reviews, and ratings to assess user satisfaction and make improvements based on user input.
- d. **SOUADTGA Wallet Report:** This module encompasses User Wallet Balances, Transaction History and Trends (by User & Merchant), User Activity (account creations, logins, and transaction, User Feedback and Ratings, Errors and Exceptions Report.
- e. **Visitor summary report, raw booking data report, venue collection report, Refund reports, Venue partner share payable report, Attraction wise booking reports, Income reconciliation with Banks and Payment Gateways.** The reco reports or any other analytical reports as and when required should be made available.
- f. **The bidder should provide clear trail of booking/refund transactions from booking to Payment gateways.** The bidder in support banking partner should establish clear trail from booking to receipt of amount in bank account.
- g. The system should facilitate user to export all kind of tailored reports in various formats, including PDF and XLSX for further reference of SoU as and when requested by Authority.

10.3) Venue Partner Dashboard Reports

Upon logging in, all the venue partners users should land on a dashboard that provides a snapshot of the system's overall performance and key statistics. This summary should offer a real-time overview of crucial data, ensuring that the admin can stay informed and make informed decisions effortlessly.

The Module should have following functionalities:

- a. **Dashboard Overview:** Centralized dashboard offering a snapshot of key performance indicators and revenue metrics. Visual representations of revenue trends, sources, and distribution.
- b. **Performance Tracking for Partners:** Module for partners to track their individual performance and revenue contributions. Access to personal dashboards and reports.
- c. **Transaction Tracking:** Comprehensive logs of all revenue-generating transactions. Real-time tracking of sales, subscriptions, or other revenue-triggering activities.
- d. **Revenue Calculation Engine:** Automated calculation of revenue shares based on predefined rules. Support for various revenue-sharing models (percentage-based, tiered structures, fixed amounts).
- e. **Alerts and Notifications:** Real-time alerts for significant events, important updates or changes
- f. **Detailed Reports and Analytics:** Customizable reports for in-depth analysis of revenue data. Comparative analytics for tracking performance over time.
- g. **Integration with Accounting Systems:** Compatibility with accounting software for streamlined financial management. Data synchronization for accurate financial reporting.
- h. **Mobile Responsiveness:** Responsive design for access or reports on various devices, including mobile phones and tablets.

11) Other Facilities

11.1) Payment Gateway Integration:

The Agency should integrate all the payment mechanisms with the payment gateways offered by the Authority. Further, the agency should also co-ordinate with bankers in order to implement seamless mechanism of payments.

11.2) Ticket Printing

- i. Seamless integration with ticket printers for instant ticket generation (POS Ticket generation tool to be implemented).
- ii. Customizable ticket formats with details such as event information, slot numbers, and pricing (as of now only one standard version of ticket template).
- iii. Agency has to provide paper roll and all necessary consumables to print the ticket.

11.3) Integration with Call Centers

The agency should co-ordinate with the call centers established by the authority in order to have end to end tracking and resolution of the complaints.

11.4) Visitors Rating and Feedback System:

The system should facilitate visitors in rating and providing feedback after their visit. SoU administration should be able to see ratings (individual / summarized) on defined parameters.

11.5) Integration with Third-Party Booking Platforms:

SoU may partner with multiple corporate booking platforms in the future. The agency should provide a secure API to integrate SoU Booking application with partnered third-party booking platforms. The agency must follow best security practices for API integration.

11.6) Commercial Advertisements:

SoU may invite external agencies (Hotels, Transport, etc.) to place advertisements on the SoU Ticketing solution website. Authority will evaluate and share approved advertisement details, and the agency must place/update them on the live system for defined timeframes.

11.7) Data Security & Compliance

The service provider needs to implement stringent security measures to protect user data, user-generated content, and transactions and uphold legal compliance.

- i. Safeguard from unauthorized access and ensure secure financial transactions.
- ii. Continuous monitoring of systems from external threats.
- iii. Regular audits and testing to identify vulnerabilities.
- iv. Regular data backups and recovery mechanisms.

11.8) Training & Capacity Building

Training and capacity building activities must include:

- i. Training of users for effectively using the applications.
- ii. Training of IT staff for operation and maintenance of the SoU Ticketing solution.

11.9) Documentation & Version Control

The agency should manage and maintain version control for all:

- i. Documents
- ii. Reports
- iii. Deliverables
- iv. Application suite and databases

11.10) Copyright & Intellectual Property

In addition to this, bidders are expected to

- i. Ensure the security and authenticity of online bookings.
- ii. Safeguard intellectual property and the reputation of the Statue of Unity.
- iii. Bidders must commit to maintaining the integrity and security of the online presence.

11.11) Other

The agency shall also be responsible to cross reference/validate the transactional report generated through new SOU ticketing solution.

The agency shall also share the partner/merchant revenue sharing report with SoU through workflow and/or on mail for further financial transactions to be carried by the designated bank. The bidder should capture the revenue sharing model and percentage at the time of system study and the model should be developed and automated with SoU ticketing application and the same can be updated by the authority on time-to-time basis with proper approval.

The bidders Financial Institution partner shall also be responsible to cross reference/validate the transactional report generated through new SOU ticketing solution.

7.3 Part B Hardware Components

The SOUADTGA currently possesses the following hardware and network, which plays a vital role in ticketing. The successful bidder is responsible for the maintenance of this hardware or replace the hardware on need basis to maintain the SLAs mentioned for a duration of ten years. To meet the peak requirements and maintain defined SLA, the bidder has to deploy the best available solution. The Bidder has the option to run the operation with the existing HW as detailed in the RFP (if SLAs are maintained) or deploy new from day one.

Table 01 - Overall Hardware Counts

| Sr. No. | Item | Qty. |
|---------|--------------------------------------|------|
| 1 | Firewall (SonicWall) | 1 |
| 2 | Allied Telesis Core Switch | 2 |
| 3 | Dell PowerEdge R7425 | 2 |
| 4 | Storage Controller Dell-ME4024 | 2 |
| 5 | Dell PowerEdge R240 | 2 |
| 6 | ETM Machine Handheld Printer | 20 |
| 7 | Magnetic M325A | 10 |
| 8 | Magnetic FMTP-ML | 13 |
| 9 | Posiflex RT-5015 | 19 |
| 10 | Epson Thermal Printer M325A | 19 |
| 11 | Allied Telesis Network Switch | 21 |
| 12 | Tp-Link EAP225-Outdoor Wi-Fi | 15 |
| 13 | Axis P1435-LE Bullet Camera | 17 |
| 14 | RUGTEK MPOS 800 | 32 |
| 15 | NewLand Mobile POS Newland - MT9051 | 23 |
| 16 | NewLand Mobile POS Newland- NLM-MT90 | 15 |

Table 02 - Server Details

| Sr. No | Item Description | Make | Model No. | Qty. |
|--------|--------------------------------|----------------------------|------------------|------|
| 1 | Firewall | Sonicwall | TZ Series | 1 |
| 2 | Core Switch - 2 nos. | Allied Telesis | AT-x510-28GSX-N1 | 2 |
| 3 | Server 1 | Dell (Linux) | PowerEdge R7425 | 3 |
| 4 | Server 2 | Dell | PowerEdge R7425 | 3 |
| 5 | Storage Controller - A | Dell | Dell-ME4024 | 2 |
| 6 | Server - IP Video Surveillance | Dell (Windows server 2019) | PowerEdge R240 | 1 |
| 7 | OLTPS Live | Nextgen | | 1 |
| 8 | OLTPS Staging | Nextgen | | 1 |
| 9 | Call Centre Server | Dell (Windows server 2016) | PowerEdge R240 | 1 |

Table 03 - Machines & Gates

| Sr. No. | Item | Item Description | Make | Model No. | Qty. |
|---------|--|------------------|------------|------------------|------|
| 1 | ETM Machine | ETM Machine | Sai Balaji | Handheld Printer | 20 |
| 2 | Magnetic Pedestrian Retractable Gate - Std. & Wide | Flap WIDE | Magnetic | M325A | 10 |
| 3 | Pedestrian Turnstile Gate | Tripod-13 | Magnetic | FMTP-ML | 13 |
| 4 | POS Machine | POS -1 | Posiflex | RT-5015 | 19 |
| 5 | Printer | Thermal Printer | Epson | M325A | 19 |

Table 04 - Network Switches, Camera, etc.

| Sr. No. | Item | Description | Make | Model No | Qty. |
|---------|----------------|-------------------|----------------|--------------------------------|------|
| 1 | RFID P2P Link | Wireless P2P Link | Ubiquity | PBE-5AC-Gen2 | 6 |
| | | Wireless P2P Link | Ubiquity | PBE-5AC-Gen3 | 1 |
| 2 | MPOS | Mpos machine | New Land | Mobile POS Newland - MT9051 | 23 |
| 3 | MPOS | MPOS Device | RUGTEK | MPOS 800 | 31 |
| | | MPOS Device | RUGTEK | MPOS 801 | 1 |
| 4 | Camera | Bullet Camera | Axis | P1435-LE | 16 |
| 5 | Wi-Fi Routers | Wi-Fi | TP-Link | EAP225-Outdoor | 15 |
| 6 | Network Switch | Network Switch | Allied telesis | x510-28GSX | 1 |
| | | | | x230L-26GT | 3 |
| | | | | x230-10GT | 4 |
| | | | | AT-IS230-10GP | 8 |
| | | | | x230L-10GT | 4 |

The agency once on boarded shall conduct the survey of the existing IT and Non-IT equipment's and submit the final report with the count, status and condition of the equipment's. The department will re-validate the report and transfer the right to operate and ensure cooperation from existing agency to the selected agency. The agency should ensure that all the equipment's (IT & Non-IT) is working in Effectively and as per SLA.

The agency shall be responsible to handle the peak load of visitors. In case the Agency is not able to cater to the peak load or maintain the SLAs, it is required to replace the hardware or add new hardware wherever needed. The replaced hardware and network should match the specification mentioned for such hardware in the RFP.

The New Hardware which are replaced by the agency to Meet the SLAs should comply with following criteria. These MAFs should be given during technical bid on the letter head of the OEM. Further, the OEM should certify that the hardware will not reach end of life within 5 years of date of supply.

1. Desktop Computer
2. A4 size Multi-Function Mono Laser Duplex Printer
3. Flap Barrier Turnstile
4. CAT6A Network Cable

5. 8 Port PoE Network Switch
6. 24 Port Non-PoE Network Switch
7. 24 Port PoE Network Switch

| 1. Desktop Computer | | |
|---------------------|------------------|--|
| Sl. No. | Parameters | Specification |
| 1 | Type | Tower |
| 2 | Processor | Latest Generation i5/AMD or similar/higher |
| 3 | Memory | Min 8 GB RAM expandable up to 16 GB |
| 4 | Storage | 1TB or Higher |
| 5 | Monitor | Min 21" LED |
| 6 | Operating System | Pre-Loaded Windows 11 Professional or latest |
| 7 | Keyboard & Mouse | Wireless Preferable; or Wired in case-to-case basis, |
| 8 | On-Site Warranty | 5 Years |

| 2. A4 size Multi-Function Mono Laser Duplex Printer | |
|---|--|
| Sr. No. | Parameters & Specification |
| 1 | Paper Size: A4 |
| 2 | Automatic Duplex Feature availability: Yes |
| 3 | Type of Machine: Multifunction Machine |
| 4 | Cartridge Technology: Any Value |
| 5 | Printing technology: Laser |
| 6 | Type of Printing: Mono |
| 7 | Platen: Flatbed; Size: A4 |
| 8 | Scanning Feature Availability: Yes |
| 9 | Networking Feature Availability: Yes |
| 10 | Original Document Feeder Type: DADF/RADF OR ADF or higher |
| 11 | Minimum Speed Per Minute as Per ISO: IEC 24734 In A4 Size-Mono: 20 or higher |
| 12 | On Site OEM Warranty (Year): 5 or higher |

| 3. Flap Barrier Turnstile | | | |
|---------------------------|------------------------|--|-----------------------------|
| Sr. No. | Parameters | Specification | Compliance Remarks (Yes/No) |
| 1 | Type | Flap Barrier | |
| 2 | Dimensions (L × W × H) | Customizable (Typically around 1400mm × 300mm × 990mm) | |
| 3 | Lane Width | Minimum 550 mm (Adjustable) | |

| 3. Flap Barrier Turnstile | | | |
|---------------------------|-------------------------|--|-----------------------------|
| Sr. No. | Parameters | Specification | Compliance Remarks (Yes/No) |
| 4 | Passage Speed | Up to 40 persons/minute | |
| 5 | Power Supply | 110V/220V, 50/60Hz | |
| 6 | Motor Power | 20W DC 24V | |
| 7 | Material | Stainless Steel (Brushed) / Acrylic Flap | |
| 8 | Weight | Approx. 60 kg per unit | |
| 9 | Communication Interface | RS485 or TCP/IP | |
| 10 | Temperature Range | -20°C to 60°C | |
| 11 | Warranty | 4 Years | |

| 4. CAT 6A Network Cable | | |
|-------------------------|---|-----------------------------|
| Sr. No. | Parameters & Specification | Compliance Remarks (Yes/No) |
| 1 | Bidder to supply CAT6A cables to meet the functionality and requirement of the project. | |

| 5. 8 Port PoE Network Switch | | | |
|------------------------------|--------------|--|-----------------------------|
| Sr. No. | Parameter | Minimum Specifications | Compliance Remarks (Yes/No) |
| 1. | Type | Managed Outdoor Industrial grade switch | |
| 2. | Total Ports | The switch should have 8 x ports 100M/1G BaseT PoE port. | |
| 3. | PoE Standard | IEEE 802.3af/ IEEE 802.3at or better | |
| 4. | Protocols | IPv4, IPv6 | |
| 5. | | DHCP support | |
| 6. | | IGMP | |
| 7. | | SNMP Management | |
| 8. | | Should support Loop protection and Loop detection | |
| 9. | | Should support Ring protection | |
| 10. | | End point Authentication | |
| 11. | | Should support NTP | |
| 12. | | Should have IPv4 and IPv6 Static Routing | |

| 5. 8 Port PoE Network Switch | | | |
|------------------------------|-----------------------|---|-----------------------------|
| Sr. No. | Parameter | Minimum Specifications | Compliance Remarks (Yes/No) |
| 13. | Access Control | Support port security | |
| 14. | | Support 802.1x (Port based network access control). | |
| 15. | | Support for IP and MAC binding based filtering and Access List. | |
| 16. | | Support security group access control list | |
| 17. | PoE Power per port | Sufficient to operate the CCTV cameras/edge devices connected | |
| 18. | Enclosure Rating | IP 30 or equivalent Industrial Grade Rating (to be housed in Junction box/Rack) | |
| 19. | Operating Temperature | 0°C to +60°C or better Industrial Grade Rating | |
| 20. | Multicast support | IGMP Snooping V1, V2, V3 | |
| 21. | Management | Switch needs to have RS-232/USB/RJ45 console port for management via a console terminal or PC, Web GUI | |
| 22. | | NTP, Syslog for log capturing | |
| 23. | | SNMP V1, V2, V3 | |
| 24. | Compliance | UL/EN/IEC or equivalent | |
| 25. | Switch Management | All types Fiber/DAC/Cat-6/Cat-7 Patch Cords of various lengths required to Interconnect Switch-Switch, Switch- Server, Switch-LIU must be provided/supplied from day one. | |
| 26. | | Must have Network traffic filtering and network control using MAC and IP- Binding based Access Control. | |
| 27. | | Broadcast storm control to help eliminate network traffic storms | |
| 28. | | Jumbo frame support for packets. | |
| 29. | | Availability of Port statistics through industry-standard RMON | |
| 30. | | Intuitive web interface to upload/download Configurations to and from the switch. | |

| 5. 8 Port PoE Network Switch | | | |
|------------------------------|-------------------|--|-----------------------------|
| Sr. No. | Parameter | Minimum Specifications | Compliance Remarks (Yes/No) |
| 31. | | Intuitive web interface to upload/download the Switch software to the switch. | |
| 32. | | Provision of Dual flash images to provide independent primary and secondary operating system files for backup while upgrading. | |
| 33. | | SNMPv1, v2c, and v3. | |
| 34. | Power Supply: | AC Input | |
| 35. | Surge Protection: | IEC 61000-4-5 complied | |

| 6. 24 Port Non-PoE Network Switch | | |
|-----------------------------------|---|-----------------------------|
| Sr. No. | Parameters & Specification | Compliance Remarks (Yes/No) |
| | Bidder to supply reputed Network Switch to meet the functional requirement of the project | |

| 7. 24 Port PoE Network Switch | | | |
|-------------------------------|--------------|---|-----------------------------|
| Sr. No. | Parameter | Minimum Specifications | Compliance Remarks (Yes/No) |
| 1. | Type | Managed Outdoor Industrial grade switch | |
| 2. | Total Ports | The switch should have 24 x ports 100M/1G BaseT PoE port. | |
| 3. | PoE Standard | IEEE 802.3af/ IEEE 802.3at or better | |
| 4. | Protocols | IPV4, IPV6 | |
| 5. | | DHCP support | |
| 6. | | IGMP | |
| 7. | | SNMP Management | |
| 8. | | Should support Loop protection and Loop detection | |
| 9. | | Should support Ring protection | |
| 10. | | End point Authentication | |
| 11. | | Should support NTP | |
| 12. | | Should have IPv4 and IPv6 Static Routing | |

7. 24 Port PoE Network Switch

| Sr. No. | Parameter | Minimum Specifications | Compliance Remarks (Yes/No) |
|---------|-----------------------|---|-----------------------------|
| 13. | Access Control | Support port security | |
| 14. | | Support 802.1x (Port based network access control). | |
| 15. | | Support for IP and MAC binding based filtering and Access List. | |
| 16. | | Support security group access control list | |
| 17. | PoE Power per port | Sufficient to operate the CCTV cameras/edge devices connected | |
| 18. | Enclosure Rating | IP 30 or equivalent Industrial Grade Rating(to be housed in Junction box/Rack) | |
| 19. | Operating Temperature | 0°C to +60°C or better Industrial Grade Rating | |
| 20. | Multicast support | IGMP Snooping V1, V2, V3 | |
| 21. | Management | Switch needs to have RS-232/USB/RJ45 console port for management via a console terminal or PC, Web GUI | |
| 22. | | NTP, Syslog for log capturing | |
| 23. | | SNMP V1,V2,V3 | |
| 24. | Compliance | UL/EN/IEC or equivalent | |
| 25. | Switch Management | All types Fiber/DAC/Cat-6/Cat-7 Patch Cords of various lengths required to Interconnect Switch-Switch, Switch- Server, Switch-LIU must be provided/supplied from day one. | |
| 26. | | Must have Network traffic filtering and network control using MAC and IP- Binding based Access Control. | |
| 27. | | Broadcast storm control to help eliminate network traffic storms | |
| 28. | | Jumbo frame support for packets. | |
| 29. | | Availability of Port statistics through industry-standard RMON | |
| 30. | | Intuitive web interface to upload/download Configurations to and from the switch. | |

7. 24 Port PoE Network Switch

| Sr. No. | Parameter | Minimum Specifications | Compliance Remarks (Yes/No) |
|---------|--------------------|--|-----------------------------|
| 31. | | Intuitive web interface to upload/download the Switch software to the switch. | |
| 32. | | Provision of Dual flash images to provide independent primary and secondary operating system files for backup while upgrading. | |
| 33. | | SNMPv1, v2c, and v3. | |
| 34. | Power Supply: | AC Input | |
| 35. | Surge Protection : | IEC 61000-4-5 complied | |

Preventive Maintenance

Proactive maintenance should be conducted to identify and rectify potential issues before they lead to hardware failures/malfunctions. This shall include routine inspections, performance tuning, and optimization.

Backup and Data Security

The service provider will implement secure backup systems and data protection measures to prevent data loss and ensure data confidentiality.

Exclusions

The AMC does not cover -

1. Loss or corruption of data due to user actions.
2. any type of Natural Calamities, act of God, war etc.

Hosting (Data Centre & Disaster Recovery)

1. MEITY-Approved Infrastructure

The Agency shall ensure that all application and data hosting is carried out on MEITY-empanelled Data Centres located within India.

2. Regulatory Compliance

The Data Centre must comply with the Information Technology Act, 2000 and all its subsequent amendments, along with applicable Government of India guidelines.

3. Certifications

The Data Centre must possess at least the following certifications to ensure international best practices:

- ISO 27001 (Information Security Management)
- ISO 27018 (Protection of Personal Data in Cloud)
- ISO 27002 (Information Security Controls)

4. Separation of DC & DR

The Primary Data Centre (DC) and Disaster Recovery (DR) site shall not be located within the same premises or facility. This is to ensure redundancy, high availability, and business continuity in case of failure or disaster at one site.

5. Scalability & Performance

The Agency must design the hosting environment considering future scalability , seasonal visitor load spikes, and the hosting of new applications or modules.

6. Cloud Sizing & Infrastructure Details

The Agency shall provide, as part of the bid response, a detailed cloud sizing proposal covering (but not limited to):

- Compute resources (VMs, processors, memory)
- Storage requirements
- Bandwidth requirements
- Load balancer configuration
- Software components, frameworks, and middleware
- Databases and related services
- Any other components required for smooth hosting and performance

7. Infrastructure Upscaling

Based on the project scope, the selected bidder shall be responsible for upgrading or augmenting the existing infrastructure as needed. This includes provisioning of operating systems, frameworks, third-party applications, databases, licenses, and other necessary components for hosting the newly developed applications.

8. Security Posture

The Agency must implement robust security controls to safeguard the application and data from any unauthorized access, breaches, or cyber-attacks. The bidder shall comply with Government of India cybersecurity guidelines, including CERT-In advisories, and ensure secure monitoring and incident management.

9. Dedicated Usage

The selected bidder shall ensure that the allocated cloud infrastructure, compute, and storage capacity are used exclusively for the Authority's applications and not shared with any other client or purpose.

10. Business Continuity & Disaster Recovery (Improvised Addition)

The Agency shall design and maintain a comprehensive Disaster Recovery and Business Continuity Plan (BCP), including

- RPO (Recovery Point Objective) and RTO (Recovery Time Objective) commitments
- Regular DR drills and testing
- Backup and archival strategy
- Monitoring and reporting of uptime as per defined SLA

7.4 Part C: Manpower Components

- A. The proposed manpower to be deployed by selected bidder at Site / Ekta Nagar / SoU is as mentioned below:

| Sr. No. | Position | No. of Manpower |
|---------|--|-----------------|
| 1 | Project Manager/Coordinator | 1 Nos |
| 2 | Developer SoU | 1 Nos |
| 3 | Resident Support Engineer | 3 Nos |
| 4 | Resources for operation of SoU Ticketing Solution (Operational Manpower) | Minimum 50 Nos |

B. Manpower Qualification

| Manpower | Minimum Eligibility | Roles & Responsibility |
|-------------------------------|---|---|
| Project Manager/ Co-ordinator | <ul style="list-style-type: none"> Should be on Payroll of the Lead Bidder. Educational Qualification: BE/B.Tech in IT/ECE/CS or MCA/MBA Total work experience of ≥ 10 Years in the capacity of Project Co-ordinator/ Project Manager | <ul style="list-style-type: none"> Project implementation, Monitoring & maintenance. Responsible for overall management of project Liaison with various stakeholders / agencies of SoU |
| Developers | <ul style="list-style-type: none"> Should be on payroll of the Bidder. Educational Qualification: BE / B. Tech in IT/ECE/CS or MCA Total work experience of ≥ 4 Years in the capacity of Developer/ Module Developer Programming Efficiency in System Languages | <ul style="list-style-type: none"> Overall Web portal and API customization. Documentation, development, testing and deployment under changes management or new development for SoU. |
| Resident Support Engineers | <ul style="list-style-type: none"> Should be on payroll of the Bidder. Any Graduate with IT Certification on IT Systems/Networking Min 2 Years of Experience in implementation & support of IT Systems & LAN/WAN Projects | <ul style="list-style-type: none"> Carrying out regular / preventive health Checks & Monitoring of SoU infrastructure & Network End to end Coordination with all stakeholders and troubleshooting to maintain, performance, availability, response time, problem resolution Activity report preparation & follow up on faults. Generate other reports necessary for SLA compliance and validation of invoices Coordinating with OEM of Hardware / software / and other equipment's OEM |

| Manpower | Minimum Eligibility | Roles & Responsibility |
|-----------------------------|--|---|
| Operational Manpower at SoU | <ul style="list-style-type: none"> Should be 12th Pass from Any stream | <ul style="list-style-type: none"> Responsible for Ticket Issuance / Ticket Validation / Day to Day Dealing with visitors |

c. Manpower Compliance

- The Abovementioned count of manpower are minimum indicative requirements to be deployed Agency at Site. The Agency has to deploy additional manpower based on Visitor counts, Peak Load, maintain SLAs, on request of authority etc.
- The agency should deploy atleast 2 Operational manpower in case new offline ticket counter is opened at any attraction.
- All the manpower should be provided with ID Cards and Uniform (Two Times a Year) as approved by the Authority.
- The Agency shall be responsible for the Conduct and Discipline of the manpower and shall liable to compensate for the loss occurred to the authority due to action / inaction of this manpower.
- The agency shall ensure that manpower especially Operational manpower are deployed before the attraction start time and remain present till the end of the time of attraction.
- The manpower shall be available as per the calendar of Authority. However, one week off shall be conveyed by the authority in advance.
- The agency shall be responsible to comply with the labour laws including OT wages, PF etc.
- A detailed report outlining the deployment status of all manpower including Attendance records, shift details should be provided as and when demanded.

In case of Development of New Attractions:

- The agency should depute necessary additional manpower for each attraction.
- The agency shall be paid at the same percentage share of ticket for new attraction.
- The agency shall open new ticket window for the attraction if required by the authority.
- The roles & responsibilities in case of physical infrastructure of new ticket window are as follows

| Sr. No. | Item Description | Responsibility |
|---------|---|----------------|
| 1 | Furniture like table, chairs, glasses, AC, Water | Authority |
| 2 | Booking Hardware like Computer, other IT Machines | Bidder |
| 3 | Software integration | Bidder |
| 4 | Cable extensions, Ports, switches etc | Bidder |
| 5 | Electricity, Electric Point Connections, Electricity Bill | Authority |

Note : It is in the Authority's scope of provide Electricity wherever required by the bidder.

8 Timeline, Penalty & Financial Terms

8.1 Project Timeline & Penalty:

| Sr. No. | Project Activities/ Milestones | Completion Timeline (in Weeks) | Penalty Amount |
|---------|--|---|---|
| | | T = Start Date (Date of Acceptance of LOA / Date of Intimation) | |
| 1 | Deployment of Project Manager/coordinator, Developer and resident support engineer for the Project | T + 2 Days | Rs. 5,000/- for delay of each resource for each week or part thereof. |
| 2 | Take Stock of existing IT & Non-IT equipment for SoU Operation and transfer credentials, configuration and related documentation to new agency | T + 1 Week | Rs. 10,000/- for delay of each week or part thereof proportionately. |
| 3 | Supply of all required IT & Non-IT equipment's at SoU (Note 1) | T + 3 Weeks | Rs. 10,000/- for delay of each week or part thereof |
| 4 | New Ticketing Solution | | |
| a | System study with departments and Submission of SRS, solution & architecture design, requirement specification, Flow Diagram, User Interface, Test Plan, Deployment Plan, and maintenance (Change Control, Patch management, Upgrades) Plan | T + 4 Weeks | Rs. 20,000/- for delay of each week or part thereof |
| b | Completion of Software Development and Testing of Modules (Web & Mobile) 1. Ticket booking online and physical counter desk. 2. Ticket validation at turnstile gate and mobile application 3. Payment Transactions 4. Payment reconciliation reports 5. MIS Reports | T + 8 Weeks | Rs. 20,000/- for delay of each week or part thereof |
| c | Setup and establish Hosting to smoothly run modules as mentioned in phase -1 | | |

| Sr. No. | Project Activities/ Milestones | Completion Timeline (in Weeks) | Penalty Amount |
|---------|--|---|--|
| | | T = Start Date (Date of Acceptance of LOA / Date of Intimation) | |
| d | Repair/Replace, Upgrade, fine-tune of existing IT & Non-IT field components installed to smoothly run modules as mentioned in phase -1 | | |
| e | UAT and security certification of developed modules (Web and Mobile application) | T + 10 Weeks | Rs. 20,000/- for delay of each week or part thereof |
| f | Commissioning of certified Web & Mobile application. | T + 11 Weeks | Rs. 20,000/- for delay of each week or part thereof |
| g | Transition of SoU Operation to New Application | T + 12 Weeks | Rs. 20,000/- for delay of each week or part thereof |
| h | Go-Live | | |
| i | Successful Go-Live of all modules of SoU Ticketing solution | T2 = T + 12 Weeks | |
| i | Operations and Maintenance | T + 10 years | SLA will be applicable during this period. |
| 5 | SITC and integration of New Attractions or Opening of New Ticket Window | 2 weeks from the date of request raised by department | 0.5% of Monthly Payment for delay of each week or part thereof |
| 6 | Security incident/threat identified in App/Server/Component provided by agency | Every Event | Rs. 1,00,000/- per instance |

Note 1: Bider has to undertake site survey after LoA of existing Hardware and only Non-Functional IT and Non-IT hardware (as mutually decided) needs to be replaced at this stage. Further, Critical hardware to meet the SLAs needs to be replaced mandatorily at this stage.

By Signing the contract, the selected bidder referred to as “agency” guarantees that they will complete the Project within the timeline specified in the clause of Project Schedule. That is all modules, necessary hardware, manpower, integration and project go live stage should be done within 3 months of LoA. The authority reserves the right to provide TLE in case it deems fit.

The bidder shall be responsible to complete the project within the mentioned timeline or within such extended time as specified by the authority. Failure to achieve Completion of the Project as per time schedule shall lead to application of liquidated damages as described in the table above, subject to a maximum of 25% of Monthly Payments.

Once the penalty reaches to maximum threshold, the authority shall have the right to terminate the Contract, pursuant to Clause of Termination of Contract without prejudice to its rights for claiming further general damages under the law. However, the payment of liquidated damages shall not in any way relieve the successful bidder from any of its obligations, duties, and responsibilities to complete the facilities or from any other obligations and liabilities of the successful bidder under the Contract”.

8.2 Project Financial Terms

- a. The agency shall submit the invoice in 1st week of every month for the Net revenue generated through SoU Ticketing solution in previous calendar month. The supporting reports should also be submitted along with the invoice. The same report can also be pulled from the SoU Ticketing Solution for processing the payment.
- b. The total monthly revenue generated by the SoU Ticketing will include all booking related to SoU visit, attraction visit, and adjustment of any cancellation whose refund is successfully executed within that respective month. The revenue related to any cancellation of ticket whose refund is under process will be considered for invoicing in next billing cycle. The reference report shall be generated by the SoU ticketing solution. The bidder has to provide consolidated report on the cancellation of the tickets and amount refunded to SOU from the percentage share decided.
- c. The payment will be done to the agency only after deducting applicable penalty (if any as per this RFP) (with all required supporting documents), after duly complying all the guidelines of this RFP and subsequent agreement. The bidder shall be able to raise invoice on monthly basis. The invoice shall be processed based on the supporting documents and reports submitted e.g. system log reports, tickets, collections, attendance etc.)

9 Service Level Agreement

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 SUCCESSFUL BIDDER to the CLEINT for the duration of this contract period of the Project.

All the payments to the selected bidder referred to as “agency” are linked to the compliance with the SLA metrics specified in this document. Penalty levied for non-performance as per SLA requirements shall be deducted through subsequent payments due from Authority or through the Performance Bank Guarantee.

The SLA parameters shall be measured for each of the sub systems’ SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools. All such required tools should be provided by the agency. Authority shall audit these tools for accuracy and reliability periodically.

The project Service Level Agreement are proposed to be performance based. For purposes of Service Level Agreement, the definitions and terms as specified along with the following terms shall have the meanings set forth below:

1. “Uptime” shall mean the time period for which the specified services / components with specified technical and service standards are available for the application. Uptime, in percentage, of any component (Non-IT and IT) can be calculated as:

$$\text{Uptime} = \{1 - [(\text{System Downtime}) / (\text{Total Time} - \text{Planned Maintenance Time})]\} * 100$$

2. “Downtime” shall mean the time period for which the specified services are not available to the users. The scheduled outages / planned maintenance should be excluded from considering the downtime. The selected agency will require to plan for ‘scheduled outages / planned maintenance’ in advance with prior approval of CLEINT. This will be planned during non - working hours. In exceptional circumstances, authority may allow the selected bidder to plan scheduled downtime in the working hours. The scheduled outages / planned maintenance will include activities like software upgrades, patch management, security software installations etc.

3. “Response Time” shall start from the time incident is reported to the resident engineer/ officer in charge.
4. “Resolution Time” shall mean the time taken (after the incident has been reported), in resolving the said issue and ensuring seamless services.

9.1 Software Performance Uptime and Penalty

The selected agency has to design the system solution in such a way that the system uptime and service availability of all the software and networks should be min 99.9%. This shall be calculated on monthly basis.

| Sr No. | Uptime of Software | Penalty/ Impact Level |
|--------|--|---|
| 1 | Minimum 99.9% uptime measured on a quarterly basis | Nil |
| 2 | <99.9% to >=98% uptime measured on quarterly basis | 10% of the total monthly billing amount |
| 3 | <98% to >=97% uptime measured on quarterly basis | 20% of the total monthly billing amount |
| 4 | < 97% to >=96% uptime measured on quarterly basis | 50% of the total monthly billing amount |
| 5 | <96% up time measured on quarterly basis | No payment |

9.2 Hardware Performance Uptime and Penalty during O&M

1. The selected agency has to design the system solution in such a way that the hardware uptime and service availability of all the hardware and networks should be as follows. Below are the defined **severity, service impact, and time-bound SLAs** for hardware used under the SOU ticketing & access ecosystem.
2. These are turnstiles/ flap gates & controllers, handheld validators, QR scanners, PoS terminals, ticket printers, kiosks, Local Processing Units at gates, network devices, switches, routers, APs, on-prem, DR servers & storage, UPS, power modules for IT, ticketing, booking engine, gate validation services, wallet, payments, refunds services, web & mobile apps, partner/ agent APIs, venue/ merchant portals, analytics/ MIS, notification services, auth/ SSO, and middleware/ integration components. The bidder should display real time report on the Authority user dashboard regarding the operational status of all hardware. Further, a monthly report should be submitted in this regard.

3. Measurements start when the incident is reported by any of the Stakeholders to the resident engineer/ officer in charge.

Severity Matrix & Timelines

| Level | Definition | Business Impact | Response & On-site | Final Resolution / Replacement | Penalty |
|----------------------|---|--|---|---|--|
| L1 – Critical | <p>Site/ zone-level outage or safety/ throughput risk due to hardware failure: all turnstiles at a gate down; core/ aggregation switches down; LPU cluster down; DR/ on-prem server down; ≥50% PoS/ validators at primary counters down.</p> <p>Complete outage or core flow broken: platform not reachable; login/ auth failure for majority; payment authorization/ capture failing system-wide; gate validation service down; booking submission failing across attractions; data corruption risk.</p> | <p>Ticketing/ entry operations halted or severely degraded; queues build rapidly.</p> <p>Ticketing/entry halted or severely degraded at scale.</p> | <p>Ack: ≤10 min (24×7)</p> <p>• Remote diag start: ≤15 min</p> <p>• On-site: ≤60 min</p> | <p>≤4 hrs (replace/ repair failed unit/ module; full throughput restored)</p> | <p>0.25 % of Monthly payment per hour delay</p> |
| L2 – Major | <p>Partial capacity loss with no adequate local workaround: any single-entry cluster ≤50% gates down;</p> | <p>Degraded service; noticeable delays but</p> | <p>Ack: ≤15 min</p> <p>• Remote diag: ≤30 min</p> | <p>≤8 hrs (permanent fix/ replace & re-test)</p> | <p>0.75% of Monthly payment per day of delay</p> |

| Level | Definition | Business Impact | Response & On-site | Final Resolution / Replacement | Penalty |
|----------------------|---|--|--|--------------------------------|---|
| | <p>controller of a turnstile bank faulty; distribution switch/AP stack serving a venue down; $\geq 25\%$ PoS/printers/validators at a location down.</p> <p>Module-level failure or severe degradation: any one critical module down (e.g., wallet top-up, group booking, validation sync) or latency breach impacting $\geq 25\%$ users; partner API failures affecting bulk bookings.</p> | <p>operations continue.</p> <p>queues/delays but operations continue.</p> | <p>• On-site: ≤ 2 hrs</p> | | |
| L3 – Moderate | <p>Single device failure with workaround available: one validator/ QR scanner, one PoS, one ticket printer, one kiosk, one AP, one turnstile (others functional).</p> <p>Functional defects with workaround: single-attraction rule error, UI flow issue, failed notification for subset, report generation delays, minor validation bug.</p> | <p>Localized inconvenience; minimal queue impact.</p> <p>limited subset of users impacted.</p> | <p>Ack: ≤ 30 min</p> <p>• Remote diag: ≤ 1 hr</p> <p>• On-site: ≤ 4 hrs</p> | Next working day | 0.50% of Monthly payment per day of delay |

| Level | Definition | Business Impact | Response & On-site | Final Resolution / Replacement | Penalty |
|-------------------|---|--------------------------|---|--------------------------------|---|
| L4 – Minor | <p>Non–service-affecting faults: cosmetic damage, indicator/LED failure, low printer cutter quality, loose bezels, cable dressing, minor rack/ labelling issues.</p> <p>Cosmetic/UI copy issues, non-blocking accessibility gaps, minor MIS discrepancy with no financial impact, enhancement requests.</p> | No impact on operations. | <p>Ack: ≤4 hrs (OH) •</p> <p>On-site: Next business day</p> | ≤3 working days | 0.25% of Monthly payment per day of delay |

9.3 Classification & Prioritization

a. **Categories (illustrative):** Ticketing & Slotting; Payments/Wallet/Refund; Entry/Validation; Venue & Amenities; Accessibility; Safety/Incident; Lost & Found; Partner/Agent; Information/General.

b. **Severity/Priority Matrix:**

| Priority | Definition / Examples | Service Levels (clock starts on helpdesk log) | Penalty (per incident) |
|----------------------|--|---|--|
| P1 – Critical | Service outage / safety risk: platform or entry down; security incident. | <ul style="list-style-type: none"> Ack: ≤10 min Response: ≤15 min Final Resolution: ≤4 hrs | 1% of Monthly payment per Day (or part) beyond SLA |
| P2 – High | Incorrect validation at gates; Booking errors; module-level degradation. | <ul style="list-style-type: none"> Ack: ≤15 min Response/Triage: ≤30 min Final Resolution: ≤8 hrs | .75% of Monthly payment per hour beyond Restoration SLA |

| Priority | Definition / Examples | Service Levels (clock starts on helpdesk log) | Penalty (per incident) |
|--------------------|--|---|--|
| P3 – Medium | Non-critical UI/notification/report issues with workaround. | <ul style="list-style-type: none"> Ack: ≤30 min Response/Triage: ≤1 hr Final Resolution: Next business day (≤24 hrs) | 0.10% of Monthly payment per hour beyond Restoration SLA |
| P4 – Low | Information requests; suggestions; cosmetic issues; non-blocking accessibility gaps. | <ul style="list-style-type: none"> Ack: ≤4 hrs Final Resolution: Next planned release (≤10 business days) or as approved by Authority | 0.10% of Monthly payment per day delay beyond Final Resolution SLA. |

9.4 SLA in breach of Supply of Manpower

Availability of the minimum required manpower should be 100%. SI to implement the attendance system and share the attendance report of each person proposed as part of team on monthly basis with Authority.

Replacement of a profile by the agency (only one replacement per technical profile – with equal or higher qualification and experience – would be permitted per year)

For every SLA non-compliance reported and proved, there shall be a penalty as given below:

| Team Member | Penalty |
|--|--|
| Project Manager/Coordinator | Penalty of Rs 1500 per day of non-availability for initial 7 days in a month Penalty of Rs. 2500 per day of non-availability after 7 days and thereafter during the month |
| Technical Experts and Resident Engineers | Penalty of Rs 1500 per day of non-availability for initial 7 days in a month Penalty of Rs. 2500 per day of non-availability after 7 days and thereafter during the month |
| For all other team members | Penalty of Rs 1500 per day of non-availability of required resources |

9.5 Other Penalties

| Particulars | Details | Penalty |
|---|---|---|
| Delay in Refunds | Resolution: Within 2 working Days | Penalty of Rs. 1000 per day |
| Data Backup & Recovery | Failure to perform backups or inability to recover data | 5% of monthly payment every month |
| Providing Incorrect Data or Publishing Incorrect Data | | Rs. 10000 per Instance |
| Ticket Booking Failure | Payment Debited but tickets not generated | Rs. 500 per Instance |
| Delay in Transaction Confirmation, QR Generation, incorrect QR, Validation errors, Incorrect Request to PG | | Rs. 1000 per Instance |
| Overbooked Tickets, Slot Mismatched, tickets booked for blocked slots | | Rs. 10000 per Instance |
| Any other Technical Issue with the system | That leads to ticket booking failure | 0.10% Penalty of Monthly Billings |
| Any other Non-Compliance as decided by authority | | Lumpsum amount to be decided by authority |
| In even after continuous maximum penalty the performance of bidder is not improved, Authority may take necessary action as it deems fit, including foreclosure of assignment. | | |

9.6 Resolution of Complaints

Any complaints notified by the Authority to the Agency shall have to be replied to in written/via email along with the suggested course of action to be taken in order to resolve the complaint by the Agency within 7 (Seven) days of the complaint being notified.

The suggested course of action by the Agency shall then be reviewed by the Authority and the final modifications (if any) shall have to be implemented in a manner and time frame suggested by the Authority.

Note: If multiple SLA breaches are triggered in a single incident then there shall be no multiple penalties. However, SLA attracting maximum penalty shall be considered.

9.7 Force Majeure

Force Majeure Shall mean and be limited to the following:

- a) War / hostilities
- b) Riot or Civil commotion
- c) Earthquake, flood, tempest, lightening or other natural physical disaster.
- d) Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order by the BIDDER.

The BIDDER shall advise SoU Authority by a registered letter duly certified by the local statutory authorities, the beginning and end of the above causes of delay within seven (7) days of the occurrence and cessation of such Force Majeure Conditions. In the event of delay lasting over two months, if arising out of causes of Force Majeure, SoU Authority reserves the right to cancel the order.

Completion period may be extended to circumstances relating to Force Majeure by the SoU Authority. Bidder shall not claim any further extension for completion of work. SoU Authority shall not be liable to pay extra costs under any conditions.

The BIDDER shall categorically specify the extent of Force Majeure conditions prevalent in their works at the time of submitting their bid and whether the same have been taken in to consideration or not in their quotations. In the event of any Force Majeure cause, the BIDDER shall not be liable for delays in performing their obligations under this order and the delivery dates can be extended to the BIDDER without being subject to price reduction for delayed delivered, as stated elsewhere.

It will be prerogative of Authority to take the decision on force major conditions and Authority's decision will be binding to the bidder.

10 Technical Bid Formats

Technical Bids must be accompanied with the following documents:

| Sr. No. | Enclosures to the Technical Bid | Status Submitted / Not Submitted | Page Number |
|---------|---|----------------------------------|-------------|
| 1 | Form 1: Technical Bid Submission Cover Letter | | |
| 2 | Form 2: General Information | | |
| 3 | Form 3: Power of Attorney for Authorized Representative | | |
| 4 | Form 4: Financial Summary of the Bidder | | |
| 5 | Form 5: Letter of Undertaking | Not Applicable in this RFP | |
| 6 | Form 5B: Declaration on Blacklisting | | |
| 7 | Form 6: Format for Bank Guarantee | | |
| 8 | Form 7: Format for showcasing Experience | | |
| 9 | Form 10: MAF on OEM letterhead | | |
| 10 | Scanned copy of Technical Bid in Pen drive | | |

10.1 Form 1: Technical Bid Submission Cover Letter

(To be furnished by the Bidder on its letterhead)

Date: _____

To,
Chief Executive Officer,
Statue of Unity Area Development and Tourism Governance Authority,
New Administrative Building, 7th Floor, Ekta Nagar,
Ta. Garudeshvar, Dist. Narmada - 393 151
 Gujarat, India.

Sub: Submission of Bid for “Selection of an agency to develop and establish a website, mobile app, and infrastructure for the SOU facility, enabling streamlined Ticket bookings on Design, Build, Finance, Operate and Transfer (“DBFOT”) basis

Sir,

In response to the Request for Proposal (RFP) for the “Selection of an agency to develop and establish a website, mobile app, and infrastructure for the SOU facility, enabling streamlined Ticket bookings on Design, Build, Finance, Operate and Transfer (“DBFOT”) basis”, going through all the information and terms and Conditions given in the Tender document including addendums, we are submitting our Bid as under.

1. We are submitting this Bid (Proposal) on our own.

| Sr. No. | Bidder Name | Address |
|---------|------------------------|---------|
| 1. | Bidder Member | |

2. The required general information and details along with supporting documents are enclosed along with this Bid. The undersigned declares that the statements made, and the information provided herein are complete, true, and correct in all aspects. This Bid shall be valid for 180 days from the Bid Due Date.

3. We acknowledge that the Office of CEO, SOUADTGA will be relying on the information provided in this Bid and the documents accompanying such Bid for qualification of the Bidders for the aforesaid project, and we certify that all information provided in the Bid and in the Annexures are true and correct, nothing has been omitted which renders such information misleading and all documents accompanying such Bid are true copies of their respective originals.

4. All the required documents as per the format provided in the RFP, duly signed, are enclosed.

5. I/We, hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Office of CEO, SOUADTGA in connection with the selection of Bidders, or in connection with the Bidding Process itself.

6. I/ We acknowledge the right of the Authority to reject our Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.

7. I/ We certify that in the last 3 (three) years, we nor our affiliates or associates have neither failed to perform on any contract, as evidenced by the imposition of a penalty by an arbitrator judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

8. I/we agree and undertake to abide by all the terms and conditions of the RFP.

9. We also understand that:

- (a) Office of CEO, SOUADTGA is not bound to accept the Bid of any Bidder, either in part or in full. If the Office of CEO, SOUADTGA rejects any Bid or does not shortlist any Bidder, it may do so without assigning any reasons thereof.
- (b) Office of CEO, SOUADTGA has the right to change or alter the details of the Services or scope of work.
- (c) Office of CEO, SOUADTGA reserves the right, in its absolute discretion, at any stage without prior notice and without giving any reasons, to terminate further participation in the Bidding process by any party, change the structure, procedures, and timing of the Bidding process, alter the terms of participation in the Bidding process at any stage of the Bid process and to suspend or terminate the Bid process.
- (d) Authority may seek any additional information it may find necessary or require to be supplemented for authenticating the information provided as part of our Bid.

10. I/We hereby confirm that we have the required persons on our rolls.

11. In the event of my / our being declared as the Selected Bidder, I/We shall deploy a Manpower and Hardware by me/us.

12. In the event of my/ our being declared as the Selected Bidder, I/We agree to enter into the Agreement in accordance with the draft that has been provided to me/us. We agree
not to seek any changes in the aforesaid draft and agree to abide by the same.

13. If negotiations are held during the period of the Bidding Process, we undertake to negotiate. Our Bid is binding upon us and subject to the modifications resulting from negotiations.

14. Capitalized terms used but not defined herein shall have the meaning ascribed to such terms in the RFP.

15. We understand you are not bound to accept any Bid you receive. Yours Sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Telephone number & Fax:

Note: Strike out which is not applicable

10.2 Form 2: Format for General Information

| Sr. no | Particulars | Details | Documentary evidence |
|--------|--|--|--|
| 1. | Name of the Bidder | Type of Entity | Incorporation Certificate |
| 2. | Country of Registration | | Incorporation Certificate |
| 3. | Address of the corporate headquarters and its branch office(s), if any, in India | | |
| 4. | Date of incorporation and commencement of business | DD/MM/YYYY | |
| 5. | List of current directors | | NA |
| 6. | Other key management personnel | | Details to be submitted |
| 7. | Brief description of the Company including details of its main lines of business. | | Company Profile |
| 8. | Details of the individual (s) who will serve as the point of contact/ communication within the Company: | Name: Designation: Address: Mobile Number: E-Mail Address: | NA |
| 9. | PAN of Entity | | Copy of the PAN card |
| 10. | GST Registration No. | | GST registration certificate |
| 11. | ISO Certification | Details | Certificates |
| 12. | Balance Sheet/ Profit & Loss/ Audit Reports/ Income Tax Return Submission/ CA Certificate 2022-23, 2023-24 and 2024-25 | Details | CA certificate from Chartered Accountant / Statuary Auditor |
| 13. | Project (Work Order/ Agreement/ Certificate) | Details | Work order, Agreement, Completion certificate from the client. |

Signature

Name: _____

Designation: _____

Common Seal _____

Date: _____

10.3 Form 3: Format for Power of Attorney (POA) for Authorized Representative {On Requisite Stamp Paper}

Know all men by these presents, We, [name of organization and address of the registered office] do hereby constitute, nominate, appoint and authorize Mr. / Ms. [name], son/ daughter/ wife of [name], and presently residing at [address], who is presently employed with/ retained by us and holding the position of [designation] as our true and lawful attorney (hereinafter referred to as the "Authorized Representative"), with power to sub-delegate to any person, to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid for and Selection of the agency for this RFP ("Project") by the Authority including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information / responses to the Authority, representing us in all matters before the Authority, signing and execution of all Agreement and undertakings consequent to acceptance of our bid and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Bid for the said Project and / or upon award thereof to us until the entering into of the Consultancy Agreement with the Authority.

AND we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in the exercise of the powers conferred by this Power of Attorney and that all acts, and deeds and things done by our said Authorized Representative in the exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, [name of organization], THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS [date in words] DAY OF [month] [year in "YYYY" format].

For

[name and registered address of organization]

[Signature]

[Name]

[Designation]

Accepted

[Signature]

[Name]

[Designation]

[Address]

Notes:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under seal affixed in accordance with the required procedure.
2. Wherever required, the Bidder should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
3. For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued.

10.4 Form 4: Format for Financial Summary of the Bidder

(Same should be furnished by the Statutory Auditor on their letter head)

Average Annual Turnover of the Bidder

| Sr. No | Financial Year | Annual Turnover (INR) |
|--------|---------------------------|--------------------------------------|
| 1. | 2022-23 | |
| 2. | 2023-24 | |
| 3. | 2024-25 | |
| | [Average Annual Turnover] | [indicate sum of above divided by 3] |

Note: Bidders are required to provide data for last three years ending 31st March 2025.

UDIN No: _____

Certificate from the Statutory Auditor

Note:

1. The Bidder shall submit audited annual reports (financial statements: balance sheets, profit and loss account, notes to accounts and auditors report etc.) in support of the financial data duly certified by statutory auditor/s.
2. Certificate(s) from the statutory auditors specifying the Turnover of the Bidder, as on FY 2022-23, 2023-24 and FY 2024-25 has to be submitted in the above format.
3. For the purpose of this RFP, net worth shall mean the sum of subscribed and paid-up equity share capital and reserves from which shall be deducted the sum of revaluation reserve, miscellaneous expenditure not written off and reserves not available for distribution to equity shareholders.

10.4.1 Form 5B: Declaration on Blacklisting (To be printed on INR 300/- Stamp Paper)

Date:

To,
Chief Executive Officer,
Statue of Unity Area Development and Tourism Governance Authority,
New Administrative Building, 7th Floor, Ekta Nagar,
Ta. Garudeshvar, Dist. Narmada - 393 151
Gujarat, India

Sir,

In response to the Tender Ref. No. _____ dated _____ for
“Selection of the agency Selection of an agency to develop and establish a website, mobile app and
infrastructure for the SOU facility, enabling streamlined Ticket bookings Design, Build, Finance,
Operate and Transfer (“DBFOT”) basis.”, as an Owner/Partner/Director
of _____, I/We hereby declare that presently our
Company/Firm _____ is having unblemished record and is not declared ineligible for
corrupt and fraudulent practices either indefinitely or for a particular period of time by any State/
Central Government/PSU.

We further declare that presently our Company/Firm _____ is not blacklisted and
not declared ineligible for reasons including corrupt and fraudulent practices by any State/Central
Government/PSU on the date of bid submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be
taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may
be cancelled.

Yours sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Telephone number & Fax:

10.5 Form 6: Format for Bank Guarantee (On Requisite Stamp Paper)

This Deed of Grantee is made on Day of _____, YYYY at _____ by this _____ Bank within the meaning of the Reserve Bank of India Act and constituted under the Banking Companies Acquisition and Transfer of Undertakings Act, 1970/1980 and having its Registered Office at _____ and inter alia an operational Branch Office at _____, Ekta Nagar / Rajpipla (hereinafter referred to as "the Bank" or "the Guarantor", which expression shall unless it be repugnant to the subject or context hereof be deemed to include its successors and assigns) in favour of 'Statue of Unity Area Development and Tourism Governance Authority (hereinafter referred to as "SOUADTGA" which expression shall unless it be repugnant to the subject or context hereof be deemed to include its successors and assignees).

WHEREAS, SOUADTGA has undertaken the process of competitive bidding for " Selection of an agency to develop and establish a website, mobile app and infrastructure for the SOU facility, enabling streamlined Ticket bookings Design, Build, Finance, Operate and Transfer ("DBFOT") basis" for which purpose AUTHORITY issued a request for proposal dated [•] ("RFP") inviting Bids from interest parties to execute the scope of work specified therein.

WHEREAS [name of Bidder] (hereinafter called "the Bidder") has submitted his Bid dated [date] for the implementation of the scope of work specified in the RFP (hereinafter called "the Bid").

1. [name of the Bank] at the request of the Bidder, do hereby in terms of the RFP, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the RFP by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to SOUADTGA an amount of Rs. (Rupees only) (hereinafter referred to as the "Guarantee") as our primary obligation without any demur, reservation, recourse, contest, or protest and without reference to the Bidder if the Bidder shall fail to fulfil or comply with all or any of the terms and conditions contained in the said RFP.
2. Any such written demand made by SOUADTGA stating that the Bidder is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the RFP shall be final, conclusive, and binding on the Bank and such amount shall be paid by the Bank without any demur, protest, condition, deduction, or reservation.
3. We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of SOUADTGA is disputed by the Bidder or not, merely on the first demand from SOUADTGA stating that the amount claimed is due to SOUADTGA by reason of the failure of the Bidder to fulfil and comply with the terms and conditions contained in the RFP including failure of the said Bidder to keep its Bid open during the Bid validity period as set forth in the said RFP for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards

the amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs..... (Rupees only).

4. We, the Bank, further agree that SOUADTGA shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the RFP including, inter alia, the failure of the Bidder to keep its Bid open during the Bid validity period set forth in the said RFP, and the decision of AUTHORITY that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between SOUADTGA and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.
5. The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.
6. In order to give full effect to this Guarantee, SOUADTGA shall be entitled to treat the Bank as the principal debtor. SOUADTGA shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said RFP or to extend time for submission of the Bids or the Bid validity period or the period for conveying acceptance of Letter of Award by the Bidder or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said RFP by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said RFP or the securities available to SOUADTGA, and the Bank shall not be released from its liability under these presents by any exercise by SOUADTGA of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of SOUADTGA or any indulgence by SOUADTGA to the said Bidder or by any change in the constitution of SOUADTGA or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.
7. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.
8. We undertake to make the payment on receipt of your notice of claim on us addressed to [name of Bank along with branch address] and delivered at our above branch which shall be deemed to have been duly authorized to receive the said notice of claim. The Bank guarantee should be payable at any branch in Ekta Nagar / Rajpipla.
9. It shall not be necessary for SOUADTGA to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which SOUADTGA may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.

10. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of SOUADTGA in writing.
11. The Bank declares that it has the power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.
12. For the avoidance of doubt, the Bank's liability under this Guarantee shall be restricted to Rs.....Lakhs (Rupees Lakhs only). The Bank shall be liable to pay the said amount or any part thereof only if the Utility serves a written claim on the Bank in accordance with paragraph 8 hereof,
13. This Guarantee will remain in force up to 180 (One hundred and eighty) days from the Due Date (inclusive of the due date) for submission of the Bid, inclusive of a claim period of 60 (sixty) days or for such extended period as may be mutually agreed between SOUADTGA and the Bidder, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.
14. The jurisdiction in relation to this Guarantee shall be the Courts of Gujarat, and Laws in India shall be applicable.

IN WITNESS WHEREOF the Guarantor has executed this Guarantee on this _____ day of and year first herein above written.

Signed and delivered by the above-named Bank by its Authorized Signatory as authorized by Board Resolution passed on __/Power of Attorney dated [_____]

Authorized Signatory Name:

Designation:

In the presence of:

1.

2.

10.6 Form 7: Format for Showcasing Experience

Date:

To,
Chief Executive Officer,
Statue of Unity Area Development and Tourism Governance Authority,
New Administrative Building, 7th Floor, Ekta Nagar,
Ta. Garudeshvar, Dist. Narmada - 393 151
Gujarat, India.

A. Project Summary Sheet:

| Sr No. | Name of Project | Client | Go Live Date of various Modules as per Note 1 | Brief work | Value of the Project |
|--------|-----------------|--------|---|------------|----------------------|
| | | | | | |
| | | | | | |

Note 1 - The modules include

- a. User Registration and Validation
- b. Booking and Payment
- c. Ticket Validation

B. Project Profile Sheet

(To be submitted for each project as per the table above)

| S. No | Aspect | Details |
|-------|---------------------------------------|---|
| 1 | Name of the Project | |
| 2 | Name of Client | |
| 3 | Start Date and End Date | DD/MM/YYYY to DD/MM/YYYY |
| 4 | Project Duration | |
| 5 | Project Cost | |
| 6 | Client Contact Number & Email Address | Yes/No |
| 7 | Documentary Evidence being submitted | Choose from <ul style="list-style-type: none"> ▪ Work order ▪ Letter of Invitation / Award ▪ Agreement ▪ Completion Certificate |

Note: Each project profile must be duly supported by documentary evidence from the client side like Work Order, Agreement, and Completion Certificate for being considered for marking. Projects without evidence may be rejected. Bidders are advised to highlight relevant sections of the documentary evidence for quick reference of the Authority. Only eligible projects (as per terms & conditions provided in RFP) shall be considered for marking

10.7 Form 10: Format for MAF on OEM's Letterhead

Date:

To,
Chief Executive Officer,
Statue of Unity Area Development and Tourism Governance Authority,
New Administrative Building, 7th Floor, Ekta Nagar,
Ta. Garudeshvar, Dist. Narmada - 393 151
Gujarat, India.

Ref: Bid Number:

Subject: MAF Authorization.

Dear Sir,

We, M/s XXXXXX Manufacturing make do hereby authorize XXXXXX to submit a bid, and sign the contract with you against above mentioned tender

No:

Bid Number: XXXXX

We authorized the XXXX for the following modules/products:

| | Item Description | M a k e | Model | UOM |
|--|------------------|------------------|-------|-----|
| | | | | |
| | | | | |
| | | | | |

We hereby confirm that the offered Product in the referenced RFP will be provided unconditionally with a back-to-back warranty, maintenance, support services and parts availability etc. for proposed product etc. available for the period of five years from FAT through M/s. XXXX.

Sign and Stamp of Authorized person.

10.8 Annexure 1: Format for Financial Bid (To be submitted online)

This table is just for information explaining how to fill price online, Bidder need to submit quote in following format online only, don't submit it with technical document.

Financial Bid:

| Sr. No. | Scope of Deliverables | Percentage of Revenue sharing Per Month (Excluding GST) |
|--------------------------------|---|---|
| 1 | Delivery of Project as per Scope of Work detailed in the RFP document for the period of 10 Years. | |
| Percentage Per Month in words: | | |

Note:

- The Project will be totally on Design, Build, Finance, Operate and Transfer ("DBFOT") basis.
- The Bidder shall be shared percentage of Revenue from the ticket collection, post Net of GST and Net of Refunds.**
- The percentage quoted by the agency will remain same for any promotional offers given by the authorities to the visitors. That is, the above percentage will be paid on the Net Amount of Ticket Sold.
- The Bidder needs to quote the Percentage exclusive of GST in the financial bid. Any changes in GST duties would be applicable as on actual at the time of invoice processing.
- Above table will be used for Commercial Bid evaluation purpose only. The Bidder should not upload the financial document along with the technical document, if found, the bid of respective bidder shall be summarily rejected.
- The Payment will begin after successful Go-Live of the project. Till then the selected bidder will not be entitled for any amount from the authority.
- The rates quoted by the bidder will be valid for the entire contract duration and no changes will be permitted during the contract period.

10.9 Annexure 2: List of Banks Updated GS to be placed for FY 2025-26

As per the GR No. FD/MSM/e-file/4/2024/2859/DMO dated 01st May 2025 from Finance Department, wherein the Government has decided that the banks as given below are the approved Banks whose Bank Guarantees would be accepted for the period up to March 31, 2026.

- Guarantees issued by the following banks will be accepted as SD/EMD on a permanent basis.
- All Nationalized Banks.
- Guarantees issued by the following Banks will be accepted as SD / EMD for the period up to March 31, 2026. The validity cut-off date in GR is with respect to the date of issue of the Bank Guarantee irrespective of the date of termination of the Bank Guarantee.

| Sr. No. | Name of Banks | Sr. No. | Name of Banks |
|---------|----------------------------|---------|---|
| 1. | AXIS Bank | 22. | South Indian Bank |
| 2. | AU Small Finance Bank | 23. | Standard Chartered Bank |
| 3. | Bandhan Bank | 24. | Tamil Nadu Mercantile Bank |
| 4. | Barclays Bank | 25. | Utkarsh Small Finance Bank |
| 5. | City Union Bank | 26. | YES Bank |
| 6. | CSB Bank | 27. | Ahmedabad Mercantile Co-Op. Bank |
| 7. | DBS Bank India Limited | 28. | Nutan Nagarik Sahakari Bank Ltd. |
| 8. | DCB Bank | 29. | Rajkot Nagarik Sahakari Bank Ltd. |
| 9. | Equitas Small Finance Bank | 30. | Saraswat Co-Operative Bank Ltd. |
| 10. | ESAF Small Finance Bank | 31. | SBPP Co-operative Bank Ltd. |
| 11. | FEDERAL Bank | 32. | SVC Co-Operative Bank Ltd. |
| 12. | HDFC Bank | 33. | The Cosmos Co-op Bank Ltd. |
| 13. | HSBC Bank | 34. | The Gujarat State Co-operative Bank |
| 14. | ICICI Bank | 35. | The Mehsana Urban Co-Op. Bank Ltd. |
| 15. | IDBI Bank | 36. | The Surat District Co-op Bank |
| 16. | IDFC First Bank | 37. | The Surat People's Co-Op. Bank Ltd. |
| 17. | Jammu and Kashmir Bank | 38. | The Kalupur Commercial Co-Op. Bank |
| 18. | Jana Small Finance Bank | 39. | The Panchmahal District Co-operative Bank |
| 19. | Karnataka Bank | 40. | The Baroda District Co-operative Bank |
| 20. | Karur Vysya Bank | 41. | Baroda Gujarat Gramin Bank |
| 21. | Kotak Mahindra Bank | 42. | Saurashtra Gramin Bank |

All the eligible banks are instructed to collect the original documents/ papers of guarantee from the concerned tendering authority.