



सत्यमेव जयते  
गुजरात सरकार

**REQUEST FOR PROPOSAL (RFP)  
FOR  
SELECTION OF SOFTWARE  
DEVELOPMENT AGENCY FOR  
DEVELOPMENT, CUSTOMISATION AND  
DEPLOYMENT OF INTEGRATED  
GRIEVANCE AND SERVICES  
MANAGEMENT SYSTEM (IGSMS) FOR  
THE STATE OF GUJARAT  
TENDER NO. 288438**

Issued by:

CM Helpline Coordination Unit, General Administration Department (ARTD), Government of Gujarat

**CM Helpline Coordination Unit  
6th floor, A wing, Block no.1,  
Karmayogi Bhavan, Sector-10  
Gandhinagar – 382010**

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## Fact Sheet

SN.	Particulars	Details
1	Tender No.	288438
2	Name of the Work	CM Helpline Coordination Unit, General Administration Department (ARTD) invites a Software Development Agency for <b>Development, Customization and Deployment of Integrated Grievance and Services Management System (IGSMS)</b> for the State of Gujarat.
3	Issuer of Tender	CM Helpline Coordination Unit (CMH-CU), General Administration Department (ARTD)
4	Date of Issue of Tender Document	25/03/2026 (Wednesday)
5	Project Briefing Meeting with Prospective Bidders	02/04/2026 (Thursday)
6	Last Date for Sending Pre-Bid Queries	04/04/2026 (Saturday)
7	Pre-Bid Meeting	<b>Date &amp; Time:</b> 06/04/2026 (Monday) at 15:00 hrs. <b>Venue:</b> CM Helpline Coordination Unit (CMH-CU), 6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan, Sector - 10, Gandhinagar, Gujarat – 382010 <b>Note:</b> Pre-bid queries will be answered only for bidders who submit queries before the last date.
8	Last Date for Submission of Bid	Online Submission on or before 20/04/2026 (Monday) up to 06:00 PM Proposal to be submitted physically on or before 21/04/2026 up to 14:00 hrs at CMH-CU Office.
9	Date of Bid Opening	21/04/2026 (Tuesday)
10	Address for Communication	CM Helpline Coordination Unit (CMH-CU), 6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan, Sector-10, Gandhinagar, Gujarat – 382010
11	Earnest Money Deposit (EMD) – <b>Annexure 3</b>	<b>Amount:</b> ₹ 7,50,000 (Rupees Seven Lakh Fifty Thousand Only) <b>Form:</b> Demand Draft payable to <b>Under Secretary</b> , General Administration Department (ARTD), Gandhinagar <b>Submission:</b>

SN.	Particulars	Details
		(i) Scanned copy of DD to be uploaded on nProcure portal (ii) Original DD to be submitted physically at CMH-CU Office on or before 21/04/2026 up to 14:00 hrs.
12	Validity of Tender	180 Days
13	Physical Submission of EMD	As per nProcure Bid Document; Place: CM Helpline Coordination Unit (CMH-CU), 6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan, Sector-10, Gandhinagar, Gujarat – 382010
14	Performance Bank Guarantee (PBG) – <b>Annexure 4</b>	5% of Contract Value; Non-conditional PBG drawn in favour of Under Secretary, General Administration Department payable at Gandhinagar, along with covering letter ( <b>Annexure-6</b> ).
15	Availability of Tender Document	Tender document can be downloaded from <b>nProcure Portal</b>
16	Method of Selection	Least Cost Selection (LCS)
17	Mode of Bid Submission	Online through <b>nProcure Portal only</b>
18	Consortium / Joint Venture	Not permitted
19	MSME Exemption	Not Applicable
20	Contact Details for Queries	CM Helpline Coordination Unit (CMH-CU), 6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan, Gandhinagar – 382010 Email: cmhelpline-ccu@gujarat.gov.in Tel: 079-23255445 / 079-23255446
21	Reverse Auction	Yes on <a href="https://e-auction.nprocure.com/">https://e-auction.nprocure.com/</a>

**Note:**

1. The date of opening of the commercial bids will be intimated to the qualified Bidders before the due date through Email or Telephone.
2. The CM Helpline Coordination Unit (CMH-CU), General Administration Department (ARTD) reserve the right to change any schedule of the bidding process. Please visit **nProcure** website regularly for the same.

Proposals must be received not later than the time, date and venue mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process.

## Abbreviations

Abbreviation	Full Form
AI	Artificial Intelligence
API	Application Programming Interface
ATR	Action Taken Report
BA	Business Analyst
BPM	Business Process Management
CCE	Call Centre Executive
CERT-In	Indian Computer Emergency Response Team
CI/CD	Continuous Integration / Continuous Deployment
CM	Chief Minister
CMO	Chief Minister's Office
CMH	Chief Minister Helpline
CMH-CU	Chief Minister Helpline – Coordination Unit
CPGRAMS	Centralised Public Grievance Redress and Monitoring System
CRM	Customer Relationship Management
DB	Database
DBA	Database Administrator
DR	Disaster Recovery
DRS	Database Requirements Specification
EMD	Earnest Money Deposit
ERD	Entity Relationship Diagram
GoG	Government of Gujarat
GoI	Government of India
GSDC	Gujarat State Data Centre
GIGW	Guidelines for Indian Government Websites
HA	High Availability
HLD	High Level Design
ICT	Information and Communication Technology
IGSMS	Integrated Grievance & Service Management System
IT	Information Technology
JSON	JavaScript Object Notation
KPI	Key Performance Indicator

<b>Abbreviation</b>	<b>Full Form</b>
LLD	Low Level Design
LLM	Large Language Model
LoI	Letter of Intent
MeitY	Ministry of Electronics and Information Technology
MIS	Management Information System
ML	Machine Learning
NDA	Non-Disclosure Agreement
NIC	National Informatics Centre
NLP	Natural Language Processing
OCR	Optical Character Recognition
O&M	Operations and Maintenance
OTP	One Time Password
PBG	Performance Bank Guarantee
PQ	Pre-Qualification
QA	Quality Assurance
RFP	Request for Proposal
SDD	Solution Design Document
SLA	Service Level Agreement
SMS	Short Message Service
SOW	Scope of Work
SRS	Software Requirements Specification
SSO	Single Sign-On
SWAGAT	Statewide Attention on Grievances by Application of Technology
TLS	Transport Layer Security
UI/UX	User Interface / User Experience
ULB	Urban Local Body
UAT	User Acceptance Testing
VA/PT	Vulnerability Assessment and Penetration Testing
WABA	WhatsApp Business API
WCAG	Web Content Accessibility Guidelines
XML	Extensible Markup Language

## **Disclaimer**

The information contained in this document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by CM Helpline Coordination Unit, GAD or any of their employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this document and such other terms and conditions subject to which such information is provided. The purpose of this document is to provide interested parties with information that may be useful to them in eliciting their offers. This document includes statements, which reflect various assumptions and assessments arrived at by CM Helpline Coordination Unit, GAD in relation to various Projects to be carried out. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This document may not be appropriate for all persons, and it is not possible for CM Helpline Coordination Unit, GAD, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this document. The assumptions, assessments, statements and information contained in this document, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this document and obtain independent advice from appropriate sources. Information provided in this document to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. CM Helpline Coordination Unit, GAD accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

CM Helpline Coordination Unit, GAD, 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 document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the document and any assessment, assumption, statement or information contained therein or deemed to form part of this document or arising in any way in this Bid Stage.

## 1 Definitions

Unless the context otherwise requires, the following terms shall have the meanings assigned to them hereunder:

**“Agreement”** means the agreement executed between the successful Bidder and the CM Helpline Coordination Unit, General Administration Department (ARTD), Government of Gujarat, including all schedules, annexures, appendices, amendments, addenda, and all documents incorporated therein by reference, together with the bid document, the successful bid offer, the letter of acceptance/work order, and all related correspondence, clarifications, and presentations.

**“Authorized Representative”** means any person duly authorized in writing by either Party to act on its behalf for the purposes of this Agreement.

**“Bidder”** means any firm, company, or legal entity submitting a bid in response to this tender for providing the required solution(s), service(s), and/or materials. The term “Bidder,” when used prior to the award of the Contract, refers to any participating bidder, and upon award of contract, the Bidder shall be referred to as the Software Development Agency (SDA)

**“Buyer”** means the procuring entity that has issued this tender, namely the CM Helpline Coordination Unit, GAD.

**“CM Helpline Coordination Unit, GAD”** means the dedicated coordination unit established under the General Administration Department (ARTD), Government of Gujarat, responsible for the overall management, supervision, monitoring, and administration of the Chief Minister’s Helpline, including policy oversight, grievance coordination, operational supervision, and stakeholder engagement.

**“Competent Authority”** means any authority, officer, or organization duly empowered under applicable laws, rules, or government orders to perform a designated function on behalf of the Government of Gujarat.

**“Contract”** means the Agreement and includes all documents forming part thereof; the terms “Contract” and “Agreement” shall be used interchangeably.

**“Corrupt Practice”** means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value with the intent to improperly influence the actions of any public official or any person connected with the Contract execution process.

**“Days”** or **“Day(s)”** means calendar day(s), including Sundays and public holidays, unless expressly stated otherwise in the tender or the Agreement.

**“Default Notice”** means a written notice issued by one Party to the other specifying a default or breach of the Agreement, in accordance with the provisions hereof.

**“Law”** means all applicable laws, acts, rules, regulations, notifications, by-laws, directives, ordinances, orders, and instructions having the force of law, as enacted or issued by the Central Government of India, the Government of Gujarat, or any statutory or regulatory authority thereof.

**“Go-Live”** shall mean the date on which the IGSMS system is made fully operational for end users across the approved production environment, after successful completion of User Acceptance Testing (UAT), security audit, performance testing, and written Go-Live approval issued by the Authority.

**“Party”** means either the CM Helpline Coordination Unit, GAD or the Bidder individually, and **“Parties”** means both of them collectively.

**“Period of Agreement”** means the duration of the Agreement as specified in the work order and/or the Agreement, including any extensions granted in accordance with its terms.

**“Requirements”** means and includes the scope of work, schedules, specifications, technical details, performance parameters, service levels, and applicable Indian and/or international standards, as specified in the tender document and its amendments.

**“Service(s)”** means the contracted services to be provided by the Bidder, including operation, maintenance, and all associated services, in accordance with the tender document and the Agreement.

**“Termination Notice”** means a written notice issued by one Party to the other for termination of the Agreement, in accordance with the provisions of the Agreement.

**“User Acceptance Test (UAT)”** means the formal acceptance testing conducted by the Buyer or its authorized representative to verify that the services and/or applications commissioned for the IFP portal conform to the Requirements and are fit for operational use.

## 2 Background

Gujarat stands as one of India's most progressive and future-ready States, combining economic strength, social development, and a rich demographic and cultural fabric. Despite accounting for only 5% of India's population and 6% of its geographical area, Gujarat contributes significantly to national growth with a GSDP of ₹27.90 lakh crore (2024-25). The State is a leading driver of India's exports (26.6% in 2024-25), the third-highest FDI destination (13.68% in FY 2024-25), and a manufacturing hub in petrochemicals, chemicals, pharmaceuticals, textiles, and engineering. Its strong industrial ecosystem includes 182 industrial estates, 21 SEZs, and extensive port infrastructure—1 major port and 48 other ports handling 38.59% of India's cargo. Gujarat also leads India's renewable energy landscape, hosting 18% of national RE capacity.

Over the past two and a half decades, Gujarat has made visible progress in social development. The literacy rate stands at 78% (male: 85.8%, female: 69.7%), supported by continuous investments in skill development and employment opportunities for its predominantly young workforce. As per Census 2011, the State's population of 6.04 crore comprises 57.4% rural and 42.6% urban residents. Gujarat is also home to 26 Scheduled Tribe groups, primarily concentrated along the eastern belt and supported through structured Tribal Sub-Plan mechanisms across 14 districts. Within this dynamic environment, the General Administration Department (ARTD) plays a central role in ensuring an efficient, transparent, and accountable administrative framework. GAD operates through five key divisions, driving governance reforms, public service improvements, and capacity-building initiatives. To strengthen citizen trust and engagement, GAD continually implements measures to enhance administrative responsiveness.

An efficient, responsive, transparent, and accountable government is paramount for the effective functioning of State administration. The basic means through which government strategies to make administrative system efficacious and accountable, and the approach practiced by public administration should be such that it satisfies expectations of public, Administrative Reforms and training department has been established. Under the administrative Reforms, the General Administration Department (ARTD) considers and undertakes steps to implement ways through which the public gains faith in the government, and as a result actively participates in the welfare of society.

Aligned with these objectives, the Government of Gujarat has established the Chief Minister's Helpline Coordination Unit (CMH-CU) as a unified, citizen-centric, technology-driven grievance redressal platform directly linked to the Chief Minister's Office. The CMH-CU provides a single, integrated system for registering, routing, monitoring, and resolving grievances, feedback, and service requests across voice, digital, and mobile channels. With clearly defined SLAs, departmental accountability, and real-time integration with the CM Dashboard, the Helpline offers actionable insights for leadership decision-making. Ultimately, the CM Helpline aims to

deliver a consistent, professional, and citizen-focused experience that reinforces transparency, trust, and public participation across the State.

## **2.1 Vision Statement**

To enable Transparent, Accountable, and Efficient Governance through an integrated platform for services and grievance redressal.

## **3 Scope of work**

The primary objective of the Integrated Grievance & Service Management System (IGSMS) is to establish a unified, citizen-centric, technology-driven platform that streamlines, standardizes, and strengthens the grievance redressal and service management framework across the State of Gujarat. The system aims to consolidate all existing departmental, municipal corporation, and State-level grievance mechanisms into a single, seamless, omni-channel interface, thereby ensuring faster resolution, improved transparency, enhanced accountability, and real-time monitoring of grievance outcomes.

The IGSMS shall serve as the central backbone for capturing, routing, escalating, tracking, and resolving citizen grievances received through digital channels, call centres, and other integrated platforms. The system shall also enable direct complaint registration by the CM Helpline call centre, support structured case management, and incorporate automated workflows aligned with departmental processes.

In addition to grievance redressal, the IGSMS shall function as an integrated service facilitation and engagement platform, enabling citizens to discover, access, apply for, and track Government schemes and services through a single interface. The system shall provide a centralized knowledge repository, real-time status tracking, and seamless API-based integration with departmental service delivery portals to ensure efficient service fulfilment and improved citizen convenience.

The IGSMS shall be aligned with the Government of Gujarat's vision of delivering responsive, transparent, and proactive governance.

### **3.1 Key Objectives of the Integrated Grievance & Service Management System (IGSMS)**

The Government envisions establishing a citizen-centric Integrated Grievance Redressal and Service Management System (IGSMS) that consolidates all grievance channels, integrates legacy systems, and standardizes workflows across departments and districts, thereby ensuring a seamless, transparent, and responsive public grievance redressal experience. The IGSMS shall also serve as a facilitator for real-time tracking, information

dissemination, and easy access to citizen services, and shall aspire to foster greater accountability, efficiency, and trust between citizens and the Government.

### **3.1.1 Key Objectives of Grievance Management**

#### **Centralized CM Grievance Registration Portal**

- A single State-wide platform integrating existing grievance systems.
- A uniform citizen interface through call centre–assisted channels, the IGSMS portal, mobile application, and WhatsApp.
- Multilingual support and the ability to submit grievances at any time, with instant acknowledgement.

#### **End-to-End Lifecycle Management and Tracking**

- A standardized workflow covering the complete grievance lifecycle, from registration to closure, including automated escalations.
- Real-time grievance tracking, capture of officer remarks, automated notifications, and feedback collection.
- The system shall provide the capability to re-open resolved grievances and maintain a comprehensive audit trail to ensure end-to-end transparency throughout the grievance lifecycle.

#### **Integration with All Existing Grievance Platforms**

- API-based integration with all existing grievance systems to enable secure two-way data exchange.
- Seamless integration with the CM Helpline call centre CRM to ensure automatic flow of all call-based grievances into the IGSMS.
- Enablement of a consolidated 360-degree view of citizen grievance history through seamless interoperability across systems.

#### **Dashboards, MIS, and Analytics**

- Role-based dashboards for the CM Office, departments, district officers, and the CCA team.
- Monitoring of SLA compliance, performance rankings, ageing reports, and trend analytics.
- Configurable MIS reports and data export facilities to support data-driven governance and decision-making.

### **3.1.2 Key Objectives of the Service Engagement Portal**

- **Scheme Registration and Application Management**

An integrated portal for registration and application to schemes and services, supported and guided by user-friendly workflows.

- **Service Request Tracking**

End-to-end tracking of each service application with real-time status updates available through the respective service delivery platforms.

- **Scheme Knowledge Repository**

A centralized knowledge repository covering scheme eligibility criteria, benefits, required documents, frequently asked questions (FAQs), and operational guidelines.

- **Assisted Document Sharing and Scheme Communication Support**

The Service Engagement Portal shall enable CM Helpline Call Centre Executives (CCEs) to securely share scheme-related documents, application forms, guidelines, and checklists with citizens during or after assisted interactions. The system shall allow transmission of pre-approved documents through official WhatsApp Business API integration and/or SMS containing secure web links for download. It shall maintain an auditable record of all communications, including document details, date, time, and delivery status, while ensuring compliance with Government data security standards.

- **Service Engagement Portal / Service Delivery Facilitator**

The IGSMS shall maintain a consolidated Citizen Profile, wherein the outcome of all service requests and scheme applications processed through integrated departmental platforms shall be reflected. The profile shall display final status, approval or rejection details, benefit disbursement information (where applicable), and shall provide secure download access to digitally signed certificates, approval letters, sanction orders, or any other official documents issued by the respective department. **Integration with Departmental Service Systems**

Provision of API-based interoperability with multiple departmental service delivery platforms to enable seamless service fulfilment. (Refer Table 1)

Enable CM Helpline–assisted dissemination of service and scheme information, with auditable records, call quality monitoring, and citizen feedback to strengthen transparency and accountability.

### **3.2 As-Is Analysis and Challenges Identified**

The Government of Gujarat currently operates multiple grievance redressal and service delivery systems across various Departments, Urban Local Bodies (ULBs), and State-level platforms. These systems have evolved at different stages of digitization and automation, with varying workflows, escalation mechanisms, and reporting structures. This diverse landscape presents an opportunity to harmonize processes, strengthen system integration, and standardize service delivery frameworks, thereby enabling faster grievance resolution,

reduced duplication, a more consistent citizen experience, and improved cross-departmental coordination.

### **3.2.1 Existing Ecosystem**

At present, grievance redressal and service delivery in the State are managed through multiple independent platforms, including State-level grievance and service delivery portals (as specified in Table 1), the Central Government's grievance redressal system (CPGRAMS), and various department-specific grievance and service request systems across departments. The absence of a unified and integrated platform across these systems has resulted in functional and operational limitations, as detailed in the following section.

### **3.2.2 Challenges Identified**

- Fragmented grievance registration channels.
- Absence of a single source of truth for grievance status.
- Separate and inconsistent workflows and escalation rules across systems.
- Lack of standardization, leading to an inconsistent citizen experience.
- Duplicate grievance registrations across multiple portals.
- Limited availability of real-time dashboards and consolidated monitoring.
- Continued reliance on manual processes in certain departments.
- Non-uniform MIS and reporting formats across platforms.
- Disconnected and non-integrated feedback management mechanisms.

## **3.3 Detailed Scope of Work for the Selected Bidder**

The Selected Bidder shall be responsible for the end-to-end design, development, integration, deployment, hosting, testing, training, operations, and maintenance of the Integrated Grievance & Service Management System (IGSMS) for the Government of Gujarat. The scope shall include the web portal, mobile application, WABA integration (end to end solution), web-based and WhatsApp-enabled chatbots, along with an AI-enabled knowledge base for information dissemination. The system shall be citizen-centric, user-friendly, scalable, secure, and technologically robust.

The IGSMS shall enable seamless integration with existing grievance redressal and service delivery platforms, including but not limited to SWAGAT, CPGRAMS, eNagar portals, Municipal Corporation grievance systems, and other relevant platforms, in order to establish a unified grievance redressal ecosystem with real-time tracking, enhanced grievance resolution, and easy access to citizen services.

The IGSMS shall serve as the core backbone for the registration and redressal of grievances received through the CM Helpline call centre, ensuring end-to-end processing of all call-based complaints within the IGSMS platform. The system shall support grievance

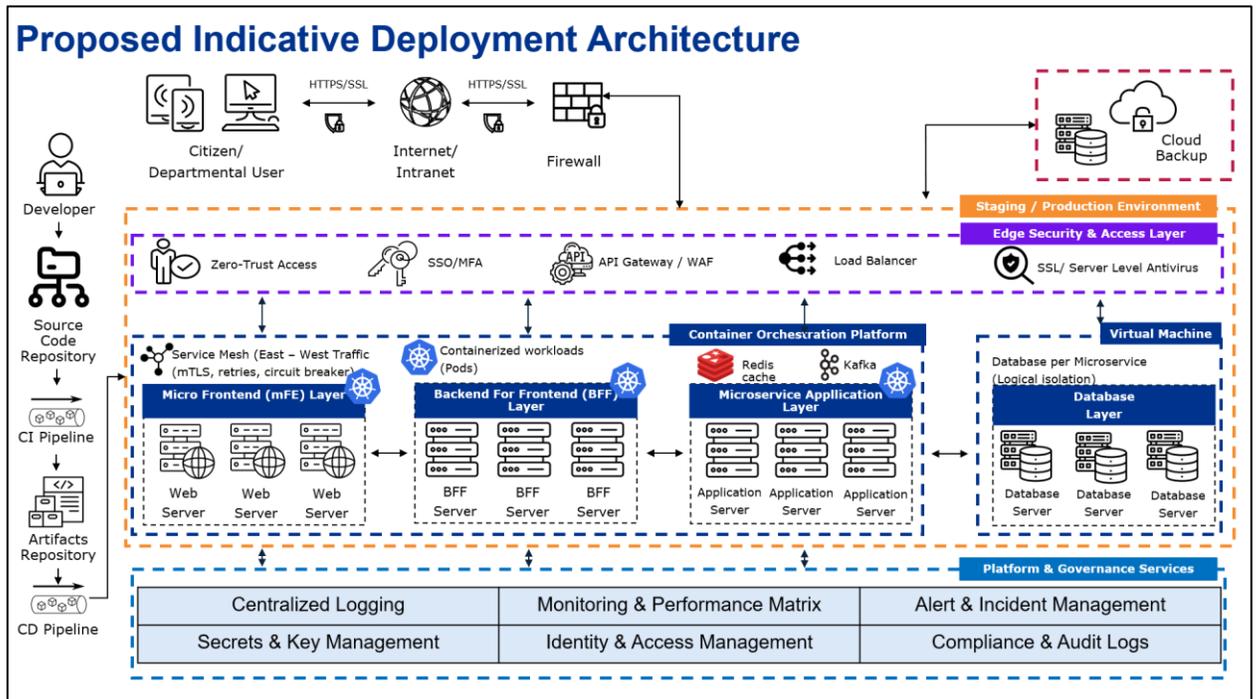
tagging, tokenization, automated workflows across the grievance redressal lifecycle, tagging and capture of citizen feedback, and automated escalation mechanisms.

The IGSMS solution shall be designed for scalability and shall be capable of handling high transaction volumes of approximately **one lakh (100,000) transactions per day** across multiple channels, including the web portal, mobile applications, call center integrations, WhatsApp/chatbot interfaces, and API-based integrations with departmental and Urban Local Body (ULB) systems. The system should be designed to support minimum **18,000 to 19,000 concurrent users**. This capacity estimation also factors in call center operations, departmental usage, and high-volume service application processing. This capacity shall cater to both normal peak loads and **surge conditions (up to 2x)** arising from emergencies, major policy launches, disaster response activities, or large-scale public service initiatives.

The solution shall support horizontal scalability, load balancing, and effective concurrency management to ensure consistent performance, high availability, and reliability during peak and surge conditions.

The scope described above defines the detailed technical, functional, architectural, operational, and administrative responsibilities to be undertaken by the Selected Bidder throughout the entire project lifecycle.

The indicative deployment Architecture Diagram:



**Support provided by GSDC:**

Licensing and support to be provided by GSDC shall be limited to the components specified in the below table. All other licensing and support requirements shall be the responsibility of the Bidder.

#	Items	Remarks
1	Staging / Production Environment	GSDC shall provide the required hardware and infrastructure for the Production environment only, based on finalized hardware sizing and availability. The SDA shall provide the complete list of required open-source software/tools. If any commercial/paid software is proposed by the SDA, the procurement of licenses, subscriptions, and enterprise support shall be entirely the responsibility of the SDA. Staging and other non-production environments shall be managed by the SDA.
2	Load Balancer	The GSDC will provide the physical load balancer at the GSDC. Software-level load balancing needs to be managed by the SDA.
3	SSL/ Server Level Antivirus	The GSDC will provide SSL certificates and server-level antivirus.
4	Container Orchestration Platform	GSDC shall provide the container orchestration infrastructure (e.g. VMware Tanzu Infra). Any application-level tools, enterprise add-ons, or paid licenses required for containerized application deployment shall be proposed, procured, configured, and supported by the SDA.
5	Database Server	GSDC will provide the VM for hosting the database server. The database license, installation, configuration, deployment, performance tuning, and ongoing management shall be the responsibility of the SDA.
6	Platform & Governance Services	GSDC shall provide the Infra platform (e.g. VMware Tanzu) and OEM-level support for the infrastructure components. All configuration, deployment, application integration, platform usage, operations, monitoring, and day-to-day management shall be handled by the SDA. Any additional paid tools or software recommended by the SDA shall be procured and supported by the SDA.
7	Cloud Backup	GSDC shall perform infrastructure-level backups as per GSDC's standard backup policy for the servers provided by them.

#	Items	Remarks
8	Centralized Logging	GSDC shall provide the log storage infrastructure. The SDA shall be responsible for log storage sizing, including estimation of storage capacity, log retention period, archival strategy, and compliance with project requirements, and shall provide these inputs during design and implementation.

### Responsibility for Non-GSDC Components

- Except for the infrastructure, platforms, licenses, tools, and support services expressly stated in the above table as being provided by GSDC, all other hardware, software, licenses, subscriptions, tools, utilities, middleware, security solutions, monitoring systems, application components, third-party services, and associated support requirements necessary for successful implementation, operation, and maintenance of the Project shall be solely the responsibility of the Selected Bidder (SDA).
- The Selected Bidder shall be responsible for the identification, procurement, deployment, configuration, integration, licensing, renewal, upgrade, maintenance, and support of all such components at its own cost, without any additional financial implication to CMH-CU or GSDC.
- Any failure arising due to non-availability, improper licensing, misconfiguration, or inadequate support of such components shall be treated as the sole responsibility of the Selected Bidder and shall be subject to applicable penalties and contractual remedies.

#### 3.3.1 Project Planning, Governance, and Mobilization

Upon issuance of the Letter of Intent (LoI), the Selected Bidder shall initiate the project by preparing a detailed mobilization and implementation plan, covering the proposed methodology, timelines, resource deployment, and integration readiness. The Bidder shall onboard the required project team, define clear roles and responsibilities, and establish effective coordination mechanisms with all stakeholders, including concerned departments and Urban Local Bodies (ULBs). The Bidder shall also conduct a detailed study of the existing grievance platforms, legacy service systems, and the CM Helpline call centre system.

The mobilization and implementation plan shall also include the approach for requirement gathering, system design, integration with legacy systems, and readiness for development and testing. The Selected Bidder shall ensure that all foundational activities are completed to enable the smooth and timely commencement of unified IGSMS development work.

#### 3.3.2 Requirement Gathering and System Study

The Selected Bidder shall undertake a comprehensive system study to assess existing grievance processes, digital platforms, data availability, departmental workflows, integration

points, escalation structures, and user journeys associated with all grievance interfaces and all legacy service systems across the State of Gujarat.

Upon completion of the system study, the Selected Bidder shall prepare and submit the following deliverables:

- i. **Software Requirements Specification (SRS):** Documenting detailed functional, non-functional, and technical requirements.
- ii. **Process Re-engineering Recommendations:** Proposals to align and optimize departmental workflows in accordance with the unified IGSMS framework.
- iii. **UI/UX Prototype and Design Mock-ups:** Interactive user interface and user experience designs developed using tools such as Figma or equivalent prototyping platforms, covering key citizen and officer workflows, dashboards, and mobile interfaces, for review and approval by the CMH-CU prior to development.

All documents shall be submitted to the Tendering Authority for review, feedback, and approval prior to commencement of development activities.

### **3.3.3 System Architecture and Solution Design**

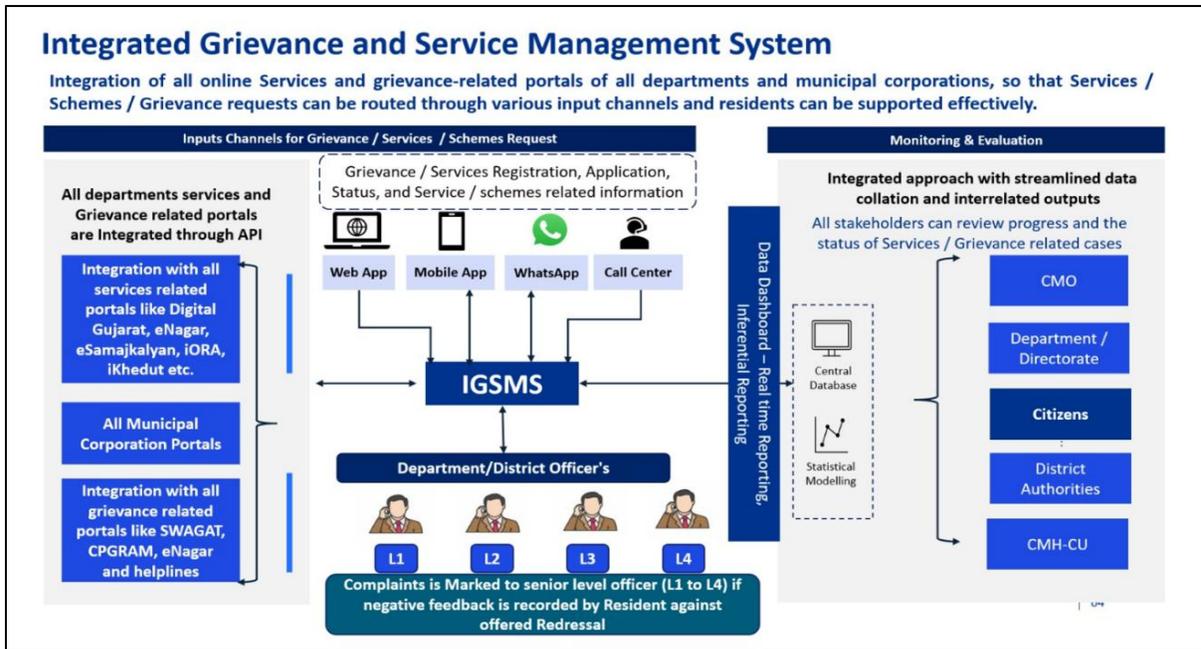
The Selected Bidder shall design and implement a **modular, microservices-based architecture** for the IGSMS, hosted on GSDC infrastructure, ensuring that each system component is independently deployable, scalable, and upgradable without disruption to overall operations.

The system architecture shall:

1. Adopt open-source technologies to avoid vendor lock-in and to support long-term sustainability.
2. Enable seamless integration of external applications through API-driven communication using secure REST APIs, JSON/XML data exchange, and a centralized API gateway.
3. Provide secure identity and access management through State-approved Single Sign-On (SSO) and OTP-based authentication mechanisms (SMS, e-mail, TOTP).
4. Support multi-language user interfaces, including Gujarati, Hindi, and English, and comply with applicable accessibility standards, including WCAG.
5. Include comprehensive database design artefacts, such as conceptual, logical, and physical data models; data dictionaries; schema definitions (DDL); integration mappings; data migration plans; and security architecture, ensuring compliance with performance, scalability, and Government security standards.
6. Ensure that all legacy service systems are integrated through standardized and secure APIs.
7. Feature a responsive web design to ensure optimal viewing and user interaction across desktops, tablets, and mobile devices.

The Selected Bidder shall prepare and maintain **High-Level Design (HLD)**, **Low-Level Design (LLD)**, system architecture diagrams, data flow diagrams, integration architecture, network architecture, security architecture, user interface prototypes, and system interaction maps. These documents shall be reviewed and updated on an ongoing basis throughout the project lifecycle.

### 3.3.4 Development of Core IGSMS Platform



**Fig 1: Tentative Solution Design**

#### 3.3.4.1 Integrated Grievance and Service Management System (IGSMS) – Core Components (Grievance Redressal System)

The IGSMS platform shall comprise a Citizen and Officer portal, mobile application, WABA integration, grievance submission interfaces, escalation engine, automated workflow management tools, and administrative control panels.

- **Unified Grievance Registration Across All Channels**
  - All grievances received through the IGSMS web portal, IGSMS mobile application, WhatsApp chatbot, departmental systems, Municipal Corporation grievance platforms, Digital Gujarat, SWAGAT, CPGRAMS, and the CM Helpline call centre shall be captured directly into the IGSMS as a single case with a unique grievance ID. This centralized registration shall prevent duplication, ensure data consistency, and enable citizens to track grievance status through a unified platform.

- The system shall support provisional citizen profile creation during assisted interactions, allowing completion and verification of mandatory details during or after the call, with automatic linkage to grievances or service requests.

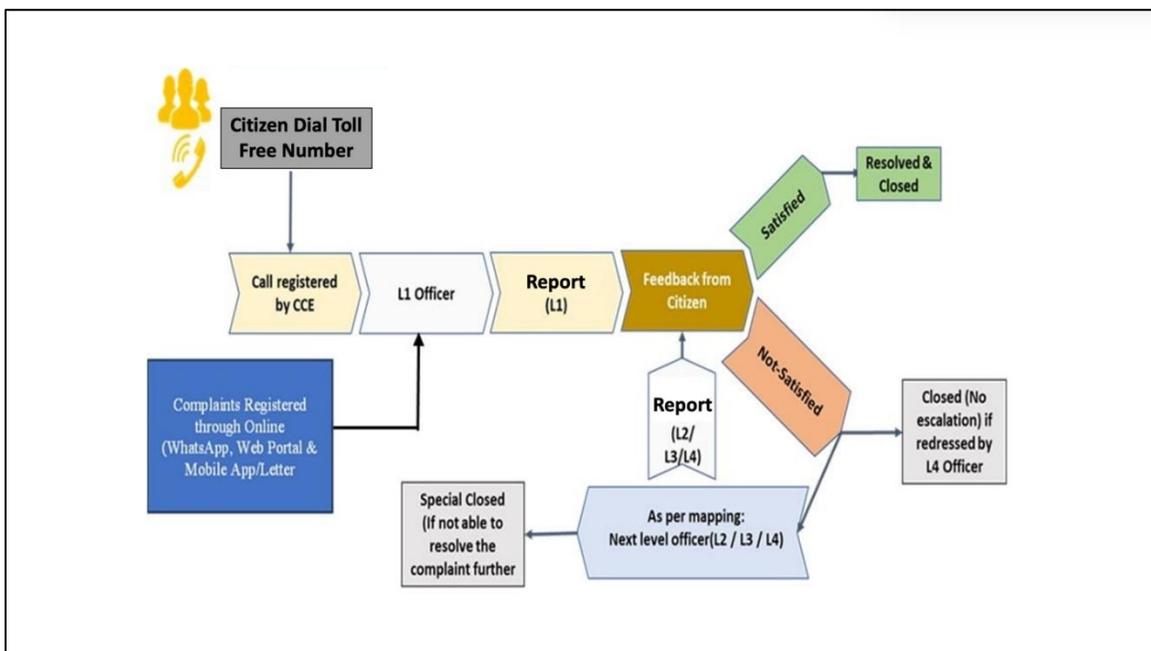
- **Integration and Future Consolidation of SWAGAT**

Initially, the IGSMS shall establish integration with the existing SWAGAT portal to ensure seamless inflow, synchronization, and unified tracking of grievances registered under the SWAGAT system. In the subsequent phase, the SWAGAT system shall be fully incorporated into the IGSMS platform, resulting in a single, consolidated, state-level central grievance redressal portal for Gujarat.

- **Integration with CM Helpline Call Centre Application**

The IGSMS shall incorporate and seamlessly integrate the CM Helpline call centre solution as an internal module within the unified platform. The interface for call centre shall function as an assisted grievance entry channel within the IGSMS ecosystem. All grievance details will be captured by call centre executives in that module, along with associated metadata from call center CRM like caller details, timestamps, grievance category, and follow-up information, shall be automatically recorded, synchronized, and stored within the centralized IGSMS database in real time.

Any updates, escalations, or actions recorded within the IGSMS by authorized authorities shall be reflected in the call centre CRM in real time.



**Fig 2: Tentative workflow Diagram**

- **Caller Context and Grievance History**

Through seamless integration between the IGSMS and the CM Helpline call centre system, authorized users shall be able to view a citizen's complete grievance history, including recurring issues and pending cases. This unified historical view shall enhance service quality by enabling call centre agents and departmental officers to provide faster, more informed, and contextual support.

- **Real-Time Bi-Directional Synchronization**

Any updates made by call centre executives, including corrections to citizen details, additional information captured during follow-up calls, or revisions to grievance records, shall be synchronized instantly with the IGSMS. Similarly, any changes in grievance status, escalation, remarks, or closure recorded within the IGSMS shall be immediately reflected in the call centre application. This real-time bi-directional synchronization shall ensure data consistency and alignment across platforms.

- **360-Degree Citizen Grievance View**

The IGSMS shall provide a consolidated 360-degree profile for each citizen by aggregating all grievances submitted through every integrated channel, including the portal, mobile application, WhatsApp, departmental and municipal systems, and the CM Helpline. This comprehensive view shall support improved grievance handling, identification of repeat issues, enhanced departmental responsiveness, and data-driven decision-making.

- **Ticket Generation and Categorization**

- Every grievance received via the helpline or other integrated channels shall be recorded and assigned a unique ticket number, which shall be communicated to the citizen for reference. The system shall categorize grievances by type, department, scheme, or service.
- Categorization may be performed manually by the call centre agent from a predefined list and/or automatically using keyword-based rules. Proper categorization shall ensure accurate routing of grievances to the appropriate department or authority for resolution.

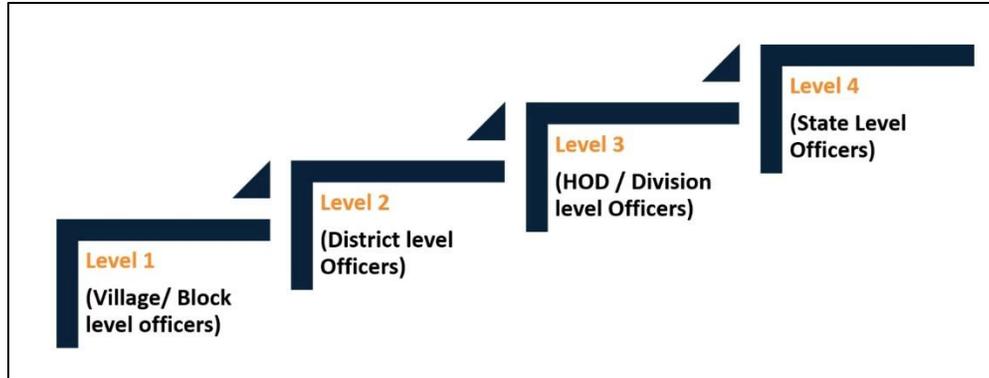
- **Assisted Service / Scheme Information Requests through CM Helpline**

In addition to grievance registration, the IGSMS shall support assisted service and scheme information requests handled through the CM Helpline call centre. When a citizen contacts the CM Helpline seeking information or clarification regarding Government schemes, services, eligibility, application procedures, or status of benefits, the call centre executive shall be able to:

- Access the integrated IGSMS knowledge base and service repository to provide accurate and up-to-date information to the citizen.
- Record the interaction within the IGSMS as an “Information / Service Assistance Request”, even where no formal grievance is lodged.
- Generate a unique ticket number for each such interaction, which shall be communicated to the citizen for future reference.
- The IGSMS shall maintain a complete digital record of such information requests, including caller details, nature of enquiry, information provided, call timestamps, call recordings (where applicable), and call centre executive remarks.
  
- **Assignment to Departments and Officers**
  - The system shall maintain an up-to-date officer and department directory along with configurable routing rules to forward grievances to the appropriate authority responsible for resolution. Upon ticket creation, the grievance module shall automatically assign or notify the responsible officer through the integrated portal and/or notification alerts (SMS/e-mail/WhatsApp/InApp/Push notifications).
  - Departmental users shall be provided secure login credentials to access assigned grievances, either through the IGSMS portal or through integration with existing departmental grievance systems. This shall establish a complete end-to-end digital grievance lifecycle, from citizen submission to departmental resolution, with tracking and accountability.
  - The system shall support document and image uploads, including Optical Character Recognition (OCR)-based data extraction where feasible.
  - The system shall also provide role-based access for senior officers / CMH-CU to view randomly selected and/or configurable samples of grievances handled by junior officers for quality assurance and supervisory review. Senior officers / CMH-CU shall be able to review comments, actions taken, and resolutions provided, and record observations or directions, if any.
  
- **Grievance Handover in Case of Officer Leave or Transfer**
  - The IGSMS shall support controlled handover and reassignment of grievances in cases where an assigned officer is unavailable due to leave, transfer, suspension, or any administrative reason. Authorized supervisory officers shall be able to view officer availability status and manually reassign active grievances to alternate officers within the same jurisdiction or hierarchy, without loss of grievance history, audit trail, or SLA continuity.
  - All such handover and reassignment actions shall be fully audit logged and reflected in dashboards and MIS reports.

- **District Nodal Executive (DNE)–Enabled Grievance Correction and Redirection**
  - The IGSMS shall support a District Nodal Executive (DNE) role, with rights to review grievances that are unassigned, incorrectly categorized, or wrongly routed to an L1 officer.
  - The DNE shall be able to analyze grievance details, identify the correct department and L1 officer across the district, and reassign or redirect such grievances to the appropriate authority while ensuring SLA continuity. All redirection actions shall be audit logged and visible in grievance history, dashboards, and MIS reports.
  
- **GIS Module Integration**

The IGSMS shall integrate with a GIS module to capture and utilize location information of citizens, officers, and officials for various use cases, including grievance registration, grievance disposal, and service request processing.
  
- **Time-Bound Resolution**
  - Each grievance category shall be associated with a defined resolution timeline as per applicable government standards, regulations, or departmental policies. These timelines shall be configurable within the system and may vary based on department, grievance type, and severity.
  - The system shall continuously track elapsed time since grievance registration and highlight approaching or breached deadlines. Automated reminders and alerts shall be sent to responsible officers to ensure timely resolution.
  
- **Escalation Matrix**
  - In cases where grievances are not resolved within the stipulated timeframe, the system shall trigger automated, multi-level escalations as per a configurable escalation matrix. Escalations may occur across hierarchical levels, such as from field-level officers to district-level authorities, and further to State-level officials.
  - Escalated grievances shall be prominently flagged within dashboards, and notifications shall be sent to higher authorities to ensure immediate attention and corrective action.



**Fig 3: Tentative Escalation Matrix**

- **Monitoring, Dashboards, and Analytics**
  - The system shall provide dedicated, role-based, and multi-channel dashboards for officials at various levels to monitor grievance status and performance. Departmental and district-level dashboards shall display metrics such as grievances received, resolved, pending, overdue, and average resolution time.
  - The Chief Minister’s Office and central monitoring authorities shall have access to consolidated, State-wide dashboards with drill-down capabilities by department, district, grievance category, and geography. Dashboards shall support monitoring across L-1, L-2, L-3, and L-n officer levels to drive accountability.
  - The Bidder shall design, develop, deploy, and maintain role-based dashboards and analytics for the IGSMS using BI Tool.
  - The system shall provide authorized supervisory users with capabilities to review call recordings, call notes, and interaction quality, record quality observations, and monitor Call Centre Executive performance through configurable quality audit workflows.
  - The system shall also capture citizen feedback for information and service assistance requests handled through the CM Helpline, and such feedback shall be included in dashboards and performance analytics.
  
- **Data Integration and Reporting Scope**
  - The scope shall include integration with all relevant data sources, including grievance and service request lifecycle data, SLA metrics, escalation data, citizen feedback, departmental information, and geographic datasets. Activities shall include data extraction, transformation, validation, historical data handling, and scheduled or near real-time data refresh.
  - Dashboards shall provide interactive KPIs and analytics covering grievance and service status, SLA compliance, resolution timelines, trends, escalations, repeat grievances, and citizen satisfaction indices, with drill-down and filtering

capabilities. An indicative and exhaustive list of dashboards and analytics is provided in **Annexure 15**.

- **Automated Reports and Dissemination**

The system shall support automatic generation of predefined reports at configurable periodic intervals and dissemination of such reports to designated officials and departments via email in standardized formats.

- **Quality of Disposal Review and Oversight by Monitoring Authorities**

- The IGSMS shall include a dedicated mechanism to enable monitoring authorities to review and assess the quality of grievance disposal by departments and officers. The system shall capture disposal remarks, supporting documents, action taken reports, and resolution evidence, and shall allow designated supervisory and monitoring authorities to evaluate whether the grievance has been adequately and satisfactorily resolved.
- The platform shall provide configurable quality assessment parameters, including completeness of action taken, adherence to prescribed procedures, timeliness, and citizen satisfaction feedback. Monitoring authorities shall be able to record quality ratings, observations, and corrective instructions within the system. These quality review outcomes shall be reflected in dashboards, MIS reports, and performance analytics, and shall be used to support continuous improvement, accountability, and informed decision-making at departmental, district, and State levels.

- **District Ranking and Performance Measurement**

To promote accountability and performance improvement, the system shall include officer-wise, district-wise and department-wise performance ranking mechanisms based on parameters such as SLA compliance, grievance resolution rates, and citizen feedback scores. Ranking dashboards and periodic reports shall highlight top-performing and underperforming entities.

- **Citizen Notifications and Updates**

- The system shall send automated notifications to citizens at key stages of the grievance lifecycle, including registration, assignment, escalation, and closure, primarily through SMS. Where applicable, outbound IVR calls in the local language /e-mail/WhatsApp/InApp/Push notifications may also be used to communicate important updates and advisories.

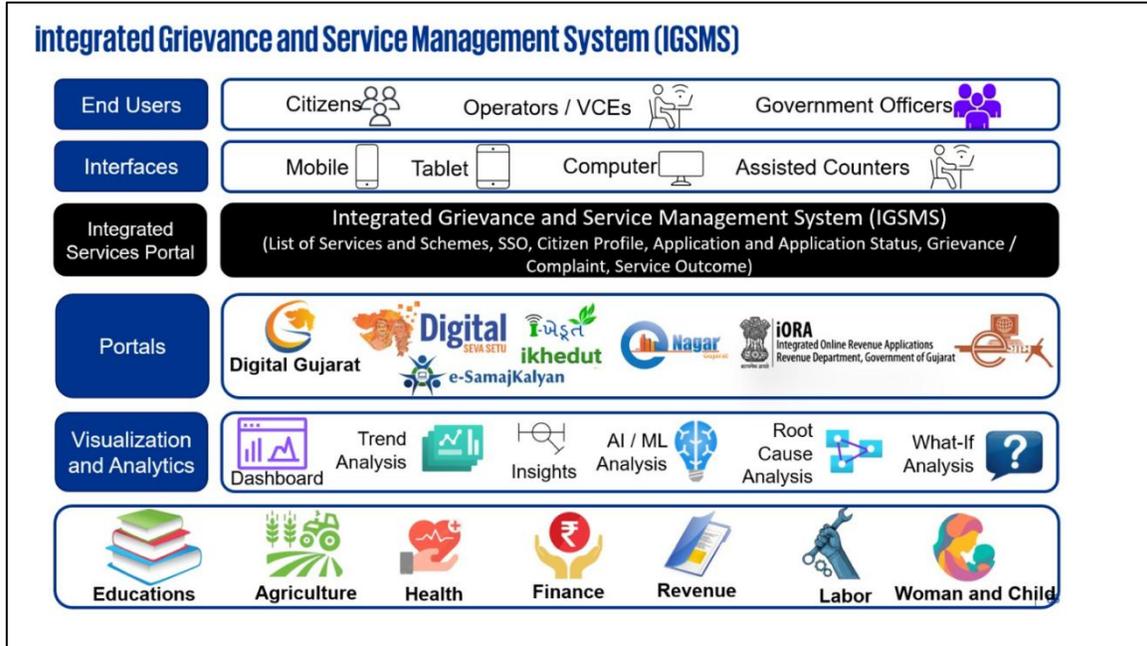
- These notifications shall enhance transparency, reassure citizens, and reduce the need for repeated status inquiries.
- **Integration with Existing Grievance Portals**
  - The IGSMS shall be designed to integrate with all existing grievance portals and systems operated by Government departments, Urban Local Bodies, and other legacy platforms. All grievances submitted through such systems shall be routed into the IGSMS to maintain a single, centralized grievance repository.
  - The portal, mobile application, WhatsApp interface, departmental systems, ULB platforms, and CM Helpline call centre shall collectively function as a unified grievance redressal ecosystem, eliminating duplication, ensuring data consistency, and enabling consolidated monitoring and reporting.
- **Additional System Capabilities**

The system shall also support:

  - One-time citizen registration to enable quick grievance submission and tracking through a single account, ensuring a single source of truth.
  - Automated grievance categorization using rule-based logic, machine learning techniques, and LLM-driven classification models.
  - Grievance prioritization mechanisms, including urgent tagging and dynamic reassignment.
  - Grievance re-opening functionality, enabling citizens to seek further review without generating a new grievance ID.
  - The system shall support identification and grouping of similar or mass grievances arising from common causes (e.g., disasters, service outages, policy drives). Authorized officers shall be able to take bulk actions, record common action taken reports, and close or update multiple related grievances simultaneously, while maintaining individual grievance histories and audit trails.
  - The system shall support officer acknowledgement of grievance assignment. Time-based alerts shall be triggered if grievances are not acknowledged within a configurable period, and SLA tracking shall reflect acknowledgement and action timelines separately.
  - The system shall support separate capture of internal officer remarks and citizen-visible responses. Internal remarks shall be restricted to authorized users, while only approved responses shall be shared with citizens.

### 3.3.4.2 Integrated Grievance and Service Management System (IGSMS) – Core Components (Service Delivery Facilitator)

The IG SMS is envisaged as an integrated mechanism for real-time tracking, information dissemination, and seamless access to citizen services, aimed at strengthening accountability, improving service delivery efficiency, and building trust between citizens and the Government.



**Fig 4: Services- Proposed Option**

**The system should provide the following functionality:**

Provision of a single access point for citizens to discover and access all Government services and schemes, ensuring service requests are routed to the appropriate departmental or service delivery portals.

**Services and Schemes Knowledge Repository:** A centralized knowledge repository covering scheme eligibility criteria, benefits, required documents, frequently asked questions (FAQs), and operational guidelines.

Verification of ground realities and dissemination of information related to Government schemes and initiatives through multiple communication channels, including SMS, WhatsApp, IVR, email, and other digital modes.

**Table 1: The portal and details provided herein are not limited to:**

Grievance redressal forum of different Dept/Organization	Major Online service delivery platforms
CPGRAMS	Digital Gujarat
108 – Ambulance,	eSamajKalyan

Grievance redressal forum of different Dept/Organization	Major Online service delivery platforms
1962 – Animal Mobile Medical Ambulance	Investor Facilitation Portal (IFP)
181_WHL	eNagar
1098_Child Helpline	Garvi Portal
112 – Emergency response support system (Integrates 100, 101, 108, 181, 1098, 1070, 1077)	eSanman
SWAGAT state portal	Shramshetu
DISCOMS	iORA
Municipal Corporations	iKhedut
Health Dept	Mari Yojana
GWSSB (Water Supply)	Municipal Corporations portals
Cyber Crime Cell	e-Dhara
PDS Helpline Number	Gujarat Home Department Citizen Portal
Digital Gujarat	
Labour Helpline	
Consumer Forum	
GSRTC	

To ensure API integration aligns with the SOW and delivery obligations, the criteria outlined below must be satisfied:

**API Enablement for Service Facilitation**

- APIs to redirect citizens to the appropriate service or scheme application submission pages.
- APIs to fetch and display real-time status of submitted service or scheme requests. Knowledge Base APIs to disseminate information and validate citizen eligibility for schemes and services.
- APIs to retrieve information on services and benefits already availed by a citizen from other integrated Government portals, mapped to the respective beneficiary and synchronized with IGSMS records.
- A citizen-centric feedback mechanism shall be established to capture inputs, suggestions, and feedback related to Government services, schemes, and initiatives, thereby supporting continuous service improvement.
- APIs to retrieve and securely store the final outcome of service requests and scheme applications, including certificates, sanction orders, and benefit confirmations. Such documents shall be made available in the citizen’s consolidated IGSMS profile for secure and authenticated download.

### **API Integration Framework and Architecture**

- To ensure API integration aligns with the Scope of Work (SoW) and delivery obligations, the following criteria shall be met:
- API Engine and Gateway
- As a core architectural principle, the Unified IT Ecosystem shall be built using a microservices-based API architecture to the maximum extent possible. All internal and external integrations and information exchanges shall be enabled through APIs.
- The API Gateway shall provide comprehensive capabilities for managing API consumers and producers, including authentication, authorization, monitoring, metering, throttling, and logging. This shall be a critical component enabling a secure, scalable, and interoperable digital ecosystem.

### **Enterprise Integration Layer**

- The Enterprise Integration Layer shall be built on microservices-based APIs and shall facilitate seamless data exchange between IGSMS and external systems. This layer shall manage integrations with internal and external applications and support orchestration, transformation, and validation of data flows.

### **External Integration Layer**

- The solution shall interface with multiple internal and external systems for data exchange and validation. This layer shall define and manage all external interfaces required for the IGSMS solution.

### **API Monitoring Dashboard**

- The system shall include an API monitoring dashboard displaying the overall health and availability of all APIs, uptime metrics, latency indicators, and incident alerts. The dashboard shall provide access to detailed logs of requests, responses, errors, and performance metrics, with alerts for anomalies or threshold breaches.

### **API Management and Usage Responsibilities**

- All data exchange between the Unified IT Ecosystem and internal or external systems shall preferably be carried out through APIs. The SDA, in consultation with CMH-CU, shall establish and maintain API standards for the Unified IT Ecosystem.
- The SDA shall be responsible for developing, deploying, operationalizing, and maintaining APIs supporting all modules defined in this RFP and shall provide a full API lifecycle management solution.
- An application performance monitoring dashboard shall be provided to enable real-time health checks, performance tracking, alerts, and notifications for all APIs.

- The SDA shall provide comprehensive handholding support for API management, ensuring secure integration, optimization, and long-term maintainability.
- Comprehensive end-to-end testing of all consumed and exposed APIs shall be conducted to validate functionality, reliability, security, compatibility, and readiness for future scalability using the latest technology stack.
- The SDA shall specify, configure, test, integrate, and implement APIs in coordination with relevant external stakeholders. Existing APIs (e.g., SMS APIs compliant with TRAI guidelines) may be reused where compatible with the proposed system.

### **3.3.5 Development of Mobile Applications**

The Selected Bidder shall design and develop fully functional Android and iOS native mobile applications for citizens and officials. The mobile applications shall:

- Support multilingual user interfaces
- Enable voice-based and text-based grievance submission
- Provide grievance and service request tracking, notifications, and two-way communication
- Offer role-based dashboards for officials
- Support offline usage with automatic data synchronization upon restoration of connectivity
- Enable push notifications for SLA alerts, grievance updates, and service notifications
- Capture GIS-based location data
- Support image and document uploads

The applications shall follow native or hybrid development best practices and comply with Google Play Store and Apple App Store policies.

### **3.3.6 AI, LLM, OCR, and Automation Components**

The Selected Bidder shall integrate advanced AI, LLM, and automation-based components to:

1. Automatically categorize grievances using text analysis, speech transcripts, uploaded documents, and contextual indicators.
2. Generate concise summaries of lengthy grievances for faster officer review.
3. Extract text using OCR for handwritten and typed documents, with special support for Gujarati language content.
4. Detect duplicate or similar grievances based on root cause analysis.
5. Recommend possible resolutions using historical case similarity and learning algorithms.
6. Enable predictive analytics to identify trends, recurring issues, and potential risk hotspots.
7. Support conversational AI interfaces through chatbots for citizen interaction and assistance.

All AI and LLM components shall be hosted on GSDC or MeitY or GoG approved cloud infrastructure located within India, ensuring data privacy and compliance with Government regulations.

### **3.3.7 Capacity Building**

The Selected Bidder shall prepare training and enablement materials, including videos, user manuals, FAQs, and quick reference guides, in Gujarati and English. Training materials in additional languages shall be developed if required by the Competent Authority.

### **3.3.8 Security, Performance, and Compliance Testing**

The Selected bidders shall, at its own cost and responsibility, conduct comprehensive security audits, Vulnerability Assessment and Penetration Testing (VAPT), performance testing, stress testing, and load testing of the IGSMS platform prior to Go-Live and whenever required during the contract period. Such testing shall be carried out in compliance with applicable Government of India and Government of Gujarat guidelines, including CERT-In and cybersecurity standards.

All vulnerabilities, deficiencies, and performance gaps identified during such audits and testing shall be rectified by the selected bidder and revalidated before Go-Live and acceptance. No additional payment shall be made by CMH-CU for these activities, and the cost shall be deemed included in the Contract Price.

### **3.3.9 Hosting, Security, and Infrastructure Management**

#### **Application Hosting on GSDC**

1. The solution shall comply with all applicable Gujarat State Data Center (GSDC) policies, guidelines, and procedures, including ISO 20000 and ISO 27001 standards, as prescribed by the Government of Gujarat.
2. The Bidder shall comply with all infrastructure and application hosting guidelines for GSDC environments.
3. A GSDC clearance report shall be obtained prior to hosting, and applications shall be hosted only after approval by the Competent Authority.

#### **Cloud Hosting as per DST Gujarat Cloud Adoption Guidelines**

If required and directed by CMH-CU, the Selected Bidder shall host the application and associated components on cloud infrastructure in accordance with the prevailing Department of Science and Technology (DST), Government of Gujarat, Cloud Adoption Guidelines and related policies. The Bidder shall ensure full compliance with all applicable rules, security standards, data localization requirements, regulatory provisions, and governance frameworks prescribed by the Government of Gujarat and Government of India. All necessary approvals and certifications shall be obtained prior to deployment on cloud infrastructure.

### **Compliance Requirements**

The empanelled agency shall ensure full compliance with all applicable Central and State Government security standards, including but not limited to:

- GIGW 3.0 (MeitY)
- NeSDA (DARPG)
- CERT-In advisories
- DST-GoG development and procurement guidelines
- Gujarat State Data Policy
- Aadhaar Act and UIDAI protocols (where applicable)
- Gujarat SDC / GSWAN hosting norms
- Open API standards
- WCAG 2.1 accessibility guidelines
- IT Act and data localization norms
- Gujarat Cloud Policy
- Relevant ISO/IEC standards
- Digital Personal Data Protection Act, 2023 (DPDP)

### **Audit and Certification**

The agency shall be responsible for:

- Security audits (CERT-In, OWASP, SSL, etc.)
- STQC audit and certification, wherever applicable
- VAPT through CERT-In empanelled auditors
- Maintenance of audit records and compliance documentation

#### **3.3.10 Operations and Maintenance**

The Selected Bidder shall provide comprehensive Operations and Maintenance (O&M) services throughout the contract period.

The Project is primarily integrative in nature, wherein the IGSMS Portal shall facilitate integration with existing and future grievance redressal systems, service delivery portals, departmental applications, and third-party platforms. Considering the integrative nature of the Project, all API integrations (Existing and new), enhancements, upgrades, replacements, migrations, version changes, protocol modifications, security updates, authentication changes, data structure changes, and interface adaptations required for ensuring continuous and seamless interoperability with such systems shall be treated as an integral, essential, and inseparable part of the Scope of Work.

Accordingly, the Scope of O&M shall include the following, without any additional financial or contractual implications to the Client:

- Application and infrastructure maintenance
- Integration support and bug fixing
- Feature enhancements and version upgrades
- Database management, backup, archival, and restoration
- 24x7 system monitoring
- Security monitoring and incident response
- Compliance with all existing and future laws, rules, regulations, policies, standards, and government guidelines.
- The Selected Bidder shall ensure strict and continuous compliance with all applicable Service Level Agreements (SLAs) throughout the contract period.

### **3.3.11 WhatsApp Business API (WABA) Services**

The solution shall integrate with WhatsApp Business API (WABA) to enhance citizen engagement through automated grievance registration, real-time updates, and information dissemination.

#### **3.3.11.1 Key Functionalities**

- Guided workflows for grievance and service interactions via WhatsApp
- AI-powered chatbot for grievance registration, tracking, and service discovery
- Secure integration with Government databases, authentication systems, and payment gateways
- Automated notifications and acknowledgements via WhatsApp
- Support for digital payments, document uploads, OCR-based validation, and AI-assisted form filling
- Rule-based auto-routing, prioritization, escalation, and monitoring
- Compliance with IT, data protection, and security standards with State-wide scalability

#### **3.3.11.2 Functional Scope**

- Template Management Dashboard with approval workflows
- Bi-directional platform integrations via secure REST APIs
- Broadcast and scheduling engine with dependency management
- Secure document delivery APIs via WhatsApp
- Analytics and reporting dashboards with export capabilities
- Retry and fallback mechanisms for critical alerts

### WhatsApp-Based Notification Broadcast System

A high-availability broadcast platform shall be implemented to deliver notifications and documents via WhatsApp, integrated with grievance management systems.

### WhatsApp-Based Chatbot

- Guided conversation flows for grievance registration and tracking
- Human agent handoff
- Personalized interactions
- Reporting and analytics
- Real-time integration with IGSMS for status tracking

### 3.3.12 Team Deployment

(Phase 1- Development, Rollout of Portal, Mobile App, WhatsApp Services, System Stabilization, and Go-Live) Key Resource: Tentative Team to be deployed for Project Implementation

The Selected Bidder shall deploy a dedicated project team, including, but not limited to:

SN	Role / Position	Minimum Qualification	Minimum Experience
1	Project Manager	<ul style="list-style-type: none"> <li>• MBA / ME / MTech and B.E. or B.Tech. (specialization in Computers or IT) or MCA.</li> <li>• Preferred: PMP or Prince2 Certified</li> </ul>	<ul style="list-style-type: none"> <li>• Total Experience: Minimum 12 years</li> <li>• Relevant Experience: Minimum 06 Years of experience in managing &amp; implementing large-scale e-Governance projects</li> </ul>
2	Solution Architect	<ul style="list-style-type: none"> <li>• B.E. or B.Tech. (specialization in Computers or IT) or MCA.</li> <li>• Preferred Certifications: TOGAF or AWS Certified Solutions Architect or Microsoft Azure Solutions Architect Expert or Certified Enterprise Architect</li> </ul>	<ul style="list-style-type: none"> <li>• Total Experience: Minimum 15 years</li> <li>• 5+ years in software architecture/design; experience in micro services, APIs, cloud-native systems.</li> </ul>

SN	Role / Position	Minimum Qualification	Minimum Experience
3	Backend Developer	B.E./B.Tech/MCA	5+ years in backend development open source; experience with microservices and APIs.
4	Frontend / UI Developer	B.E./B.Tech/MCA	5+ years in UI/UX, responsive web design, Angular/React/Vue frameworks
5	Mobile App Developer	B.E./B.Tech/MCA	5+ years in Android/iOS app development (native or hybrid)
6	Business Analyst (BA)	B.E./B.Tech / MCA / MBA / PGDM	4+ years of experience in business analysis, requirement elicitation, stakeholder coordination, preparation of BRD/FRD/SRS, process mapping, gap analysis, and supporting system design for large-scale IT / e-Governance projects.
7	AI/ML/LLM Specialist	B.E./B.Tech/M.Tech in CS/AI/DS/IT	4+ years in AI/ML/LLM model development, NLP, data analytics
8	Database Administrator (DBA)	B.E. or B.Tech. (specialization in Computers or IT) or MCA. Preferred Certification: Database Certification from Microsoft or Oracle or IBM or SAP HANA or equivalent Vendor-agnostic certifications	10+ years in database administration (PostgreSQL/MySQL/Oracle), performance tuning and backup/restore
9	Capacity Building	Any Graduate	3+ year in developing Training Manuals.
10	QA / Test Engineer	B.E./B.Tech/MCA or Graduate/Postgraduate.	3+ years in software testing (manual + automation)
11	Technical Infrastructure Manager	B.E./B.Tech (Computer Science / IT / Electronics) or MCA	8+ years of experience in IT infrastructure management including servers, networks, storage, and virtualization. Hands-on experience in managing data center / cloud infrastructure, load balancers, firewalls, backup systems, and

SN	Role / Position	Minimum Qualification	Minimum Experience
			monitoring tools. Strong knowledge of Linux/Windows server administration.

The above-mentioned list of resources indicates the minimum qualification and experience requirements for execution of the project. The number and type of resources to be deployed will be decided by SDA. Based on the actual project needs, complexity, transaction volumes, and SLA commitments, the Selected Bidder shall deploy additional qualified resources as necessary to fully meet the Scope of Work and performance requirements.

CMH-CU shall not bear or reimburse any costs related to manpower deployed for installation, testing, commissioning, implementation, operation, maintenance, monitoring, or SLA management of the system. All such costs shall be deemed to be included in the bidder's financial proposal.

In the event that any deployed support staff is unavailable due to leave, resignation, or any other reason, the Selected Bidder shall ensure timely deployment of suitable alternate personnel possessing the same or higher technical qualifications and experience, without any disruption to project activities or service levels.

The Selected Bidder shall be responsible for deploying key project resources at the client site during the development phase of the IGSMS portal, including but not limited to:

- Project Manager
- Business Analyst
- Developers (Atleast one)

Profiles, qualifications, relevant experience, and detailed CVs of all proposed resources shall be submitted to CMH-CU for review and approval prior to deployment. Any subsequent replacement of approved personnel shall be subject to prior approval of CMH-CU.

**(Phase 2- Operation & maintenance) Key Resource: Team to be deployed at client site for Project Implementation for Operation & Maintenance**

SN	Role / Position	Minimum Qualification	Minimum Experience
1	Project Manager	<ul style="list-style-type: none"> <li>• MBA / ME / MTech and B.E. or B.Tech. (specialization in Computers or IT) or MCA.</li> </ul>	<ul style="list-style-type: none"> <li>• Total Experience: Minimum 12 years</li> <li>• Relevant Experience: Minimum 06 Years of experience in</li> </ul>

SN	Role / Position	Minimum Qualification	Minimum Experience
		<ul style="list-style-type: none"><li>Preferred: PMP or Prince2 Certified</li></ul>	managing & implementing large-scale e-Governance projects
2	Senior Developer	B.E./B.Tech / MCA	<ul style="list-style-type: none"><li>8+ years in development open source experience with microservices and APIs.</li></ul>
3	Software Developer	B.E./B.Tech/MCA	5+ years in development
4	Software Developer	B.E./B.Tech/MCA	5+ years in development

#### 4 Project Timelines and Milestones

Sr. No.	Milestone	Scope of Work	Deliverable / (Reports/ Documents & Infra)	Timeline/ (Duration)	Payment
1	Milestone 1	Letter of Agreement (LoA)	<ul style="list-style-type: none"> <li>Letter of Intent</li> </ul>	T1 / (1 Day)	NIL
			<ul style="list-style-type: none"> <li>Letter of Agreement, Deployment of Manpower and Detailed Project Plan with Timelines in XLS format</li> </ul>	T2=T1+ 7 Days (8 Days)	
2		System Requirement Study (Section 3)	<ul style="list-style-type: none"> <li>Validation of Functional Requirement Specifications (FRS)</li> </ul>	T3=T2+15 Days (23 Days)	NIL
			<ul style="list-style-type: none"> <li>Software Requirement Specifications (SRS)</li> </ul>		
		Design, Development, Integration, and Deployment of the IGSMS Web-Based Platform, including end-to-end grievance registration and management workflows, integration with the CM Helpline CRM, integration with all existing grievance redressal portals, configurable escalation matrices, and comprehensive dashboarding and MIS	<ul style="list-style-type: none"> <li>System Design Document (SDD) / Process Design Report</li> </ul>	T4= T3+ 60 Days (83 Days)	NIL
	<ul style="list-style-type: none"> <li>Testing Methodology including test cases and test plan and Test Results</li> </ul>				
	<ul style="list-style-type: none"> <li>UAT Sign off certificate by CMH-CU.</li> </ul>				
	Handing over of				
	<ul style="list-style-type: none"> <li>i. Source code of the developed application</li> </ul>				
	<ul style="list-style-type: none"> <li>ii. Server and client edition perpetual licenses in the</li> </ul>				

Sr. No.	Milestone	Scope of Work	Deliverable / (Reports/ Documents & Infra)	Timeline/ (Duration)	Payment
		capabilities, including but not limited to real-time monitoring dashboards, performance analytics, departmental reports, executive summaries, and compliance reports, as detailed in Section 3.	name of the purchaser for the various middleware/ web-based MIS application/ and third-party tools by the bidder to run the application to CMH-CU (VAPT/security audit liability on vendor) Security audit of the system through a CERT-In-empanelled agency.		
3		Operationalization of Grievance Management Module	<ul style="list-style-type: none"> <li>Installation &amp; technical manuals</li> </ul>	T5 = T4 + 7 Days (90 Days) (10 Days Buffer)	40% of the price quoted in financial bid table in <b>Annexure 7.</b> (Part A)
	Deployment and commissioning of Application in Live Environment as in accordance with Scope defined.	<ul style="list-style-type: none"> <li>User manual</li> </ul>			
		<ul style="list-style-type: none"> <li>Submission of Commissioning Report</li> <li>FAT (Final Acceptance Test) duly signed by CMH-CU</li> </ul>			
4	<b>Milestone 2</b>	<b>Operationalization of Mobile Application</b>	Design, development, integration, and deployment of citizen-facing and officer-facing	T6 = T5 + 30 Days (120 Days)	Nil

Sr. No.	Milestone	Scope of Work	Deliverable / (Reports/ Documents & Infra)	Timeline/ (Duration)	Payment
5		<b>Operationalization of WhatsApp Chatbot</b>	mobile applications (Android and iOS), including web chatbots, WhatsApp chatbot, and other assisted interfaces. The mobile applications shall enable citizens to submit, track, and reopen grievances, and allow government officers to view, process, resolve, and record remarks on grievances through the app. The scope shall further include end-to-end grievance registration and management workflows; integration with the IGSMS grievance redressal platform; configurable escalation matrices; officer login and role-based access; comprehensive dashboards and MIS; and production deployment and operationalization of the Grievance Management Module.	T7 = T6 +60 days (180 Days)	15% of the price quoted in financial bid table in <b>Annexure 7</b> . (Part A) after FAT (Final Acceptance Test) duly signed by CMH-CU.

Sr. No.	Milestone	Scope of Work	Deliverable / (Reports/ Documents & Infra)	Timeline/ (Duration)	Payment
6	Milestone 3	Design, Development, Integration, and Deployment of the IGSMS Web-Based Platform, including end-to-end Services Engagement and management workflows, integration with the CM Helpline CRM, integration with all existing services delivery portals, configurable escalation matrices, and comprehensive dashboarding and MIS capabilities, including but not limited to operational dashboards, SLA compliance reports, management information systems, analytical reports, and decision-support reports, as detailed in Section 3.	<ul style="list-style-type: none"> <li>System Design Document (SDD) / Process Design Report</li> </ul>	T8=T7+75 days (255 Days)	NIL
<ul style="list-style-type: none"> <li>Testing Methodology including test cases and test plan and Test Results</li> </ul>					
<ul style="list-style-type: none"> <li>UAT Sign off certificate by CHM-CU.</li> </ul>					
Handing over of:					
i. Source code of the developed application  ii. Server and client edition perpetual licenses in the name of the purchaser for the various middleware/ web bases MIS application/ and third-party tools by the bidder to run the application to CMH-CU (VAPT/security audit liability on vendor)					
7		Operationalization of services engagement Module	<ul style="list-style-type: none"> <li>Installation &amp; technical manuals</li> </ul>	T = T8+20 days (275 Days)	15% of the price quoted in financial bid

Sr. No.	Milestone	Scope of Work	Deliverable / (Reports/ Documents & Infra)	Timeline/ (Duration)	Payment
		Deployment and commissioning of Application in Live Environment as in accordance with Scope defined.	<ul style="list-style-type: none"> <li>• User manual</li> <li>• Submission of Commissioning Report</li> <li>• FAT (Final Acceptance Test) duly signed by CMH-CU</li> <li>• Security audit of the system through a CERT-In-empanelled agency.</li> </ul>		table in <b>Annexure 7.</b> (Part A)
8	<b>Milestone 4</b>	<b>System Stabilization Period and Go-Live</b>	Stabilization of the IGSMS portal, including successful integration of the mobile application and WhatsApp-based service modules, followed by the final Go-Live of the system.	90 Days (365 Days)	10% of the price quoted in the Financial Bid (Annexure 7, Part A), upon issuance of written Go-Live approval by the CMH-CU.
9	<b>Operation and maintenance (O&amp;M) for a period of Two - years post acceptance</b>	<p><b>Activities during O&amp;M</b></p> <p>Successful completion of O&amp;M activities as mentioned in this RFP</p>	<ul style="list-style-type: none"> <li>• Quarterly Progress Report containing the following details:</li> <li>• Details of issues reported and their timely resolution along with documentary proof</li> </ul>	The entire O&M phase of 2 years (24 months). The 24-months O&M period shall commence after	Payments during the Operation & Maintenance (O&M) phase shall be made on an Equated Quarterly Payment basis from the price quoted in Financial Bid Table – Annexure 7 (Part B),

Request for Proposal (RFP) for selection of Software Development Agency for development, customisation and deployment of Integrated Grievance and Services Management System (IGSMS) for the state of Gujarat

Sr. No.	Milestone	Scope of Work	Deliverable / (Reports/ Documents & Infra)	Timeline/ (Duration)	Payment
	of the solution			stabilization of the IGSMS portal, i.e., post Milestone 4.	<p>after necessary deductions towards penalties, if any.</p> <p>Further, 20% of the payment linked to Part A shall be retained and released during the O&amp;M phase. This amount shall be equally distributed and paid at the end of each quarter (5% per quarter) during the first year of the O&amp;M phase, subject to satisfactory performance and after necessary deductions towards penalties, if any.</p>

**Note: T1 (Letter of Intent):** T1 refers to the date of issuance of the Letter of Intent (LoI) to the selected bidder.

#### **4.1 User Acceptance Testing (UAT)**

The project acceptance process shall follow the sequence: Internal Testing → Factory Acceptance Testing (FAT) → User Acceptance Testing (UAT) → Go-Live → Stabilization → Final Acceptance. Go-Live shall be declared only after successful completion and formal sign-off of both FAT and UAT by CMH-CU.

The Selected Bidder shall carry out comprehensive testing activities prior to deployment of the IGSMS solution for User Acceptance Testing (UAT). These activities shall include unit testing, system testing, integration testing, load/performance testing, and stress testing to ensure functional correctness, performance stability, and readiness of the solution for UAT. Upon completion of internal testing and deployment in the designated UAT environment, the Selected Bidder shall provide module-wise demonstrations of all developed functionalities of IGSMS to CMH-CU. The Bidder shall also ensure that the application performance is validated under expected, peak, and extreme load conditions.

CMH-CU shall conduct functional and user acceptance testing of the deployed solution. In this regard, the Selected Bidder shall be responsible for the following:

- i. Preparation and submission of detailed Factory Acceptance Testing (FAT) and User Acceptance Testing (UAT) plans, including test schedules, procedures, test scenarios, test formats, and acceptance criteria.
- ii. Preparation and submission of a comprehensive Test Strategy, detailed test cases, and test execution reports, covering functional, non-functional, integration, performance, security, usability, and stress testing aspects.
- iii. Timely identification, rectification, and closure of all software application-related defects, bugs, and issues identified during FAT, UAT, safe-to-host review, technical audits, performance testing, or stress testing. The Bidder shall submit updated testing documents and reports detailing the defects identified, root cause analysis, corrective actions taken, and re-testing results.
- iv. Providing complete handholding and support to CMH-CU during the UAT process, including facilitation of test execution, clarification of functionalities, and resolution of queries raised by users or reviewers.
- v. Obtaining final user acceptance and sign-off for the complete IGSMS solution from CMH-CU after successful implementation, stabilization, and testing of all modules. Final approval and acceptance of the software and system shall rest solely with CMH-CU.
- vi. Ensuring that UAT sign-off is obtained from CMH-CU for the entire application suite only after all observations, recommendations, and change requests arising out of UAT, safe-to-host review, technical audits, performance testing, and stress testing activities have been duly addressed and implemented to the satisfaction of CMH-CU.

- vii. Stress Testing: The Bidder shall conduct stress testing by subjecting the system to loads beyond the defined peak and expected usage levels, including sudden traffic spikes, concurrent user surges, and high-volume transaction scenarios. The objective shall be to assess system robustness, stability, graceful degradation, recovery behaviour, and bottleneck identification. Detailed stress test reports, including test scenarios, thresholds, results, observations, and corrective measures, shall be submitted to CMH-CU prior to UAT sign-off.
- viii. The system shall be tested and validated to support a minimum of 16,000 concurrent users, and peak loads of at least 150% of expected capacity, with average response time not exceeding 3 seconds for critical transactions. Failover and recovery time during stress and load testing shall not exceed 15 minutes.

#### **4.2 System Integration and Commissioning**

- i. The SDA shall deploy the developed application software on the designated servers after completing all required formalities and ensuring compliance with applicable policies, standards, and guidelines.
- ii. The SDA shall integrate the hardware, system software, and application software, and commission the entire project. Upon receipt of formal intimation of commissioning from the SDA, CMH-CU shall conduct the Final Acceptance Testing (FAT). The project shall be deemed to have been successfully commissioned only after acceptance of the FAT reports by CMH-CU. Following successful commissioning, the system shall be declared Go-Live and shall enter the Operations and Maintenance (O&M) / Facility Management Services (FMS) phase.
- iii. The SDA shall provide all relevant documentation, including role-wise user manuals, as specified in this RFP.
- iv. The SDA shall transfer ownership of all software that is developed, customized, configured, or procured under this project. All software licenses and support-related documents shall be issued in the name of CMH-CU.
- v. The SDA shall extend necessary support to all departmental users and concerned stakeholders to ensure the smooth and successful roll-out of the developed software application.

#### **4.3 Software Load Balancer**

The Selected Bidder shall design, deploy, configure, operate, and maintain an enterprise-grade software-based Load Balancer as part of the IGSMS infrastructure to ensure high availability, scalability, performance, and fault tolerance of the application ecosystem.

The Software Load Balancer shall:

- i. Distribute application traffic across multiple backend application instances deployed in active-active or active-passive configurations, eliminating single points of failure and ensuring continuous service availability.
- ii. Support Layer 4 (transport-level) and Layer 7 (application-level) load balancing, enabling intelligent routing based on parameters such as source IP, URL paths, HTTP headers, cookies, sessions, and application context.
- iii. Perform automated and configurable health checks for all backend services and application instances, and ensure seamless and automatic failover in the event of node, service, or infrastructure failure without impacting end users.
- iv. Support horizontal scalability, allowing dynamic addition, removal, or scaling of application instances in response to load variations, with zero or minimal service disruption.
- v. Support session persistence (sticky sessions) wherever required, while also enabling and promoting stateless application architecture for improved scalability and resilience.
- vi. Provide SSL/TLS termination and re-encryption capabilities, ensuring secure communication, optimized cryptographic performance, and compliance with Government security standards.
- vii. Integrate seamlessly with Web Application Firewall (WAF), DDoS protection, and intrusion prevention mechanisms to safeguard applications against application-layer and network-layer threats.
- viii. Provide comprehensive monitoring, logging, and analytics, including traffic volume, request and response metrics, latency, error rates, backend health status, and audit-ready logs for operational visibility and compliance purposes.
- ix. Ensure full compatibility with GSDC / MeitY/ GoG approved cloud or on-premise infrastructure, and comply with all applicable Government of Gujarat IT, cybersecurity, and data protection policies.
- x. Support high availability and redundancy of the load balancing layer itself, including clustering or failover configurations, to ensure uninterrupted service availability even in the event of load balancer instance failure.
- xi. Be based on open-source or widely adopted software load balancing technologies, avoiding vendor lock-in and enabling long-term maintainability and portability of the solution.

The Bidder shall submit detailed load balancing architecture diagrams, configuration details, and a failover and scaling strategy as part of the solution design documents.

#### 4.4 Instructions to Bidders

i. **Invitation to Bid**

The CM Helpline Coordination Unit (CMH-CU), General Administration Department (ARTD), Government of Gujarat, invites bids through the **nProcure** portal from eligible organizations for the selection of a SDA for the Design, Development, Implementation, Operation, and Maintenance of the Integrated Grievance and Service Management System (IGSMS).

ii. **Mode and Deadline of Submission**

Bids shall be submitted online through the **nProcure** portal (<https://tender.nprocure.com/>) on or before the Bid End Date and Time specified in the Bid Schedule. Offline submissions shall not be accepted.

iii. **Scope Compliance**

The services offered shall strictly conform to the Scope of Work, Technical Specifications, and Service Level Agreements defined in this RFP. Any deviation may render the bid non-responsive.

iv. **Price Firmness**

Prices quoted by the bidder shall remain firm and fixed during the entire bid validity period and shall not be subject to any revision due to technical or commercial clarifications, assumptions, exclusions, or interpretations by the bidder. Any attempt to revise prices post submission shall render the bid liable for rejection. However, the Government of Gujarat reserves the right to seek a revised financial offer, where permitted under applicable procurement rules.

v. **Selection Methodology**

The selection of the bidder shall be carried out strictly in accordance with the evaluation methodology, criteria, and procedures prescribed in this RFP.

vi. **Availability of Tender Documents**

The complete RFP document is available for download exclusively on the **nProcure** portal (<https://tender.nprocure.com/>).

vii. **Corrigendum / Addendum / Clarifications**

Any corrigendum, amendment, or clarification issued by CMH-CU shall be published only on the **nProcure** portal. Bidders are responsible for regularly checking the portal and incorporating such updates in their submissions.

- viii. **E-Tendering Process**  
The procurement shall be conducted entirely through the **nProcure** e-tendering system, and all stages including eligibility, technical, and financial bids shall be submitted electronically.
- ix. **Bidder Registration Requirement**  
Only bidders registered and active on the **nProcure** portal shall be eligible to participate in this tender.
- x. **Opening of Technical Bids**  
Technical bids shall be opened online by the Tender Committee / Competent Authority of Government of Gujarat on the date and time notified on **nProcure**. Representatives of bidders may attend, if permitted.
- xi. **Presentations / Demonstrations**  
CMH-CU may, at its discretion, require shortlisted bidders to make a technical presentation or demonstration. Such presentations shall be conducted at the bidder's own cost and on short notice.
- xii. **Statutory and Policy Compliance**  
The bidder shall comply with all applicable IT policies, procurement rules, security guidelines, and statutory regulations issued by the Government of Gujarat and Government of India, as amended from time to time.
- xiii. **Completeness and Accuracy of Information**  
Bidders shall furnish all information strictly in the prescribed formats. Incomplete, ambiguous, or misleading information may result in rejection of the bid without further clarification.
- xiv. **Verification and Disqualification**  
If at any stage it is found that any document or information submitted is false, forged, misleading, or unauthenticated, CMH-CU reserves the right to reject the bid, terminate the contract, and debar/blacklist the bidder, in accordance with applicable guidelines.
- xv. **Cost of Bid and Confidentiality**  
CMH-CU shall not be responsible for any costs incurred by bidders in preparing or submitting their bids, demonstrations, or related activities. All bid submissions shall be treated as confidential during the evaluation process.

xvi. **Binding Nature of Submissions**

All statements, representations, and documents submitted by the bidder shall be deemed binding and enforceable upon award of the contract.

xvii. **No Contractual Obligation Until Execution**

No contractual obligation shall arise until a formal written agreement is executed by the competent authority of CMH-CU. Notification of preferred bidder status shall not confer any legal right upon the bidder.

xviii. **Right to Cancel or Modify Procurement**

CMH-CU reserves the absolute right to modify, suspend, or cancel the procurement process at any stage without assigning any reason and without incurring any liability.

xix. **Supersession Clause**

This RFP supersedes all prior communications, advertisements, or documents related to this procurement.

xx. **Deemed Acceptance**

Submission of a bid through **nProcure** shall be deemed as conclusive evidence that the bidder has read, understood, and accepted all terms, conditions, and requirements of this RFP.

## 5 **Service Level Agreements**

This section describes the service levels to be established for the Services offered by the BIDDER to Client. The successful BIDDER has to comply with below-mentioned SLAs to ensure adherence to quality, security and availability of service. The BIDDER should provide adequate tools required to capture the data for SLA verification with no additional cost to Client and will submit the SLA reports on the monthly basis to Client.

### 5.1 **Definitions**

a. **Scheduled Maintenance Time**

“Scheduled Maintenance Time” shall mean the period during which the system is unavailable due to planned maintenance activities approved in advance by the Client. Scheduled maintenance shall not be carried out during prime hours (08:00 AM to 10:00 PM). Such maintenance shall be treated as planned downtime and excluded from SLA calculations.

**b. Scheduled Operation Time**

“Scheduled Operation Time” shall mean the total operating hours of the system during a given month, excluding approved Scheduled Maintenance Time.

- The systems and applications hosted at the Primary Data Centre (DC), Disaster Recovery Centre (DRC), and other critical infrastructure shall operate on a 24x7x365 basis.
- Systems deployed at the Client site shall operate during the official business hours of the Client.

**c. System or Application Downtime**

“System or Application Downtime” shall mean the cumulative duration during which the system or application is completely inoperable during the Scheduled Operation Time, excluding Scheduled Maintenance Time. Downtime shall be measured from the time the Client, or its authorized users log an incident with the Bidder’s support team, or from the time the failure is detected through automated monitoring tools, whichever is earlier, until the system is fully restored to normal operational status.

**d. Availability**

“Availability” shall mean the percentage of time during which the system, application, and associated infrastructure are available for use by the Client. Availability shall be calculated as follows:

$$\{( \text{Scheduled Operation Time} - \text{System Downtime} ) / ( \text{Scheduled Operation Time} )\} * 100\%$$

**e. Helpdesk Support**

“Helpdesk Support” shall mean the centralized support facility responsible for fault reporting, trouble ticket management, and user assistance during the contract period. Helpdesk services shall be provided 12x7, operational from 09:00 AM to 09:00 PM, Monday through Sunday.

**f. Incident**

“Incident” shall refer to any event or abnormality affecting the functioning of IT equipment, infrastructure, system software, application software, or services that may result in partial or complete disruption of normal operations of the Data Centre, system, or application services.

### Response and Resolution Times

Severity Level	Description	Response Time	Resolution Time
Critical (P1)	Complete application down / Security breach	1 hour	6 hours
High (P2)	Core module malfunction (e.g., booking failure)	2 hours	12 hours
Medium (P3)	Minor feature issue, UI bug	4 hours	24 hours
Low (P4)	Content formatting, spelling, Layout	8 hours	24 hours

#### Note:

- Severity P1:** Service is unavailable or a fatal error that makes the system unusable resulting in a direct impact. The problem has resulted in the failure of critical activities. Immediate action required. Example: Application Software related problems affecting all or most of the users e.g. users are unable to log-in, users are unable to register, users are unable to access the application etc.
- Severity P2:** Service is adversely affected or an error that results in incorrect outputs leading to a major function being unusable resulting in indirect impact but whose impact is localized and no system – wide. Immediate action is needed. Example: The Grievance Redressal Officer (GRO) is unable to close a grievance or record the required action taken.
- Severity P3:** Service is adversely affected resulting in limited impact or an error that makes a minor function unusable, but which can be tolerated and is to be resolved as soon as possible. Example: Some of the advance services such as detailed and complex reports are not available.
- Severity P4:** Service is not affected. Example: Slow response of the system to user requests, minor suggestions and modifications in system functionality.

#### 5.2 Interpretation & General Instructions

- The Business Hours shall be **9:00 am to 9:00 pm** on all calendar days, except on public holidays and restricted holidays as notified by the Government of Gujarat from time to time. "Non-Business Hours" shall mean hours excluding "Business Hours". The BIDDER however recognizes the fact that Client offices will require to work beyond the business hours on need basis.

### **5.2.1 Availability Measurement**

Service availability shall be calculated as the average availability across all relevant system components, rather than on individual components. However, any infrastructure, system, or service degradation resulting in performance non-compliance shall be considered while calculating downtime for SLA purposes.

### **5.2.2 SLA Monitoring Tools**

The Bidder shall deploy automated tools to continuously monitor, measure, and report compliance against all SLA parameters specified in this RFP. Tool access should be provided to the CMH-CU to raise incidents, real time monitoring and to pull the reports as and when required.

### **5.2.3 SLA Measurement and Breach**

SLA parameters shall be monitored and assessed on a monthly basis, as per the requirements defined for each SLA metric. Failure to meet the prescribed service levels shall constitute an SLA breach and shall attract penalties as defined in the relevant SLA tables.

### **5.2.4 Service Level Violation and Reporting**

A Service Level violation shall occur if the Bidder fails to meet the Minimum Service Levels for any applicable SLA metric during a monthly measurement period.

Overall availability and performance measurements shall be evaluated on a monthly basis. The Bidder shall submit a Monthly Availability and Performance Report in the format prescribed by the Client, detailing:

- Summary of incidents reported
- SLA compliance status
- Performance metrics achieved
- Deviations and corrective actions taken

The report shall be submitted at the end of each month and shall form the basis for SLA review and penalty assessment during quarterly payment.

## **5.3 General Terms of Service Level Conditions**

- a. **Implementation SLAs:** Used to evaluate timelines for completion of deliverables listed in the payment schedule.
- b. **Post-Implementation SLAs:** The SLAs shall become effective from the operationalization and Go-Live of the Grievance Management Module (Milestone-1). Payments to the Bidder shall be directly linked to compliance with the SLA metrics specified herein.

- c. **Payment Impact:** Payments to the Bidder will be affected by penalties for non-compliance with SLA requirements.
- d. **Full Payment:** The Bidder will receive 100% of the invoice value if all required performance metrics are met.
- e. **Penalty Application:** Penalties will be applied on the payment due for the respective milestone/quarter for deviations from SLA targets as defined in the SLA matrix.
- f. **SLA Measurement:** SLA parameters will be measured using appropriate tools provided by the Bidder and may be audited by the Client for accuracy. Post-implementation SLAs will be monitored and reports generated for compliance.
- g. **Accountability:** The Bidder is responsible for meeting design, development, deployment, operation, and maintenance standards. Penalties may be applied for, but are not limited to:
  - Delay or unsatisfactory performance by manpower.
  - Non-adherence to timelines affecting deliverables.
  - Unauthorized substitution of personnel.
  - Failure to maintain documentation.
  - Failure to resolve issues or complaints timely.
  - Any other reason deemed fit by the Client.

#### 5.4 Implementation of SLAs

- a. **Parameters:** Related to delivery timelines and successful UAT for each functional requirement.
- b. **Period:** Applicable until CMH-CU sign-off; deliverables measured at each payment milestone.

Delay (Weeks)	Penalty % on the respective Payment milestone value
Up to 2 weeks	5%
> 2week to ≤ 4 week	10%
> 4Week	15%

**Capping:** Maximum penalty per milestone is 15%. If this is reached, the Client may invoke the termination clause.

- Every week of delay also extends the maintenance period by 2 weeks beyond the standard 24 months, at no additional cost to the Client.

### **5.5 Post-Implementation SLAs**

- The SLA Management and Monitoring Tool must be deployed to capture all SLA metrics accurately.
- The tool will generate monthly and quarterly reports to be shared with the Client.
- The Client may audit the tool and scripts regularly.
- Some service levels may also be assessed through audits or reports provided by the Bidder in agreed formats.
- The Bidder shall provision all tools required for SLA measurement and cooperate with third-party audits when required.

### **5.6 Confidentiality and Data Breach Management SLAs**

Disclosure of any information, including personal data and Integrated Grievance & Service Management System (IGSMS)–related data, is strictly prohibited. Any unauthorized access, use, disclosure, sharing, transmission, or leakage of such information and/or data shall constitute a serious violation and shall attract stringent legal, contractual, and disciplinary action in accordance with applicable Central and State laws, including termination of the Contract under Clause 8.14 (Termination Clause) of this RFP.

### **5.7 Violations and Associated Penalties**

- a. Quarterly performance evaluation will be conducted based on monthly reporting periods.
- b. Performance will be measured against minimum/target SLA requirements, and violations calculated accordingly.
- c. If the overall penalty, exceeds 25% of the monthly payable amount for any review period; or Exceeds 20% of the monthly payable amount for three (3) successive months, the Client may:
  - Invoke the Performance Bank Guarantee, or
  - Terminate the contract, or
  - Do both, at its discretion.

### **5.8 Show Cause Notice**

CMH-CU may issue a Show Cause Notice to the SDA in case of any material or repeated breach of the SLA parameters listed in the table below, including but not limited to:

- a. Failure to meet the defined SLA thresholds for availability of high-critical applications (Below Table Point 3).
- b. Repeated non-deployment or prolonged absence of approved manpower. (Point 1 & 2)
- c. Delay in resolution of critical incidents beyond the prescribed timelines. (Point 4)
- d. Any other SLA breach adversely impacting system performance or service delivery.

The Show Cause Notice shall specify the nature of the breach, supporting evidence, and the time period for submission of a written explanation by the SDA. Failure to provide a satisfactory response or recurrence of such breaches may result in further action as per the terms of the RFP, including invocation of penalties, withholding of payments, or termination of contract.

SN.	Parameter	Description	SLA Slabs	Penalty
1	<b>Availability of Manpower (Initial Deployment / Replacement)</b>	All manpower approved during the Technical Presentation shall be deployed onsite at CMH-CU and available during working hours (10:30 AM to 6:15 PM) throughout the Implementation and O&M phases. Timely deployment and continuity of resources shall be ensured by the SDA.	No penalty for first 7 days from T1 beyond that defined penalty will be imposed	<p><b>Penalty for Non-Deployment of Resources/ Manpower:</b></p> <p>Rs. 700/- per day per resource for non-deployment during 8-15 days from T1</p> <p>Rs 1000/- per day per resource for non-deployment after 15 days from T1.</p>
2	<b>Availability of Manpower (Leave Management)</b>	A maximum of 12 leaves per year per resource (pro-rata basis) shall be permitted during the Implementation and O&M phases, subject to prior approval of CMH-CU. The SDA shall ensure uninterrupted availability of approved manpower.	If absence exceeds the permitted leave limit	<p>If absence exceeds 12 days of approved leave:</p> <ul style="list-style-type: none"> <li>For absence up to the 7th day beyond the approved leave, a penalty of Rs. 500 per day will be charged.</li> <li>If absence continues beyond the 7th day of approved leave, the penalty increases to Rs. 700 per day for each additional day off</li> </ul>

SN.	Parameter	Description	SLA Slabs	Penalty
3	<b>Availability of following High critical Sub-Applications</b> <ul style="list-style-type: none"> <li>• IGSMS Portal</li> <li>• IGSMS Mobile application</li> </ul>	Each module of the application should be available <b>99.7% of the time</b> (at the primary site) on monthly basis	<b>Slab 1:</b> Availability < 99.7 % to 99 %	<b>Slab 1:</b> 2% of EQI will be deducted from Quarterly Payment
		Daily uptime & Downtime Reports to be Shared.	<b>Slab 2:</b> Availability >=97.00% to < 99.00%	<b>Slab 2:</b> 5% of EQI will be deducted from Quarterly Payment
		<b>Note:</b> In case of failure due to infrastructure, responsibility lies with GSDC. SDA/Vendor will not be penalised.  Availability (%) = [(Total Time – Downtime) / Total Time] × 100 (per day)	<b>Slab 3:</b> Availability below 97.00%	<b>Slab 3:</b> 10% of EQI will be deducted from Quarterly Payment Along with show cause notice (Section 5.8 Show Cause Notice)  Note: If more than 2 Show cause notice get issued in a quarter, in that scenario, the CMH-CU reserves the right to invoke the Termination Clause.

SN.	Parameter	Description	SLA Slabs		Penalty	
			Severity	Breach Condition	Severity	Penalty
4	<b>Delay in Resolution Penalty</b>	Refer to definition of Severity As mentioned in above Table	P1	Beyond 6 hours	P1	INR 2,000 per hour
			P2	Beyond 12 hours	P2	INR 1,000 per hour
			P3	Beyond 48 hours	P3	INR 1,000 per day
			P4	Beyond 3 days	P4	INR 500 per day
5	<b>Page Load Time (Average Response Time)</b>	The IT application should maintain a response time threshold of <b>5 seconds</b> for loading application pages.	<b>Slab 1:</b> Average response time between 5–10 seconds (portal home page, forms, user queries)		<b>Slab 1:</b> 0.2% of EQI will be deducted from Quarterly Payment	
			<b>Slab 2:</b> Average response time between 10–15 seconds		<b>Slab 2:</b> 0.3% of EQI will be deducted from Quarterly Payment	
			<b>Slab 3:</b> Average response time above 15 seconds		<b>Slab 3:</b> 0.5% of EQI will be deducted from Quarterly Payment	
6	<b>Security Breach and/ or loss of data</b>	There should be Zero instances for Security breach/ loss of data. Monthly Incident report to be provided for Review	> 0		Any violation shall attract penalties, which may extend up to ten percent (10%) of the total Contract Value, and shall be treated as a material breach of contract, entitling CMH-CU, at its discretion, to terminate the Agreement in accordance with	

Request for Proposal (RFP) for selection of Software Development Agency for development, customisation and deployment of Integrated Grievance and Services Management System (IGSMS) for the state of Gujarat

SN.	Parameter	Description	SLA Slabs	Penalty
				Clause 8.14 (Termination Clause), without prejudice to any other rights, remedies, or claims available under applicable laws and under this RFP.
7	<b>Change Request updation – Software Functionality/ Website/ Mobile Application/Reports</b>	Functionality, website, or other IT-related components shall be updated or modified as required	The activity shall be completed within the defined time frame as per the requirements specified by CMH-CU.	In case the directed timeline by CMH-CU is 1% of the EQI will be implied as penalty for per week delay
8	<b>Maximum Time for Application Home Page Opening</b>	Maximum Time for application Home Page opening during peak usage as measured at any of Client's location shall not exceed 3 seconds.	Penalty will be Charged If it exceeds till 3s	If the Maximum Time for Home Page opening in any month in the Quarter goes beyond 3s then penalty of 0.1% of monthly proportion of EQI will be imposed as penalty.

## 5.9 Production Environment Compliance

- The Bidder shall ensure that no non-production activities—including issue resolution, bug fixing, UAT, testing, or patch updates—are performed directly on the Production (Live) environment.
- All such activities must be conducted on a separate Test/Non-Production environment, which includes development and staging environments, managed entirely by the Bidder.
- The Bidder is responsible for provisioning, maintaining, and managing the development, and staging/testing environments throughout the contract period.
- In case of non-compliance, the Client reserves the right to:
  - Impose a penalty of 5% on the subsequent payment for the period of operation during which the violation occurred.
  - Invoke the Termination Clause of the contract, if deemed necessary.

## 6 Pre-Bid Meeting & Clarifications

### 6.1 Bidders Queries

- a) TENDERER shall hold a pre-bid meeting with the prospective Bidders on the Date & time and Address mentioned in the Fact Sheet of this document.
- b) The two (2) authorized representatives of the interested organization may attend the pre-bid conference at their own cost after giving prior intimation to TENDERER.
- c) Bidders are requested to submit the e-mail address and mobile no. of one authorized person for all communications along with the registration at pre bid meeting.
- d) The prospective bidder requiring any clarification on the tender shall contact CMH-CU , GAD through email by sending their queries to [cmhelpline-ccu@gujarat.gov.in](mailto:cmhelpline-ccu@gujarat.gov.in)
- e) The Bidders will have to ensure that their queries for the Pre-Bid meeting should reach to TENDERER by email: [cmhelpline-ccu@gujarat.gov.in](mailto:cmhelpline-ccu@gujarat.gov.in) in the format as below, (Excel File only) on or before the last date for sending pre-bid queries mentioned in the Fact Sheet of this document through the email of only authorized representative of the Bidder. The bidder can also ask the clarification via the **nProcure** Portal. Only queries raised by registered bidders on or before the pre-bid meeting date shall be considered and responded to.
- f) The queries should necessarily be submitted in the following format:

Name of the Bidder<<.....>>

Contact Number and Address of the Bidder- <<.....>>

Sr. No.	Name of the Firm	Section No.	Page No.	Tender Clause	Query	Remarks
1						
2						
3						
.						
N						

- g) TENDERER shall not be responsible for ensuring that the Bidder's queries have been received by them.
- h) Bidders must confirm their participation in advance. The purpose of the meeting is to provide Bidders with information regarding the Tender, project requirements, and an opportunity to seek clarification regarding any aspect of the Tender and the project. However, the 'TENDERER' reserves the right to hold or reschedule the Pre-Bid meeting.

## 6.2 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Officer notified by the TENDERER will endeavor to provide timely response to the queries. However, TENDERER makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does TENDERER undertake to answer all the queries that have been posed by the Bidders.
- b) At any time prior to the last date for receipt of bids, TENDERER may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the TENDER Document by a corrigendum.
- c) The Corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the **nProcure portal**.
- d) Any such corrigendum shall be deemed to be incorporated into this Tender.
- e) In order to provide prospective Bidders a reasonable time for taking the corrigendum into account, TENDERER may, at its discretion, extend the last date for the receipt of Proposals.

### **6.3 Key Requirements of the Bid**

#### **6.3.1 Right to Terminate the Process**

- a) TENDERER may terminate the Tender process at any time and without assigning any reason. TENDERER makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This Tender does not constitute an offer by TENDERER. The Bidder's participation in this process may result TENDERER selecting the Bidder to engage towards the execution of the contract.

#### **6.3.2 Earnest Money Deposit (EMD)**

- a) The Bidder must submit EMD online through the **nProcure** portal as per the details mentioned in the Fact sheet and **Annexure 3**.
- b) EMD of all unsuccessful Bidders would be refunded by TENDERER within 60 Days of the Bidder being notified as being unsuccessful after the contract agreement is signed with the selected Bidder.
- c) EMD amount is interest-free and will be refundable to the unsuccessful Bidders without any accrued interest on it.
- d) The EMD may be forfeited:
  - a. If a Bidder withdraws its bid during the period of bid validity.
  - b. In case of a successful Bidder, if the Bidder fails to sign the contract in accordance with this Tender.
- e) The EMD of successful Bidders will be returned after submission of the security deposit in the form of a Bank Guarantee (as per **Annexure 4**), valid for 6 months in addition to Contract period, effective from the date of the agreement. Bank Guarantee to be resubmitted if an extension is given.

#### **6.3.3 Authentication of Bids**

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal as per **Annexure 1** mentioned in this TENDER.

## 7 Preparation and Submission of Proposal

### 7.1 Proposal Preparation Costs

The Bidder shall be responsible for all costs incurred in connection with participation in the Tender process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by TENDERER to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. TENDERER will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### 7.2 Language

The Proposal should be filled out by the Bidders in the English language only. If any supporting documents submitted are in any language other than English, a translation of the same in the English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

### 7.3 Evaluation process

- a) The Tender Evaluation Committee shall evaluate the responses to the Tender and all supporting documents / documentary evidence. Inability to submit the requisite supporting documents / documentary evidence may lead to rejection of the bid.
- b) The decision of the Tender Evaluation Committee in the evaluation of responses to the Tender shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- c) The Tender Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- d) The Tender Evaluation Committee reserves the right to reject any or all proposals based on any deviations (if any clarification is needed on the documents).
- e) Each of the responses shall be evaluated as per the criteria and requirements specified in this Tender.
- f) Selection and Award Methodology
  - The technical proposals shall be evaluated for a total of 100 marks. The **maximum of top three (03)** bidders who secure a minimum technical score of **70 marks** shall qualify for the opening of their Financial Bids. The contract shall be awarded to the L1 bidder among the technically qualified bidders whose financial proposals are opened.
  - The contract shall be awarded to the Lowest Financial Bidder (L1) among the technically qualified bidders.

- In the event of a tie among the lowest financial bidders (L1), the bidder securing the higher technical score shall be ranked higher and selected for award of contract.
- In the event that the L1 bidder fails or refuses to sign the contract, or is otherwise unable to proceed for any reason, the Committee reserves the right to consider the L2 and then L3 bidders for further negotiation.
- The decision to (i) issue the Work Order to the next eligible bidder after successful negotiation, or (ii) cancel/scrap the current RFP process and initiate a fresh tender, shall rest solely with the Committee.

#### **7.4 Tender Opening**

Participating bidders may be present in person during the bid opening process.

#### **7.5 Tender Validity**

The bids submitted by the Bidders shall remain valid for a minimum period of 180 (one hundred and eighty) days from the date of opening of the Bids, unless extended with the mutual written consent of the Bidder and SDA.

#### **7.6 Tender Evaluation**

**a) Initial Bid scrutiny will be held, and incomplete details as given below will be treated as non-responsive.**

- I. If Proposals are not submitted as specified in the Tender document.
- II. Received without the Letter of Authorization (**Power of Attorney – Annexure 1**).
- III. They are found with the suppression of details.
- IV. Within complete information, subjective, conditional offers and partial offers are submitted.
- V. Submitted without the documents requested in the checklist.
- VI. Have non-compliance with any of the clauses stipulated in the Tender.
- VII. EMD with a lesser validity period.

**b) All responsive Bids will be considered for further processing as below.**

The Tender evaluation Committee will prepare a list of responsive Bidders who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a committee according to the Evaluation process defined in this TENDER document. The decision of the Committee will be final in this regard.

- I. The evaluation committee will examine the bids to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order.

- II. TENDERER may request additional clarification documents from Bidders based on the submissions made as part of the bid response. However, no new documents will be entertained for bid evaluation purposes after the bid submission deadline, except for those specifically submitted in response to clarification requests raised by the Tendering Authority. Clarification meetings may be conducted with one or more Bidders to discuss any matters—technical or otherwise—related to their submissions.
  - III. Further, the scope of the evaluation committee may also cover making any decision with regard to the Tender Document, execution/ implementation of the project, including the management period.
  - IV. Proposal shall be opened in the presence of Bidders’ representatives who intend to attend at their cost. The Bidders’ representatives who are present shall sign a register giving evidence of their attendance.
- c) Proposal document shall be evaluated as per the following steps:**
- I. **Preliminary Examination of Eligibility Criteria documents:** The Eligibility Criteria document will be examined to determine whether the Bidder meets the eligibility criteria, whether the proposal is complete in all respects, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or eligibility criteria specified in various sections of this Tender Document will be rejected and will not be considered further.
  - II. **Evaluation of document:** A detailed evaluation of the bids shall be carried out in order to determine whether the Bidders are competent enough and whether the technical aspects are substantially responsive to the requirements set forth in the Tender Document.
  - III. All supporting documents submitted in support of the Eligibility Evaluation matrix should comply with the following: -
    - Soft copies of supporting documents to be submitted on the online portal however, TENDERER may request clarification for incomplete details or may request hard copies in quality print as and when required.
    - The supporting document should clearly indicate the value of the completed project, and the scope of work/ services should be clearly highlighted.
    - The completion certificate should clearly indicate the value and duration of the project.

Bidders failing to comply with any of the above then the Bid will be summarily rejected.

## 7.7 Deciding Award of Contract

- a. TENDERER reserves the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Proposal at any point of time before opening the Commercial Proposal. The Bidder shall furnish the required information to TENDERER and its appointed representative on the date asked for, at no cost to the TENDERER. The TENDERER may at its discretion, visit the office of the Bidder any-time before the signing of Agreement.
- b. TENDERER shall inform those Bidders whose proposals did not meet the eligibility criteria or were considered non-responsive, informing that their Commercial Proposals will be returned unopened/rejected online during selection process.
- c. The Bidder's name, the Financial Quotes, the total amount of each proposal and other such details as the Tendering Authority may consider appropriate, will be announced and recorded by the TENDERER at the opening of bid.
- d. TENDERER shall inform selected Bidders whose proposals are accepted via issuance of Letter of Intent (LoI). Bidder shall acknowledge the LoI and sign Letter of Agreement, Deployment of Manpower and Detailed Project Plan with Timelines in XLS format within seven days from the issue of LoI by TENDERER.
- e. Upon acceptance of the Letter of Intent (LoI), the successful Bidder shall deposit a Performance Security in the form of a Performance Bank Guarantee (PBG) equivalent to **5% of the Total Contract Value**, for a duration of **three (3) years and six (6) months**, as specified in **Annexure 4**, within **twenty (20) days**, as a prerequisite for signing the Agreement. The tenure of the PBG shall be **three (3) years and six (6) months**.
- f. The Tenderer shall sign the Agreement with the Selected Bidder for a period as specified under **Clause 8.36 (Contract Period)** of this RFP.

## **8 Eligibility Proposal**

### **8.1 Eligibility Criteria**

Eligibility Criteria document as per the eligibility criteria specified above, along with the following documentation:

- i. Profile of the Bidder, along with the required certifications, including a self-declaration / undertaking confirming compliance with the tender validity period of 180 (one hundred and eighty) days, as specified in Clause 7.5 (Tender Validity).
- ii. Audited annual financial results (balance sheet and profit & loss statement showing business in India) of the Bidder for the last three financial years.
- iii. Power of Attorney authorizing the person signing the proposal to act as the *Authorized Signatory of the Bidder* and to bind the Bidder for all obligations under this Tender. **(Annexure 1)**
- iv. A copy of the Tender Document, all pages duly signed by the authorized signatory, towards acceptance of the terms and conditions of the Tender Document.
- v. Proposal particulars
- vi. Proposal letter
- vii. All relevant documents for Eligibility
- viii. Eligibility Criteria Qualification
- ix. All applicable annexures are duly filled and signed
- x. Any other document required to satisfy /comply with RFP terms and conditions

### **8.2 Commercial proposal**

Commercial Quote online.

### **8.3 Modification and withdrawal of Bids**

- i. The Bidder is allowed to modify or withdraw its submitted proposal online any time prior to the last date and time prescribed for receipt of bids, by giving a written notice to the TENDERER.
- ii. Subsequent to the last date for receipt of bids, no modification of bids shall be allowed online.

### **8.4 Proposal Forms**

- i. Wherever a specific Annexure is prescribed in the Proposal document, the Bidder shall provide relevant information. If the Annexure does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the required information.
- ii. For all other cases, the Bidder shall design a form to hold the required information.

- iii. TENDERER shall not be bound by any printed conditions or provisions in the Bidder's Proposal.

#### **8.5 Local Conditions**

- i. Each Bidder is expected to become fully acquainted with the local conditions and factors which may affect the performance of the contract and /or the cost.
- ii. The Bidder is expected to know all conditions and factors which may have any effect on the execution of the contract after the issue of the letter of Award as described in the bidding document. The TENDERER shall not entertain any request for clarification from the Bidder regarding such local conditions.
- iii. It is the Bidder's responsibility to ensure that such factors have been properly investigated and considered before submitting the proposal. No claim whatsoever, including that for financial adjustment to the contract awarded under the bidding document, will be entertained by the TENDERER. Neither any change in the time schedule of the contract nor any financial adjustments arising therefrom shall be permitted by the TENDERER on account of failure of the Bidder to know the local laws/conditions.
- iv. The Bidder is expected to visit and examine and study the location of Govt. offices in Gujarat and its surroundings and obtain all information that may be necessary for preparing the proposal at its own interest and cost.

#### **8.6 Contacting the Tenderer, Gandhinagar**

- i. Any effort by a Bidder to influence the proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the proposal.
- ii. Bidder shall not approach TENDERER officers after office hours and/or outside TENDERER office premises, from the time of the proposal opening till the time the Contract is awarded.

#### **8.7 Tentative Schedule of Events**

The tentative schedule of events regarding this tender shall be as per the dates and times in given in the Fact Sheet.

#### **8.8 Opening of Proposal**

First, the envelope containing the Earnest Money Deposit (EMD) will be opened online, and if found that the Bidder has furnished all the documents in the prescribed manner, then the second envelope containing the Bidder's Proposal will be opened online.

The commercial proposal would be opened for qualified Bidders. The Evaluation Committee or its authorised representative will open the tenders.

The sequence of online bidding is as follows:

- a) EMD
- b) Eligibility Criteria
- c) Commercial

#### **8.9 Intellectual Property and Ownership**

- i. All documents, data, software, designs, reports, processes, deliverables, Source code and materials prepared, developed, or generated by the Bidder in the course of performance of the Contract shall vest with CMH-CU, unless otherwise expressly provided in the Contract.
- ii. Nothing in the Contract shall be construed as granting the Bidder any right, title, or interest in the Intellectual Property Rights of CMH-CU, except to the limited extent necessary for performance of the Contract.

#### **8.10 Use and Disclosure of Documents and Information**

- i. The Bidder shall treat as confidential all documents, data, specifications, plans, drawings, samples, reports, software, records, and other information (in whatever form) furnished by or on behalf of CMH-CU in connection with the Contract ("Confidential Information").
- ii. The Bidder shall not, without the prior written consent of CMH-CU:
  - a. disclose, share, publish, or communicate any Confidential Information to any third party; or
  - b. use such Confidential Information for any purpose other than the performance of the Contract.
- iii. The Bidder shall be responsible for ensuring that its employees, agents, comply with the confidentiality obligations under this Clause.

#### **8.11 Confidentiality**

- i. As used herein, the term "Confidential Information" means any information, including information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any TENDERER of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the

- parties that all the business processes and methods used by the Bidder in rendering the services hereunder are the Confidential Information of the Bidder.
- ii. The Bidder shall keep any confidential information related to this tender, with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason whatsoever.
  - iii. At all times of the performance of the services, the Bidder shall abide by all applicable security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignee shall agree to be bound by the terms of these tenders and such rules, policies, standards, guidelines and procedures by its employees or agents.
  - iv. The Bidder should not disclose to any other party and keep confidential the terms and conditions of the Contract agreement, any amendment hereof, and any Attachment or Annexure hereof.
  - v. The obligations of confidentiality under this section shall survive even after completion of the contract and the parties entering in the contract with signing a non-disclosure agreement with TENDERER and adhere to its provisions if any lapse is found or it is found that the parties using confidential data for any purpose without prior sanction of TENDERER, it will attract strict legal actions and will have to pay the claims and damaged as may be asked by TENDERER.
  - vi. The successful Bidder must maintain absolute confidentiality of the documents/ maps/ tools collected in any form, including electronic media and any other data/information provided to him for the execution of the work.
  - vii. The Bidder should not use the Project data for any purpose other than the scope of work specified in the document and added/ amended before signing the contract.
  - viii. If at any stage it is found that the Bidder is using the data provided by the TENDERER any time during the contract execution or after completion of the contract for any other purposes, stringent legal action will be initiated as per applicable law of land and the contract will be terminated without assigning any reasons.
  - ix. Bidder shall not disclose to anyone any information marked as confidential and communicated or made available, or accessible by the firm during execution of the work.

#### **8.12 Execution of Agreement**

After acknowledgement of the Letter of Intent (LoI) by the selected Bidder, the Bidder shall, within twenty (20) working days from the date of issue of the Work Order, furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) for an amount equal

to five percent (5%) of the Contract Value, in favour of the Under Secretary, General Administration Department in the format prescribed in **Annexure 4**.

*Note: The Performance Bank Guarantee shall be issued by any Nationalized Bank, Public Sector Bank, Private Sector Bank, Commercial Bank, or Co-operative & Rural Bank operating in India and having a branch at Ahmedabad or Gandhinagar, in accordance with **G.R. No. EMD/4/2022/0002/DMO dated 20.05.2022** issued by the Finance Department, Government of Gujarat, or as per any further instructions issued by the Finance Department from time to time. The Performance Bank Guarantee (PBG) shall be valid for the entire Contract Period and for an additional period of six (6) months thereafter*

- **Duration of the contract:**

The engagement contract for the Selected Bidder shall be for a total period of Thirty-Six (36) months from the date of issuance of the Letter of Intent (LoI). The said period shall include the Implementation Phase from the date of LoI up to Final Go-Live, followed by an Operations & Maintenance (O&M) Phase of Twenty-four (24) months from the date of Final Go-Live. The Contract may be extended up to Two (2) years on the same terms and conditions, subject to satisfactory performance.

### **8.13 Terms and Conditions: Applicable Post Award of Contract**

#### **i. Payment Milestones**

The successful Bidder shall submit invoices upon the submission and formal acceptance of deliverables prior to Go-Live, as per Section 4 (Project Timelines and Milestones), and shall submit quarterly invoices during the Operations & Maintenance (O&M) period, in compliance with the applicable Service Level Agreements (SLAs).

All invoices shall be accompanied by the supporting documents listed below and shall be subject to verification, certification, and approval by the concerned department prior to the release of payment.

- Deliverables
- SLA's
- Attendance Records.
- Monthly progress report.
- Any other reports or documents required by CMH-CU.

#### **ii. Total Cost of Services**

The total cost of the Services payable is set forth as per the successful Bidder proposal to the Concern authority and as negotiated thereafter.

Payments under the Contract shall not exceed the amount specified in Commercial.

## **8.14 Termination Clause**

### **Termination for Convenience**

- i. CMH-CU may, at its sole discretion and without assigning any reason, terminate the Contract, either wholly or partially, by giving the Selected Bidder thirty (30) days' prior written notice.
- ii. Upon receipt of such notice, the Selected Bidder shall:
  - a) Immediately cease all further work, except such work as may be expressly directed by CMH-CU for the purpose of orderly closure, protection of completed deliverables, or transition of services;) Hand over to CMH-CU all deliverables, documents, reports, data, source code (where applicable), configurations, records, and other materials developed or procured under the Contract up to the effective date of termination.
- iii. During the notice period, both parties shall, save as otherwise provided therein, continue to perform their respective obligations under this Agreement and shall not, whether by act of omission or commission, impede or otherwise interfere with the party's endeavor to remedy the default which gave rise to the commencement of such notice period.
- iv. CMH-CU shall pay the Selected Bidder the Contract Price properly attributable to services satisfactorily performed and formally accepted up to the termination date.
- v. In case of termination, the bidder will be paid for the work/services already delivered till the date of termination after deduction of penalties, if any.
- vi. No compensation shall be payable for loss of profit, loss of opportunity, or any work not executed.

### **Termination for Default**

- i. CMH-CU may terminate the Contract, in whole or in part, upon the occurrence of an Event of Default as defined under Clause 8.15, subject to the cure period specified under Clause 8.16.
- ii. If SLAs are not maintained properly and not provide services as per SLAs, then CMH-CU has right to foreclose contract.
- iii. If deductions on account of penalties & liquidated damages exceeds more than 10% of the total contract price.
- iv. In case the CMH-CU finds illegal use of hardware, software tools, manpower etc. that are dedicated to the project.
- v. In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the CMH-CU reserves the right to procure the same or

- similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.
- vi. Upon occurrence of an event of default as set out in Clause above, either party will deliver a default notice in writing to the other party which shall specify the event of default and give the other party an opportunity to correct the default.
  - vii. Upon expiry of the notice period, in the event the Bidder fails to cure the default to the satisfaction of the CMH-CU, the CMH-CU may terminate the Agreement without any further liability.
  - viii. Such termination shall be without prejudice to CMH-CU's right to:
    - Levy Liquidated Damages;
    - Invoke Performance Security;
    - Recover additional costs incurred due to risk purchase; and
    - Exercise any other remedies available under the Contract.
  - ix. In Case of termination of the bidder, the CMH-CU shall forfeit the bank guarantee (performance security) and may blacklist the bidder and/or the OEM.

#### **Termination for Insolvency**

Notwithstanding anything contained elsewhere in the contract, CMH-CU may terminate the Contract with immediate effect, without any cure period, if the Selected Bidder:

- i. Becomes insolvent or bankrupt;
- ii. Is subject to winding-up, liquidation, or dissolution proceedings; or
- iii. Has a receiver, liquidator, administrator, or similar authority appointed over its business or assets.

#### **Termination due to Force Majeure**

- i. Where a Force Majeure Event continues for a period exceeding sixty (60) days and substantially prevents performance of the Contract, either Party may terminate the Contract by giving thirty (30) days' written notice.
- ii. Upon such termination, payments shall be restricted to services actually rendered and accepted up to the date of termination.
- iii. Neither Party shall be liable for termination arising solely due to such Force Majeure Event, except for accrued obligations.

#### **Consequences and Survival of Termination**

- i. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], CMH-CU 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 SDA 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 SDA to take over the obligations of the erstwhile SDA in relation to the execution/continued execution of the scope of the Contract.
- ii. Nothing herein shall restrict the right of CMH-CU to invoke the Purchaser Guarantee and other guarantees and pursue such other rights and/or remedies that may be available to CMH-CU under law or otherwise.
  - iii. 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.

### **8.15 Events of Default**

An Event of Default shall occur if the Selected Bidder:

- i. Fails to perform any of its obligations or comply with lawful instructions or directions issued by CMH-CU;
- ii. Fails to meet agreed service levels, KPIs, milestones, or timelines, including where the SLA penalties exceed 25% of the monthly payable amount for any review period or exceed 15% of the monthly payable amount for three (3) successive months, in which case the Authority may treat the same as an Event of Default.
- iii. Fails to rectify defects, deficiencies, or deviations notified by CMH-CU within the prescribed time;
- iv. Makes any representation or warranty that is found to be false or misleading;
- v. Is in breach of any Applicable Law, statutory requirement, or regulatory direction;  
or
- vi. Becomes insolvent or subject to insolvency-related proceedings.

### **8.16 Cure Period and Remedies**

Upon the occurrence of an Event of Default, CMH-CU shall issue a **Notice of Default** specifying the nature of the default and providing the Selected Bidder an opportunity to remedy the same within **Thirty (30) days**

If the Selected Bidder fails to remedy the default to the satisfaction of CMH-CU within the stipulated period, CMH-CU may, without prejudice to any other rights:

- Terminate the Contract;
- Invoke Performance Security or other guarantees;
- Undertake risk purchase at the cost of the Selected Bidder; or
- Exercise any other remedy available under law or the contract.

### **8.17 Liquidated Damages**

- If the Selected Bidder fails to meet timelines, milestones, or performance requirements, CMH-CU may levy Liquidated Damages at rates specified in the Contract, subject to an overall ceiling of ten percent (10%) of the total Contract Value.
- Liquidated Damages may be recovered from any amounts due to the Selected Bidder or by invocation of Performance Security. Levy of Liquidated Damages shall not relieve the Selected Bidder from its obligation to complete the Contract or from any other contractual liabilities.

### **8.18 Continuance of Contract**

Notwithstanding the existence of any dispute, arbitration proceedings, levy of Liquidated Damages, or issuance of a Notice of Default, the Selected Bidder shall continue to perform its obligations under the Contract so as to ensure continuity and uninterrupted delivery of services.

### **8.19 Right of Monitoring, Inspection and Audit**

- CMH-CU shall have the right to monitor, inspect, and assess the performance of the Selected Bidder at any time during the term of the Contract.
- CMH-CU may also conduct, either itself or through an authorized agency, periodic audits (technical, financial, or process-related)
- The Selected Bidder shall provide full cooperation, access to premises, systems, records, and personnel for such audits.
- Any non-compliance or deviation identified shall be rectified within the timeframe specified by CMH-CU, failing which default proceedings may be initiated.

### **8.20 Information Security and Data Protection**

- The Selected Bidder shall ensure that all information, data, documents, and materials belonging to CMH-CU are handled securely and shall not be removed, copied, disclosed, or transmitted without prior written approval.
- Upon termination of the Contract or upon demand by CMH-CU, the Selected Bidder shall immediately return or securely destroy all such information, including copies in physical or electronic form, and certify compliance where required.

### **8.21 Indemnity**

The Selected Bidder shall indemnify, defend, and hold CMH-CU harmless from and against all losses, damages, claims, costs, and expenses arising out of:

- a. Negligence, fraud, wilful misconduct, or omissions of the Selected Bidder or its personnel;

- b. Breach of any contractual obligation, representation, or warranty;
- c. Third-party claims, including infringement of intellectual property rights.

The indemnity obligation shall be limited to one hundred percent (100%) of the total Contract Value and shall survive termination or expiry of the Contract.

#### **8.22 Limitation of Liability**

Except for liabilities arising from fraud, wilful misconduct, indemnity obligations, breach of confidentiality, intellectual property infringement, or violation of Applicable Laws, the aggregate liability of the Selected Bidder shall not exceed the value of the relevant Work Order issued under the Contract.

#### **8.23 Dispute Resolution Mechanism**

The Parties shall first endeavour to resolve all disputes amicably through mutual consultation and negotiation.

If unresolved within fifteen (15) days, the dispute shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996, as amended.

- Seat and venue: Gandhinagar or Ahmedabad, Gujarat
- Each Party shall bear its own costs unless otherwise awarded.

#### **8.24 Conflict of Interest**

The Selected Bidder shall promptly disclose any actual or potential conflict of interest arising during the performance of the Contract. CMH-CU may require appropriate mitigation measures or take action, including termination, if such conflict adversely affects the Contract.

#### **8.25 Severability**

If any provision of the contract is held to be invalid or unenforceable, such provision shall be severed, and the remaining provisions shall continue in full force and effect.

#### **8.26 Governing Language**

The contract, and all correspondence relating thereto, shall be written and interpreted in the English language.

#### **8.27 No Claim Certificate**

Upon final acceptance of services and submission of a “No Claim Certificate” in the, the Selected Bidder shall have no further claims against CMH-CU arising out of the contract.

### **8.28 Publicity**

The Selected Bidder shall not make or permit any public announcement, press release, or media communication relating to the contract without prior written approval of CMH-CU.

### **8.29 Data Rights**

Government of Gujarat shall have complete and total ownership and control over all the data generated, stored and processed during the Project. The successful bidder needs to provide the compliance undertaking for the below.

The Department reserves the Data Rights in the following areas-

- The right to information of the Data subject: Government of Gujarat (GoG) reserves the right of full knowledge of the collected data, its nature, and prior authorization by the department to collect, store and process them.
- The right to prevent processing: Government of Gujarat (GoG) reserves all the rights to prevent the processing or reprocessing of the data collected, stored and under process.
- The right to prevent collection, storage and processing for direct marketing and/or indirect marketing: Government of Gujarat (GoG) reserves all the rights to prevent any or all data collected, stored and processed.
- The right to compensation: Government of Gujarat (GoG) reserves all the rights to extract compensation for loss or damage, whether full or partial, of the data by the SDA or any person authorized on behalf of the SDA.

The right to rectification and other remedies for inaccuracy: Government of Gujarat (GoG) reserves complete authority to ask the SDA to make up for the wrong or tempered or manipulated or distorted or illegitimate data with or without any compensation on finding the data bearing any evidence of deviation at any time, irrespective of the fact that department has accepted the same data at any prior time from the date of issuing letter to SDA to make any change or replacement in the data. The department also reserves rights to take action through a court to rectify, block, erase or destroy inaccurate data.

- Government of Gujarat (GoG) reserves all the rights to give orders pertaining to the manner and methodology for data collection, storage and processing to the SDA at any time within the contract period, which may not be a part of the Agreement.
- The Principles for Data collection, storage and Processing -
  - Fairly and lawfully processed
  - Processed for limited purposes
  - Adequate, relevant and not excessive
  - Accurate and up to date
  - Security

- Not transferred to any Third Party.

### **8.30 Use of documents and Information.**

- The Bidder shall not, without prior written consent from TENDERER, disclose/share/use the bid document, contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the TENDERER, in connection therewith, to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- The Bidder shall not, without prior written consent of TENDERER, make use of any document or information made available for the project, except for purposes of performing the Contract.

### **8.31 General**

#### **Relationship between the Parties**

- Nothing contained in the Contract shall be deemed to create any partnership, joint venture, fiduciary relationship, principal–agent relationship, or employer–employee relationship between CMH-CU and the Selected Bidder or the Bidder’s personnel.
- Neither Party shall have authority to bind the other Party in any manner whatsoever, except as expressly provided under the Contract.
- CMH-CU shall have no obligations towards the Bidder’s personnel except as expressly stated in the Contract.

#### **No Assignment**

- The Selected Bidder shall not assign, transfer, novate, or otherwise dispose of the Contract or any rights, interests, or obligations thereunder, whether in whole or in part, without the prior written consent of CMH-CU.

#### **Survival**

- The provisions relating to confidentiality, documents and data, Intellectual Property Rights, ownership, indemnity, publicity, and any other clauses which by their nature are intended to survive, shall survive the expiry or termination of the Contract. Confidentiality obligations shall continue unless CMH-CU expressly releases the Bidder from such obligations in writing.

#### **Entire Contract**

- The contract, together with the Tender documents, RFP, corrigenda, addenda, annexures, and the Bidder’s Proposal and attachments, constitutes the entire agreement between the Parties and supersedes all prior negotiations, representations, or understandings relating to the subject matter.

### **Taxes**

- Bidders shall quote prices inclusive of all applicable taxes, duties, and levies. Applicable taxes shall be shown as a separate line item in the commercial bid.
- Any upward or downward revision in tax rates or applicability of new taxes shall be adjusted at the time of invoicing, in accordance with applicable law.
- For bid evaluation purposes, the Bidder shall quote prices inclusive of all prevailing taxes.

### **Application of General Conditions**

- These General Conditions shall apply to the extent that they are not superseded by any specific provisions contained elsewhere in the Contract.

### **Compliance with Laws**

The Selected Bidder shall, at all times, comply with all applicable laws, rules, regulations, and statutory requirements in force in India while performing its obligations under the Contract.

### **Notices**

- a) Any notice, consent, approval, or other communication required to be given under the Contract shall be in writing/ Email.
- b) Such notice shall be deemed validly given when:
  - delivered personally; or
  - sent by prepaid registered or certified post with acknowledgment due, to the addresses specified in the Contract.
  - Email
- c) Notices shall be deemed received on the date of delivery if delivered personally, or two (2) days after dispatch if sent by registered/certified post.

### **Waiver**

- a) Any waiver of a provision of the Contract shall be valid only if made in writing and signed by the Party granting such waiver.
- b) A waiver of one breach shall not constitute a waiver of any subsequent or other breach.
- c) Failure or delay by either Party in enforcing any provision shall not be construed as a waiver of such provision.

### **Modification**

No modification, amendment, or variation of the Contract shall be valid unless made in writing and signed by duly authorized representatives of both Parties.

### **Fraud and Corrupt Practices**

The Bidders and their respective officers, employees, agents, representatives and advisers shall observe the highest standards of ethics, integrity and probity during the Selection Process and throughout the execution of the Contract.

Notwithstanding anything to the contrary contained in this Tender, CMH-CU shall be entitled to reject a Proposal, without incurring any liability whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through any agent, engaged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively referred to as **“Prohibited Practices”**) in the Selection Process.

In such an event, CMH-CU shall, without prejudice to any other rights or remedies available under the Tender, the Contract or applicable law, be entitled to forfeit and appropriate the Bid Security or the Performance Security, as applicable, as mutually agreed genuine pre-estimated compensation and damages, towards the time, cost and effort incurred by CMH-CU in relation to the Tender, including the examination, evaluation and consideration of the Bidder’s Proposal.

The TENDERER will reject a proposal for award and may forfeit the EMD and/or Performance Bank Guarantee if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, contract(s).

Without prejudice to the above and to any rights and remedies available to CMH-CU under the Letter of Intent or the Agreement, if a Bidder or the Selected Bidder, as the case may be, is found to have engaged in any Prohibited Practices either during the Selection Process or after issuance of the Letter of Intent or execution of the Agreement, such Bidder shall be rendered ineligible to participate in any tender or procurement process issued by CMH-CU for a period of **two (2) years** from the date on which such determination is made by CMH-CU.

#### **Definitions of Prohibited Practices**

For the purposes of this Clause, the following expressions shall have the meanings assigned to them hereunder:

**a) “Corrupt Practice” means:**

- The offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Selection Process; or
- Offering employment, engagement or any benefit, directly or indirectly, to any official who is or has been associated with the Selection Process, the Letter of Intent or the Agreement, at any time prior to the expiry of one (1) year from the date such official resigns, retires or otherwise ceases to be in the service of CMH-CU; or
- Engaging, whether during the Selection Process or after issuance of the Letter of Intent or execution of the Agreement, any person who has been or is a legal, financial or technical consultant or adviser of CMH-CU in relation to the Project, without disclosure and approval; or

- The offering, giving, receiving, or soliciting of anything of value, pressurizing to influence the action of a public official in the process of Contract execution.
- b) “Fraudulent Practice” means any misrepresentation, omission of facts or disclosure of incomplete or misleading facts, made with an intent to influence the Selection Process or the execution of the Contract.
- Fraudulent practice means a misrepresentation of facts to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the TENDERER of the benefits of free and open competition.
- c) “Coercive Practice” means impairing, harming or threatening to impair or harm, directly or indirectly, any person or property with a view to influencing participation or action in the Selection Process.
- d) “Undesirable Practice” means:
- Establishing contact with any person connected with or employed or engaged by CMH-CU for the purpose of canvassing;
  - Lobbying or attempting to influence, directly or indirectly, the Selection Process in any manner; or
  - Having or failing to disclose a Conflict of Interest.
- e) “Restrictive Practice” means forming a cartel or entering into any understanding or arrangement among Bidders with the objective of restricting or manipulating free and fair competition in the Selection Process.

### **8.32 Non-Disclosure Agreement (NDA)**

The Bidder shall sign a mutually agreed Non-Disclosure Agreement (NDA) with the TENDERER at the time of deployment. The format of NDA proposed to be signed shall be as per **Annexure 14**. A copy of the signed NDA shall be provided to the Bidder by the TENDERER for record keeping / reference purpose.

### **8.33 Terms of Payment**

- The Selected Bidder shall bear all costs relating to site surveys, conveyance, audits, inspections and any other incidental expenses required for performance of the Services.
- The prices and payments under the Contract shall be inclusive of all costs associated with the solution and Services, unless otherwise expressly provided in the Contract.

### **8.34 Obligations**

The Successful Bidder shall be obliged to implement any approved changes in accordance with Clause 8.37 (Change Request Management), with effect from the date agreed for implementation.

### **8.35 Notification of Award**

Prior to the expiration of the Bid validity period, CMH-CU shall notify the successful Bidder(s) in writing that its Bid has been accepted, through issuance of a Letter of Intent or Notification of Award, subject to fulfilment of contractual conditions and execution of the Agreement.

### **8.36 Contract Period**

The Selected Bidder shall enter into a Contract with CMH-CU for a period of Thirty-six (36) **months** from Lol, unless terminated earlier or extended in accordance with the provisions of the Contract. The Contract may be extended **up to Two (2) years** on the same terms and conditions, subject to satisfactory performance of the Selected Bidder.

### **8.37 Change Request Management**

The Scope of Work defined in this Agreement shall be deemed comprehensive and inclusive of all activities, functionalities, configurations, integrations, refinements, and adjustments necessary for successful delivery of the Services.

Any written instruction from the Client explicitly requiring a material addition or alteration that is clearly outside the defined Scope of Work will be considered as Change request. However, any requirement that is reasonably incidental to, necessary for, or implicit in the Scope of Work shall be treated as part of the original Scope.

However,

All decisions relating to Change Requests that result in major cost escalations, changes in scope, or any other deviations from the terms of the Agreement shall be taken by CMH-CU, in consultation with the competent authority/committee. Competent authority/committee may approve or reject such Change Requests, and any approved change shall be binding on the Selected Bidder. The following is the proposed mechanism through which such situations shall be dealt with: CMH-CU may at any time, by a written order given to the SDA, make changes within the general scope of the Agreement.

The change Request management procedure will follow the following steps:

- Identification and documentation of the need for the change – The information related to initiator, initiation date and details of change required, and priority of the change will be documented by the department
- Analysis and evaluation of the Change Request – Impact of the change in terms of the estimated effort, changed schedule, cost and the items impacted will be analyzed and documented by the SDA.

- Approval or disapproval of the change request – Competent authority/committee will approve or disapprove the change requested including the additional payments for software development, quoted man-month rate shall be used for cost estimation, efforts of all technical resources viz., project manager, analyst, software developer, testing engineer, database architecture etc. shall be considered for total man-month estimation to carry out the s/w development resulting from the change request. For all technical resources irrespective of their experience and specialization, the quoted man-month rate shall be used.
- Change Request Cost Table - The cost of approved Change Requests shall be calculated strictly as per the following table and the rates quoted in the Financial Bid:

SN	Item	Lumpsum	Man-month Rates. (Including GST) (In INR)
1	Change Request for IGSMS Portal (Man Month rate)	1	

- No separate or additional charges shall be payable beyond the above-discovered rates for any approved Change Request. Any financial and technical negotiations shall be conducted by the competent committee, and only upon formal technical and commercial approval by the competent authority shall the corresponding development activities be undertaken.
- Implementation of the change – The change will be implemented in accordance with the agreed cost, effort, and schedule by the SDA.
- Verification of the change - The change will be verified by CMH-CU on implementation of the change request.
  1. While approving any change request, if required, CMH-CU may ask the bidder to deploy the required resources on-site.
  2. The SDA has to communicate the successfully deployed change in the application to the field staff and train them.

### 8.38 Force Majeure

- a) Definition: For the purposes of the contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, and which makes a Party’s performance of its obligations under the Contract impossible or so impractical to be considered impossible under the circumstances, and includes, but not limited to war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions.
- b) No Breach of Contract: The failure of a party to fulfil any of its obligations under the Contract shall not be considered as a breach of, or default under the contract insofar

as such inability arises from an event of Force Majeure, provided that the Party affected by such an event:

- i. has taken all precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the contract, and
- ii. has informed the other party as soon as possible about the occurrence of such an event.
- iii. the dates of commencement and estimated cessation of such event of Force Majeure; and
- iv. the manner in which the Force Majeure event(s) affects the Party's obligation(s) under the Contract.

The Parties agree that neither Party shall be able to suspend nor excuse the non-performance of its obligations hereunder unless such Party has given the notice specified above.

- c) Extension of Time: Any period within which a Party shall, pursuant to the contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- d) Payments: During the period of their inability to perform the Services as a result of an event of Force majeure, the SDA shall not be paid under the terms of the contract. The Bidder will receive the payment for only those deliverables which has been submitted and approved by the CMH-CU.

### **8.39 Exit Management**

#### **8.39.1 Exit Management Period**

The Exit Management Period shall commence:

- in the event of expiry of the Contract, on the date of expiry of the Contract; or
- in the event of termination of the Contract, on the date on which the notice of termination is issued to the Selected Bidder.

The Exit Management Period shall continue until the earlier of:

- the date mutually agreed in writing by CMH-CU and the Selected Bidder for completion of exit activities; or
- one (1) month from the commencement of the Exit Management Period.

During the Exit Management Period, the Selected Bidder shall continue to provide such support and assistance as may be required to ensure business continuity and a smooth and orderly transition of the Services, without any disruption.

#### **8.39.2 Exit Management Plan**

The Selected Bidder shall prepare and submit to CMH-CU, for review and approval, a detailed Exit Management Plan as a contractual deliverable.

The Exit Management Plan shall cover the Contract as a whole, including Project implementation and Operation & Maintenance / SLA obligations, and shall include at a minimum:

**I. Transition & Handover Program**

A detailed transition plan to enable smooth transfer of the Services to CMH-CU or a replacement bidder, including:

- timelines, milestones, and responsibilities.
- measures to ensure uninterrupted service delivery during the transition; and
- governance and management arrangements during the Exit Management Period.

**II. Stakeholder Communication Plan**

A structured communication plan for coordination with subcontractors, personnel, suppliers, and other third parties to prevent any disruption to Project operations.

**III. Post-Exit Support**

Provision of reasonable handholding and contingent support to CMH-CU and/or the newly selected bidder for a mutually agreed period after completion of the transition.

The Exit Management Plan shall be updated as required based on directions issued by CMH-CU.

**8.39.3 Handover of Assets, Data, and Documentation**

On or before completion of the Exit Management Period, the Selected Bidder shall hand over to CMH-CU or its nominated agency, in a complete and usable form, all Project-related artefacts, including but not limited to:

- complete databases, datasets, and system logs;
- source code, configurations, build files, and deployment artefacts;
- process documents, policies, SOPs, and manuals;
- reports, records, and operational documentation; and
- operation and maintenance manuals and artefacts,

updated up to the effective date of transition or divestment.

**8.39.4 Compliance with Law and Transfer of Rights**

The Selected Bidder shall comply with all Applicable Laws to ensure transfer and assignment of all rights, title, and interest relating to the Project in favour of CMH-CU or its nominee, free from all encumbrances, liens, or claims.

On request by CMH-CU, the Selected Bidder shall effect such assignments as CMH-CU may require in favour of CMH-CU or its nominee, in relation to any equipment, maintenance,

warranty, or service provision contracts entered into by the Selected Bidder with third-party lessors, agencies, or vendors, to the extent such contracts relate to the Project.

#### **8.39.5 Enforcement and Withholding**

Failure of the Selected Bidder to comply with its obligations under this Clause shall be deemed a **material breach** of the Contract.

Without prejudice to any other rights or remedies available to CMH-CU, CMH-CU shall be entitled to:

- withhold any pending payments; and/or
- invoke the Performance Security; and/or
- recover costs incurred in completing exit and transition activities through alternate means.

The obligations under this Clause shall **survive the expiry or termination** of the Contract to the extent necessary to give effect to an orderly exit and transition.

## 9 Pre-Qualification Criteria

Bids of the Bidders that do not meet the required Qualification/Eligibility Criteria mentioned in this RFP shall be treated as non-responsive and will not be considered further. The Bidders participating in this Bid should qualify against all the following Pre-Qualification/ Eligibility Criteria.

Sr. No.	Functional Area	Criteria	Documents / Evidence to be submitted
1	Legal Entity & Registration Status	The bidder must be a legally registered entity in India for at least the last five years as on the date of publishing of Bid notice. The entity can be: <ol style="list-style-type: none"> <li>Company under Companies Act, 1956 / 2013</li> <li>LLP under LLP Act, 2008</li> <li>Partnership under Indian Partnership Act, 1932</li> </ol>	<ul style="list-style-type: none"> <li>Certificate of Incorporation/ Registration</li> <li>Copies of Articles of Association (in case of company) <b>OR</b></li> <li>Partnership deed (in case of partnership firm)</li> </ul>
2	Financial Capability	The Bidder should have an average annual turnover from IT Software Design, Development & integration related services (Software Development & Operation & Maintenance / CRM / ERP / Grievance management application for workflow automation, Software Product Development) of at least Rs. 7.5 Crore in last three financial years (2022-23, 2023-24 and 2024-25). Bidder should not be Bankrupt.  <b>Note:</b> Turnover from the following activities shall not be considered:	<ul style="list-style-type: none"> <li>Audited and Certified Balance Sheet &amp; Profit/Loss Account of last 3 Financial Years. <b>AND</b></li> <li>CA certificate mentioning turnover of Software Development/ Website Development/ Software Customization or Implementation/ Operation &amp; Maintenance Support of Software Application/ Software Product Development/ Mobile App Development activities. <b>(Annexure 9)</b></li> </ul>

Sr. No.	Functional Area	Criteria	Documents / Evidence to be submitted
		<ul style="list-style-type: none"> <li>• Hardware supply and maintenance</li> <li>• Manpower outsourcing</li> <li>• Non-IT services.</li> </ul>	<ul style="list-style-type: none"> <li>• Submit (<b>Annexure 10</b>) Not Terminated, Not Being Insolvent or In Receivership or Bankrupt</li> </ul>
3	Relevant Experience in Software/ Web/ Mobile App Projects	<p>The Bidder should have successfully executed completed and/or ongoing projects related to Software Development and Operations &amp; Maintenance (O&amp;M), including CRM / ERP / workflow automation solutions / software product development, for any Central Government / State Government / Public Sector Undertakings (PSUs) during the last three (3) years from the date of bid submission.</p> <ol style="list-style-type: none"> <li>1. One project with the value of at least 3 crores</li> </ol> <p style="text-align: center;"><b>OR</b></p> <ol style="list-style-type: none"> <li>2. Two projects with the value of at least 1.9 crores</li> </ol> <p style="text-align: center;"><b>OR</b></p> <ol style="list-style-type: none"> <li>3. Three projects with the value of at least 1.5 crores</li> </ol> <p><b>Note:</b></p> <p>For the purpose of this RFP, a “Similar Project” shall mean a project involving Development</p>	<p>The Bidder shall submit the following documentary evidence for each cited project:</p> <p><b>A. Completed Projects</b></p> <ul style="list-style-type: none"> <li>• Work Order / Project Contract / Agreement clearly indicating the project scope and value. <b>AND</b></li> <li>• Project Completion Certificate or Client Certificate issued by the concerned authority (<b>as per Annexure-11</b>)</li> </ul> <p><b>B. Ongoing / Go-Live Projects</b></p> <ul style="list-style-type: none"> <li>• Work Order / Project Contract / Agreement clearly indicating the project scope and value. <b>AND</b></li> <li>• Go-Live Certificate issued by the client <b>and/or</b> payment realization evidence against Go-Live, duly certified by a <b>Chartered Accountant (CA)</b></li> </ul>

Sr. No.	Functional Area	Criteria	Documents / Evidence to be submitted
		and/or Customization, Testing, Implementation, Go-Live, and Operations & Maintenance (O&M) of Software / Web-based solutions.	
4	Positive Net worth	The bidder should have positive net worth for the last 3 financial years (2022-23, 2023-24 and 2024-25).	Certificate from the Statutory Auditor / CA clearly stating the net worth
5	Statutory Registration	Shall have been registered with: 1. Employees Provident Fund (EPF) 2. GST 3. PAN	Registration copy of such certificates shall be enclosed as proof.
6	Employee Strength	The Bidder shall have maintained a minimum strength of Hundred (100) IT professionals (including IT Project Managers, Solution Architects, Database Administrators, Software Developers, Software Testers, System Administrators, UI/UX Designers, Data Analysts, Business Analysts, DevOps Professionals, AI Engineers, and Technical Leads) on its payroll at different levels continuously during the immediately preceding one (1) year up to the bid submission date.	HR Declaration duly signed by the authorized signatory on company's letter head.
7	Certification	The Bidder should have valid certificate CMMi level 3 or above for Application / Software Development as on bid submission date. (If validity	Valid Copy of certificates

Sr. No.	Functional Area	Criteria	Documents / Evidence to be submitted
		is to be expired within the contract period, then bidder needs to provide us undertaking for the renewal of the certificate).	
8	Self-Declaration from blacklisted/ Debarred	Bidder should not be blacklisted/barred by any Ministry of Government of India or by Government of any State in India or by any central/state Government Bodies/PSUs at the time of bidding.	Affidavit on 300 Rs stamp paper for Non-Blacklisting/Debarred (in prescribed format) <b>Annexure 2</b>
9	Local Office	The bidder should have at least one physical office in Ahmedabad/ Gandhinagar. If the bidder is not having any office in Ahmedabad/ Gandhinagar, then bidder should submit a letter of undertaking to open the office in Ahmedabad/ Gandhinagar within 45 days from the date of issue of work order if (s)he is awarded the work.	Registration Certificate / Sale Deed / Rental Agreement/ Utility Bill in the name of the company OR Declaration that the office will be set-up in Ahmedabad/ Gandhinagar within a period of 45 days from the date of issuance of Letter of Intent.

**Note:** In case if Tenderer finds that submitted documents are insufficient, then Bidder is expected to give additional documents to confirm eligibility based on request from Tenderer.

## 10 Technical Evaluation

The Technical Evaluation Criteria outlines the standards and parameters used to assess the technical aspects of the proposals submitted by bidders. This evaluation process ensures that the bids are compliant with the technical requirements and are aligned with the objectives of the project. The detailed criteria are as below:

Sr. No.	Parameter	Criteria	Max. Marks	Documents / Evidence to be submitted
1	The Bidder shall have an <b>average annual turnover of at least ₹7.5 Crore</b> from IT software-related services, including Software Development and Operation & Maintenance, CRM and ERP-based workflow automation, Software Product Development, and Mobile Application Development, during the <b>last three (3) financial years, i.e., FY 2022–23, FY 2023–24, and FY 2024–25.</b>	<ul style="list-style-type: none"> <li>a) Average Turnover <math>\geq 7.5</math> Crore and <math>&lt; 12.5</math> Cr = 6 marks</li> <li>b) Average Turnover <math>\geq 12.5</math> and <math>&lt; 17.5</math> Cr. = 8 marks</li> <li>c) Average Turnover <math>\geq 17.5</math> Cr. = 10 marks</li> </ul>	10 Marks	<ul style="list-style-type: none"> <li>• Audited and Certified Balance Sheet &amp; Profit/Loss Account of last 3 Financial Years.</li> <li>• CA certificate mentioning turnover of Software Development/ Software Customization or Implementation/ Operation &amp; Maintenance Support of Software Application/ Software Product Development activities. <b>(Annexure 9)</b></li> </ul>
2	The Bidder must have experience in the design, development, implementation, and operation & maintenance of at least one (1) project related to software development, including software product development, CRM, ERP, or automated	<ul style="list-style-type: none"> <li>• Implemented 1 Project: 6 marks.</li> <li>• Implemented 2 Projects: 8 marks.</li> <li>• Implemented <math>\geq 3</math> Projects: 10 marks</li> </ul>	10 Marks	The Bidder shall submit the following documentary evidence for each cited project: <b>A. Completed Projects</b>

Sr. No.	Parameter	Criteria	Max. Marks	Documents / Evidence to be submitted
	<p>workflow-based solutions, for any Central Government, State Government, or Public Sector Undertaking (PSU) during the <b>last three (3) years</b>, with a minimum project value of <b>₹1 Crore</b>.</p>			<ul style="list-style-type: none"> <li>• Work Order / Project Contract / Agreement clearly indicating the project scope and value. <b>AND</b></li> <li>• Project Completion Certificate or Client Certificate issued by the concerned authority (<b>as per Annexure-11</b>)</li> </ul> <p><b>B. Ongoing / Go-live Projects</b></p> <ul style="list-style-type: none"> <li>• Work Order / Project Contract / Agreement clearly indicating the project scope and value</li> <li>• Go-Live Certificate issued by the client <b>and/or</b> payment realization evidence against Go-Live, duly certified by a <b>Chartered Accountant (CA)</b>.</li> </ul>
3	<p>The Bidder shall have experience in the <b>design, development, implementation, and successful operation</b> of at least <b>one</b></p>	1 Project	10 Marks	<p>The Bidder shall submit the following documentary evidence for each cited</p>

Sr. No.	Parameter	Criteria	Max. Marks	Documents / Evidence to be submitted
	<p><b>(1) project involving a Grievance Redressal System / Module</b> for any Central Government, State Government, Public Sector Undertaking (PSU), or Government Autonomous Body during the <b>last three (3) years</b>, with a minimum project value of <b>₹1 Crore</b>.</p> <p><b>Note:</b> The cited project must include any four (4) of the following grievance redressal functionalities:</p> <ul style="list-style-type: none"> <li>• Grievance registration by citizens</li> <li>• Assignment/auto-marking to L1 officer</li> <li>• Auto-escalation mechanism from L1 to higher levels (Ln)</li> <li>• Citizen feedback on grievance resolution</li> <li>• Re-opening of grievances</li> </ul>			<p>project which must include any three of the grievance redressal functionalities as mentioned in the Parameter Note section:</p> <p><b>A. Completed Projects</b></p> <ul style="list-style-type: none"> <li>• Work Order / Project Contract / Agreement clearly indicating the project scope and value</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>• Project Completion Certificate or Client Certificate issued by the concerned authority (<b>as per Annexure-11</b>)</li> </ul> <p><b>B. Ongoing / Go-live Projects</b></p> <ul style="list-style-type: none"> <li>• Work Order / Project Contract / Agreement clearly indicating the project scope and value</li> <li>• Go-Live Certificate issued by the client <b>and/or</b> payment realization evidence against Go-Live,</li> </ul>

Request for Proposal (RFP) for selection of Software Development Agency for development, customisation and deployment of Integrated Grievance and Services Management System (IGSMS) for the state of Gujarat

Sr. No.	Parameter	Criteria	Max. Marks	Documents / Evidence to be submitted
				duly certified by a <b>Chartered Accountant (CA)</b>
4	The Bidder shall have experience in the development and Operation & Maintenance (O&M) of IT systems catering to a large user base for any Central Government, State Government, Public Sector Undertaking (PSU), or Government Autonomous Body. Such projects must have been successfully executed/completed and must be operational (Go-Live).	<ul style="list-style-type: none"> <li>• 5 lakh (500,000) users and above = 3 marks.</li> <li>• 15 lakhs (15,00,000) users and above = 4 marks.</li> <li>• 25 lakhs (25,00,000) user and above = 5 marks.</li> </ul>	5 Marks	<ul style="list-style-type: none"> <li>• Client-issued Completion / Experience / Go-Live Certificate mentioning user base</li> <li><b>OR</b></li> <li>• Any other relevant documentary evidence issued by the Client substantiating the claimed number of users.</li> </ul>
5	The bidder should have valid and current relevant industry-recognized certifications as on the bid submission date.	<ul style="list-style-type: none"> <li>• ISO/ IEC 27000 series = 1 mark</li> <li>• ISO/ IEC 20000 = 1 mark</li> <li>• ISO 22301 = 1 mark</li> <li>• CMMi L5 = 2 marks</li> </ul>	5 Marks	Bidders must submit valid copies of the respective certifications. The submitted certifications shall be subject to verification through the CMMI Institute or the relevant certification body's online verification platform.
6	The bidder should be an established organization with demonstrated experience in development and implementation of IT applications/projec	<p>No of years of Existence:</p> <p>≥ 5 to &lt; 7 Years = 6 Marks</p> <p>≥ 7 to &lt; 10 Years = 8 Marks</p>	10 Marks	Documentary evidence such as Certificate of Incorporation/Registration of the company and relevant

Request for Proposal (RFP) for selection of Software Development Agency for development, customisation and deployment of Integrated Grievance and Services Management System (IGSMS) for the state of Gujarat

Sr. No.	Parameter	Criteria	Max. Marks	Documents / Evidence to be submitted
	ts.	≥ 10 Years = 10 Marks		Work Orders/Contract Agreements for software/application development and implementation projects shall be submitted as proof.
7	Experience in integration of multiple APIs with Government systems and external/third-party platforms as part of a single project that has been successfully completed and is currently operational (Go-Live).	<ul style="list-style-type: none"> <li>• Experience of ≥ 5 API integrations = 6 Marks</li> <li>• Experience of ≥ 10 API integrations = 8 Marks</li> <li>• Experience of ≥ 15 API integrations = 10 Marks</li> </ul>	10 Marks	<ul style="list-style-type: none"> <li>• Completion Certificate / Go-Live Certificate / Client Confirmation Letter issued by the client, clearly mentioning API integrations.</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Client issued documentary evidence substantiating the claimed number of API integrations, or any other relevant supporting documents.</li> </ul>
8	Technical presentation - Capabilities, Approach and Methodology for execution of project.	<ul style="list-style-type: none"> <li>• Understanding of the scope</li> <li>• Approach and Methodology for execution of project</li> <li>• Prototype UI</li> <li>• Technical Architecture,</li> </ul>	40 Marks	Technical presentation to be delivered to the committee.

Sr. No.	Parameter	Criteria	Max. Marks	Documents / Evidence to be submitted
		<p>Approach &amp; methodology, implementation plan, Future Scalability</p> <ul style="list-style-type: none"> <li>• Use-case demonstration</li> <li>• Scalability &amp; integration demonstration</li> <li>• AI-driven auto-classification demo.</li> <li>• Similar Nature project execution experience</li> <li>• Project Governance, Project Team, Resource Planning and Escalation Matrix</li> <li>• Offering Additional Features/ Functionality &amp; other points not covered in this tender as part of scope</li> <li>• Analytical Approach</li> <li>• Understanding of Change Management and Proposed Approach</li> <li>• Proposed Key Resources: Submission of profiles for the proposed team composition as specified in the RFP. Evaluation</li> </ul>		<p>The CVs must follow the RFP format, detailing projects, roles, and client references.</p> <p>a. Bidders must confirm that submitted CVs match the resources to be deployed. <b>(Annexure 13 and Annexure 16)</b></p>

Request for Proposal (RFP) for selection of Software Development Agency for development, customisation and deployment of Integrated Grievance and Services Management System (IGSMS) for the state of Gujarat

Sr. No.	Parameter	Criteria	Max. Marks	Documents / Evidence to be submitted
		shall be carried out based on the profiles provided against the respective designations and interviews (if required) conducted by the TENDERER. <ul style="list-style-type: none"> <li>▪ Project Manager</li> <li>▪ Business Analyst</li> <li>▪ Solution Architect</li> <li>▪ DBA</li> <li>▪ Lead Developer</li> </ul>		
	<b>Total Marks</b>		<b>100 Marks</b>	

**Note:** The technical proposals shall be evaluated for a total of 100 marks. The **maximum of top three (03)** bidders who secure a minimum technical score of **70 marks** shall qualify for the opening of their Financial Bids. The contract shall be awarded to the L1 bidder among the technically qualified bidders whose financial proposals are opened, as per Section 7.3.

## 11 Evaluation of Financial Bids

Financial bids shall be evaluated only for technically qualified bidders as per Section 7.3. The Financial Bids shall be opened in the presence of representatives of the technically qualified bidders who choose to attend. The names of the bidders and the proposed prices shall be read out and recorded at the time of opening of the Financial Bids.

- The bid price shall include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- If there are conditions attached to any financial e-Bids, which shall have bearing on the total cost, the Tender Evaluation Committee will reject any such e-Bids as a non-responsive financial proposal. However, if the TEC feel it necessary to seek clarifications on any financial proposals regarding Taxes, duties or any such matter, the TEC may do so by inviting responses in writing.

### Award of Contract

The technical proposals shall be evaluated for a total of 100 marks. The **maximum of top three (03)** bidders who secure a minimum technical score of **70 marks** shall qualify for the opening of their Financial Bids. The contract shall be awarded to the L1 bidder among the technically qualified bidders whose financial proposals are opened.

In case L1 bidder is failed to sign the contract due to any reason, then work order will be awarded to L2 Bidders.

Tenderer may conduct the Reverse Bidding as per the following procedure.

- The L1 bidder price shall be put up for starting price for Reverse Bidding. Reverse Bidding shall be for reducing the price and the bidders have to reduce their quoted price in decrement of value as decided by the Employer before start of Reverse Bidding.
- If any bidder bids in last 2 minutes of deadline for submission of bid for Reverse Bidding, then, the time for reverse bidding shall be extended for further 5 minutes from its previous closing time.
- After Reverse Bidding process, L1 bidder shall be decided on lowest revised price.
- To participate the Reversed Bidding, bidders have to create e-Auction USER ID on <https://e-auction.nprocure.com/>.

### Important Notes

- The financial proposal (**Annexure 7**) must include all costs, including taxes, duties, hosting charges, licensing (if any), manpower deployment, third-party integrations, and future enhancements as per scope.
- Negotiation will be done with the successful bidder.

- The evaluation committee's decision regarding evaluation and selection shall be final and binding.
- Conditional proposals shall be summarily rejected.
- The evaluation committee will examine the proposals to determine whether they are complete and in order and if there are any computational errors.
- Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Bidder does not accept the correction of errors, its proposal will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

### **Key Compliances for Bidder**

The Bidder shall be responsible for the design, development and smooth functioning of the entire Integrated Grievance and Service Management System (IGSMS).

The Bidder shall be responsible for the creation and maintenance of IT infrastructures and applications, etc. as per the SOW.

### **Other Compliances for Bidder**

1. The successful Bidder will submit the Hardware/Software/License lifecycle report and its compliance and support status within one month of receiving the work order. The software versions offered should be the latest release as on the date of Commissioning, as available globally. (All hardware/software must be the latest released product in that point in time by the OEM.)
2. Total Responsibility - Bidder should issue a statement undertaking total responsibility for the defect-free operation of the proposed solution.
3. The development/upgradation/maintenance of the Web portal will come under the scope of the Bidder.
4. Any disputes between the vendor & manpower related to minimum wages, EPF, ESIC, Insurance, etc. will be the sole responsibility of the successful Bidder itself.
5. The Successful Bidder shall be responsible for managing physical infrastructure and hardware, performing software upgrades and updates, undertaking preventive maintenance, complying with applicable cybersecurity guidelines, and ensuring that all citizen and bidder-facing portals adhere to IT policies and guidelines issued by Gol and GoG. Provide preventive supports such as:
  - a. Schedule preventive maintenance of all equipment (IT & non-IT)
  - b. Virus scans and Anti-virus updates (virus prevention and anti-virus update).
  - c. Manage regular Backups (Onsite and Offsite backup planning)
6. Do augmentations if required, based on traffic & resource utilization.

7. Install safety mechanisms to prevent unauthorized access and manipulation of the technical systems and data. He shall also take technical and organizational measures to ensure that these fulfil the currently valid standards for the portal.
8. Reporting & MIS: The system should have a flexible & comprehensive reporting mechanism. Searching & extraction of information based on any criteria can be located and extracted using pre-defined or fresh queries.
9. Customizable reporting: Exporting of reports in various standard formats, such as Excel, Text, should be possible.
10. System Administration: The system shall be designed so as to enable detailed and flexible handling of the system administration, maintenance supervision and performance measurements.
11. It shall be possible to store & retrieve a log of all commands and responses, along with identification of the user in each case.
12. An user-friendly GUI (Graphical User Interface) based utility shall be provided for easy administration of the system.
13. The system must support online updating of changes/modifications in the application. It should be dynamically loaded/ assigned without switching off or disturbing the service.
14. Security through passwords, the system should be able to provide critical security against unauthorised access. All functions and data files should be protected.
15. The system should support the setting of an automatic threshold (number of attempts within a specific time period) for access to system management ports. If this threshold is exceeded, the system must automatically disable the login.
16. The system should keep all the Audit logs of user/ actions and should present reports of the changes made by individual users.
17. Ministry of Electronics & IT, CISO, DST Gujarat guideline need to follow & whenever the updated version is available, that will be applicable.
18. The Bidder is required to provide network security and IT security, Application security, Web security audit reports to the TENDERER as in accordance with the Timeframe decided by the TENDERER or as and when required.
19. "All subsequent new developments must adhere to the Guidelines for Indian Government Websites (GIGW) and STQC parameters.

## List of Annexures

### ANNEXURE 1: Format For Power of Attorney

(To be provided a scanned copy of the original as part of the **Bidders Proposal** on 300 Rs stamp paper of value required under law, duly signed by the Bidder for the tender)

Dated: \_\_\_\_\_

#### POWER OF ATTORNEY

##### To Whomsoever It May Concern

Know all men by these presents, we \_\_\_\_\_ (Name and Registered office address of the Bidder) do hereby constitute, appoint and authorize Mr. \_\_\_\_\_ (Name of the Person(s)), domiciled at \_\_\_\_\_ (Address), acting as \_\_\_\_\_ (Designation and the name of the firm), as Authorized Signatory and whose signature is attested below, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for **Request for proposal for Selection of Bidder for the Implementation, Operation & Maintenance of IGSMS**, vide Invitation for Tender (Tender Document) Document dated \_\_\_\_\_, issued by CMH-CU, GAD, including signing and submission of all documents and providing information and responses to clarifications/enquiries etc. as may be required by CMH-CU, GAD, Gandhinagar, Gujarat or any governmental authority, representing us in all matters before CMH-CU, GAD, Gandhinagar, Gujarat, and generally dealing with CMH-CU, GAD in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

For \_\_\_\_\_

(Signature)

(Name, Title and Address)

Accept

(Attested signature of Mr. \_\_\_\_\_)

(Name, Title and Address of the Attorney)

**Notes:**

**To be executed by the Bidder**

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 common seal affixed in accordance with the required procedure.

Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the executants(s).

**ANNEXURE 2: Declaration for Not Blacklisted**

(Scanned copy of original to be uploaded online as part of the techno-commercial proposal (Envelop B Online))

Date.....

To,

**CM Helpline Coordination Unit**  
**General Administration Department (ARTD)**  
**6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan,**  
**Gandhinagar, Gujarat - 382010**

Dear Sir,

Ref.: Tender No.: 288438

I/We.....hereby confirm that our firm has not been banned or blacklisted/barred by any government organization/Financial institution/Court/Public sector Unit/Central Government.

Signature of Bidder.....

Place:

Name.....

Date:

Designation.....

Seal

### **ANNEXURE 3: Draft Bank Guarantee for Earnest Money Deposit (EMD)**

To,

**Under Secretary**  
**General Administration Department (ARTD)**  
**6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan,**  
**Gandhinagar, Gujarat - 382010**

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the Tender no: 288438 for ----- KNOW ALL MEN by these presents that WE ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the \_\_\_\_\_, CMH-CU, GAD, in the sum of ----- for which payment well and truly to be made to Under Secretary, General Administration Department (ARTD), Government of Gujarat, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of -----2026.

#### **THE CONDITIONS of this obligation are:**

The EMD may be forfeited, In case of a Bidder if:

- 1) The bidder withdraws its bid during the period of bid validity.
  - a. The Bidder does not respond to requests for clarification of their Bid.
  - b. The Bidder fails to co-operate in the Bid evaluation process.
  - c. The bidder, fails to furnish a Performance Bank Guarantee in time.
- 2) The bidder fails to Sign the contract in accordance with this RFP.
- 3) The bidder is found to be involved in fraudulent and corrupt practices.

We undertake to pay to the CMH-CU, GAD up to the above amount upon receipt of its first written demand, without CMH-CU, GAD having to substantiate its demand, provided that in its demand CMH-CU, GAD will specify that the amount claimed by it is due to it owing to the

occurrence of any of the above-mentioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to 180 Days from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the CMH-CU, GAD and further agrees that the guarantee herein contained shall continue to be enforceable till the CMH-CU, GAD discharges this guarantee. The Bank shall not be released of its obligations under these presents by any exercise by the CMH-CU, GAD of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the CMH-CU, GAD or any other indulgence shown by the CMH-CU, GAD or by any other matter or things.

The Bank also agree that the CMH-CU, GAD at its option, shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance, without proceeding against the SELLER and notwithstanding any security or other guarantee that the TENDERER may have in relation to the SELLER's liabilities.

Dated at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 2026.

Signed and delivered by

\_\_\_\_\_

For & on Behalf of

Name of the Bank & Branch &

Its official Address with seal

Approved Bank: All Nationalized Banks, including the public sector bank or Private Sector Banks or Commercial Banks OR Co-Operative & Rural Banks (operating in India, having a branch at Ahmedabad/ Gandhinagar) as per the **G.R. No. EMD/4/2022/0002/DMO dated 20.05.2022** issued by the Finance Department or further instructions issued by the Finance Department time to time.

**ANNEXURE 4: Performance Bank Guarantee/Performance Security (PBG)**

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To,

**Under Secretary,  
General Administration Department (ARTD)  
6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan,  
Gandhinagar, Gujarat - 382010**

Dear Sir,

WHEREAS..... (Name of Bidder) hereinafter called "the Bidder" has undertaken, in pursuance of the Agreement dated, (hereinafter referred to as "the Agreement for "RFP for XXXXXXXXXXX" (**Tender No. 288438 Dated: 25.03.2026**) for the CMH-CU Department.

AND WHEREAS it has been stipulated in the said Agreement that the Bidder shall furnish a Bank Guarantee ("the Guarantee") from a scheduled bank for the sum specified therein as security for implementing and maintaining the PROJECT.

1. WHEREAS we \_\_\_\_\_ ("the Bank", which expression shall be deemed to include its successors and permitted as Signs) have agreed to give the CMH-CU, GAD the Guarantee:

THEREFORE, the Bank hereby agrees and affirms as follows:

The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the Bidder to CMH-CU, GAD under the terms of their Agreement dated \_\_\_\_\_. Provided, however, that the maximum liability of the Bank towards CMH-CU, GAD under this Guarantee shall not, under any circumstances, exceed \_\_\_\_\_ in aggregate.

2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from CMH-CU, GAD in that behalf and without delay/demur or set off, pay to CMH-CU, GAD any and all sums demanded by CMH-CU, GAD under the said demand notice, subject to the maximum limits specified in above. A notice from CMH-CU, GAD to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:

\_\_\_\_\_

Attention Mr. \_\_\_\_\_.

3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 3 years and 6 months from the date of its execution. The Bank shall extend the Guarantee for a further period, which may be mutually decided by the bidder and CMH-CU, GAD.

The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:

- Any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
- Any breach or non-compliance by the Bidder with any of the terms and conditions of any Agreements/credit arrangement, present or Future, between Bidder and the Bank.

4. The BANK also agrees that CMH-CU, GAD at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the BIDDER and notwithstanding any security or other guarantee that CMH-CU, GAD may have in relation to the Bidder's liabilities.

5. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of CMH-CU, GAD or any other indulgence shown by CMH-CU, GAD or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.

6. This Guarantee shall be governed by the laws of India, and the courts of Gandhinagar shall have jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this ..... Day of .....,2026

Witness

(Signature)

(Name)

(Signature)

Bank Rubber Stamp

(Official Address)

(Name)

Designation with Bank Stamp

Plus, the Attorney, as per the Power of Attorney No.

Dated:

Approved Bank: All Nationalized Banks, including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India, having a branch at Ahmedabad/ Gandhinagar) as per the G.R. no. **G.R. No. EMD/4/2022/0002/DMO dated 20.05.2022** issued by the Finance Department or further instructions issued by the Finance Department from time to time.

### **ANNEXURE 5: Particulars of the Bidders**

Scanned copy of original as (duly signed by Bidder) as part of the Technical Proposal to be uploaded online

<b>Sr. No.</b>	<b>Information Sought</b>	<b>Details to be Furnished</b>	<b>Document if any Page No.</b>
1	Name and address of the bidding Company		
2	Incorporation status of the firm		
3	Year of Establishment		
4	Date of registration		
5	ROC Reference No.		
6	Details of company/ firm registration		
7	Details of registration with appropriate authorities for Tax (PAN and GST)		
8	Name, Address, email, Phone nos. And Mobile Number of Contact Person		

**ANNEXURE 6: Proposal Covering Letter**

Scanned copy of original (duly signed by Bidder) as part of Technical Proposal to be uploaded Online

[Date]

To,

**CM Helpline Coordination Unit**  
**General Administration Department (ARTD)**  
6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan,  
Gandhinagar, Gujarat - 382010

E-Mail: [cmhelpline-ccu@gujarat.gov.in](mailto:cmhelpline-ccu@gujarat.gov.in)

Ph: [079-23255445-46](tel:079-23255445-46)

Dear Sir,

We ..... (Name of the Bidder) hereby submit our proposal in response to the notice inviting tender dated..... and tender document no. .... and confirm that:

1. All information provided in this proposal and in the attachments is true and correct to the best of our knowledge and belief.
2. We shall make available any additional information if required to verify the correctness of the above statement.
3. Certified that the period of validity of bids is 180 days from the last date of submission of the proposal, and
4. We are quoting for all resources under all categories mentioned in the tender.
5. We, the Bidders, are not under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies as on the date of submission of Bid. CMH-CU, GAD, Gandhinagar, may contact the following person for further Information regarding this tender:
  - a. Name and full address of office, Contact No., Email ID, Company Name
  - b. Name and full address of office, Contact No., Email ID, Company Name
6. We are submitting our Eligibility Criteria proposal bid documents and technical bid documents
  - a. In soft format in the **nProcure** portal,
  - b. Dated this \_\_\_\_\_ Day of \_\_\_\_\_ **2026**

(Signature)

In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of Bidder

Witness Signature:

Witness Name:

Witness Address:

**CERTIFICATE AS TO AUTHORISED SIGNATORIES**

I, certify that I am ..... of the ....., and that ..... who signed the above Bid is authorized to bind the corporation by authority of its governing body.

Date.....

(Seal here)

## **ANNEXURE 7: Financial Proposal Format**

**(To be filled online in the nProcure portal only.)**

Tender Document No. 288438

To

**CM Helpline Coordination Unit**

**General Administration Department (ARTD)**

**6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan,**

**Gandhinagar, Gujarat - 382010**

Sir,

I/We hereby submit our Financial Proposal for the **Request for Proposal for Selection of Bidder for Development, Implementation, Operation & Maintenance of IGSMS Portal** in accordance with the special Terms and Conditions as well as the Scope of work. The Bidder shall be required to provide the financial quotes as per the table below in the Bid in the **nProcure** site.

### **Financial Bid Terms & Conditions**

- 1. Inclusive Pricing** – The price quoted shall be inclusive of all services mentioned in the Scope of Work (SOW), including manpower, infrastructure, Software (Dashboard), Integration with other systems, IT systems, reporting, quality monitoring, service management, performance monitoring, and administrative support functions.
- 2. GST and Tax Inclusive Pricing on nProcure** – The amount quoted and uploaded on the **nProcure** portal shall be inclusive of GST and all applicable taxes. No additional payment on account of GST or any other tax shall be payable separately by CMH-CU.
- 3. Exclusive Pricing** - All transaction-based charges related to third-party services such as SMS, WhatsApp messaging, etc shall be payable on actuals during the project execution. SDA shall initially incur such expenses, which shall be reimbursed by the CMH-CU upon submission and verification of actual bills/invoices. These charges shall not be included in the financial quote.
- 4. Non-Variation Clause** – The price shall remain firm for the entire contract period, and any of the services as asked in RFP shall not be affected by the downsizing of capacity or staffing. Any change in operational load will not alter the unit rate or contract value unless approved under a formal Change Request.

5. **SDA Responsibility for Non-GSDC Components and Costs** - Except for the infrastructure, platforms, licenses, tools, and support services expressly stated as being provided by GSDC in this RFP, all other costs related to hardware, software, licenses, subscriptions, security tools, application components, middleware, monitoring systems, third-party services, and operational support shall be fully borne by the Selected Bidder (SDA). All such costs shall be deemed to be included in the financial quote submitted on the **nProcure** portal, and no additional payment shall be admissible on this account during the contract period.

Sr No.	Description	Unit	Qty	Unit Rate (₹)	Total Amount including GST (₹)
1	(Part-A) - Design, Development / Integration of IGSMS Upgradation, Customization for Go-live including hosting and cost of enterprise software/application licenses & support etc. (It will cover all the work mentioned in the scope of work).	Lumpsum	1	Total cost	
2	(Part-B) - Comprehensive Operation & Maintenance (O&M) for 2 years – 8 quarters (Inclusive of Manpower, software licenses for phase 2) <i>(In Part B, O&amp;M cost per annum shall be within the range of 10% to 20% of the value of Part A.)</i>	Quarter	8	Rate per Quarter	
<b>Grand Total</b>					

**Cost for reference:**

1. **Resource Man-Month Rate Discovery Table (For Information Only; Not part of Financial Evaluation)**

SN	Resource Category / Designation (to be filled by Bidder)	No of Man-months	Man-month Rates. (Including GST) (In INR)
1	Project Manager		
2	Solution Architect		
3	Senior Developer		
..	Xxxxxxx		
N	Xxxxxxxx		

**2. License Cost**

SN	Item / License	Quantity	Rate (Including GST)
1	License 1		
2	License 2		
3	Enterprise support 1		
....	....		
N	....		

**3. Change Request Cost Table**

SN	Item	Lumpsum	Man-month Rates. (Including GST) (In INR)
1	Change Request for IGSMS Portal (Man Month rate)	1	

Signature of Bidder.....

Place.....

Name.....

Date.....

Designation.....

Seal:

**Note:**

1. All amounts quoted in the Financial Bid and uploaded on the **nProcure** portal shall be inclusive of GST and all applicable taxes, and shall also include the cost of all software, tools, licenses, subscriptions, and services not provided by GSDC, which shall be arranged by the Selected Bidder at its own cost. Any bid not complying with this requirement may be treated as non-responsive.
2. In Part B, O&M cost per annum shall be within the range of 10% to 20% of the value of Part A.
3. If a bidder does not follow the rules, the bid will be treated as non-responsive and may be rejected.

4. All transaction charges towards SMS, WhatsApp messaging (WABA), or similar services shall be governed by Clause 3 (Exclusive Pricing) above and shall not form part of the Financial Quote.
5. The applicable reference for changes to be made in the IGSMS portal (if any) post Go-Live shall be the man-month rate and bidders are required to furnish the man-month rates for potential future change requests in **Change Request Cost Table**. The change request cost asked is for informational purposes only and shall not to be considered as a part of the financial bid.

The bidder who is declared L1 (lowest financial bidder) among the top three (03) technically qualified bidders must agree to the minimum lumpsum Man-Month Rates quoted by them in the Change Request Cost Table. These rates shall be binding with Change Request Management clause for future change requests approval by the Authority / committee.
6. The Bidder shall submit man-month rates for different technical resource categories in the '**Resource Man-Month Rate Discovery Table**' provided in this Annexure. These rates are for discovery only and will not be considered for financial bid evaluation. All quoted rates shall be inclusive of GST, taxes, salaries, overheads, statutory compliances, tools, and any other associated costs.
7. During the contract period, CMH-CU may require the Selected Bidder (SDA) to deploy resources from the discovered categories. Any such deployment shall be paid strictly on a pro-rated man-month basis as per the rates submitted in this Annexure.

**ANNEXURE 8: Format for Certifying that Online & Offline Documents are identical**

(To be provided as part of online Envelope-B)

Date.....

To,

**CM Helpline Coordination Unit**  
**General Administration Department (ARTD)**  
**6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan,**  
**Gandhinagar, Gujarat - 382010**

Dear Sir,

Ref.: Tender No. 288438

We ..... (Name of the Bidder) hereby submit one set of original documents of our proposal (except the financial proposal) in response to the notice inviting tender date ..... and tender document no. .... and confirm that :

1. Online and Offline documents are identical.
2. In case of discrepancies in online & offline documents, Online Documents would be considered valid.
3. Offline Documents does not include Financial Proposal. In case, it contains the Financial Proposal, our bid will be summarily rejected.

**Signature of Bidder.....**

**Place.....**

**Name.....**

**Date.....**

**Designation.....**

**Seal:**

### ANNEXURE 9: Format for Financial Summary of the Bidder

(Same should be furnished by the Chartered Accountant / Statutory Auditor on their letterhead)

Average Annual Turnover of the Bidder (from works related to providing Web, Mobile and Software Development)

Sr. No.	Financial Year	Annual Turnover (INR)
1.	FY 2022 – 2023	
2.	FY 2023 - 2024	
3.	FY 2024 - 2025	
	[Average Annual Turnover]	[indicate sum of above divided by 3]

**Note:** Bidders are required to provide data for the last three years ending 31<sup>st</sup> March 2025. Audited Balance Sheets are also required to be submitted for the same.

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 etc.) in support of the financial data, duly certified by statutory auditor/s. In case the company does not have a statutory auditor/s, it shall be certified by the chartered accountant who ordinarily audits the annual financials of the company.
2. Certificate(s) from the statutory auditors specifying the Turnover of the Bidder for FY 2022-23, FY 2023-24 and FY 2024-25. 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.

**ANNEXURE 10: Not Terminated, Not Being Insolvent or In Receivership or Bankrupt**

(To be printed on INR 300/- Stamp Paper)

Date:

To,

**CM Helpline Coordination Unit**

**General Administration Department (ARTD)**

**6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan,**

**Gandhinagar, Gujarat - 382010**

Sir,

In response to the Tender Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ for “Selection of the agency for IGSMS Portal, Coupled with the Design, Development, Implementation and O&M with a Comprehensive Mobile Application.”, as an Owner/Partner/Director of \_\_\_\_\_, I/We hereby declare that presently our Company/Firm \_\_\_\_\_:

- a. has not been terminated by any Government/Semi-Government or Public Authority or Public Institution in India or abroad, before the completion of respective Contract period for which it has executed the project or in process of execution of such project, on account of its poor performance, delay or abandonment of work by it.
- b. is not insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not be declared defaulter by any financial institution, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.
- c. not has, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings.

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:

**ANNEXURE 11: Format for Showcasing Experience FOR PQ AND TQ**

Date: \_\_\_\_\_

To,

**CM Helpline Coordination Unit**

**General Administration Department (ARTD)**

**6th Floor, Block No. 1, Wing-A, Karmayogi Bhawan,**

**Gandhinagar, Gujarat - 382010**

**A. Project Summary Sheet:**

Sr. no.	Name of the Project	Completion Date	Project Duration	PQ/TQ and Criteria no.	Project Cost	Client Name & Contact number or Email Address

*Note: Add rows as required*

**B. Project Citation**

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

Sr. 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	Current Stage	
7	Client Contact Number & Email Address	Yes/No
8	Documentary Evidence being submitted	Choose from <ul style="list-style-type: none"> <li>▪ Work order</li> <li>▪ Letter of Invitation / Award</li> <li>▪ Agreement</li> <li>▪ Completion Certificate</li> </ul>
9	Project Scope (In Brief)	<Project Scope highlighting all components as asked in this bid>
10	PQ/TQ and Criteria row no.	Sample PQ/ Criteria Row no. 2

*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.*

Yours sincerely,

Authorized Signature (in Full and Initials)

Name and Title of Signatory:

Name of Firm:

Address:

Email Address:

Telephone number & Fax.

## ANNEXURE 12: Bidder's Checklist for Pre-Qualification and Technical Qualification Criteria

Bidder(s) to provide a compliance checklist along with page-wise indexing of supporting documents for Pre-Qualification and Technical Evaluation Criteria.

Checklist for Pre-Qualification Criteria (To be filled by the Bidder)

SN	Basic Requirement	Document Submitted (Document Name)	Page Number in Bid	Submitted (Yes/No)	Compliance (Yes/No)	Bidder Remarks
1	Legal Entity & Registration Status					
2	Financial Capability					
3	Relevant Experience in Software/ Web/ Mobile App Projects					
4	Positive Net worth					
5	Statutory Registration					
6	Employee Strength					
7	Certification					
8	Self-Declaration from blacklisted/ Debarred					
9	Local Office					

Checklist for Technical Evaluation Criteria (To be filled by the Bidder)

Sr. No.	Basic Requirement	Document Submitted (Document Name)	Page Number in Bid	Submitted (Yes/No)	Compliance (Yes/No)	Bidder Remarks
1	TQ 1					
2	TQ 2					
3	TQ 3					
4	TQ 4					
5	TQ 5					
6	TQ 6					
7	TQ 7					
8	TQ 8					
9	TQ 9					

**ANNEXURE 13: CV Format for Key Resources**

<b>Photo</b>	<b>Name</b>	{Full Official Name}		
	<b>Proposed</b>	{The proposed designation}		
	<b>Position</b>			
	<b>Date of Birth</b>	{Please use the following format only: 28th August 1978}		
<b>Education</b>	<b>Degree(s)/ Diploma(s)</b>	<b>Institution</b>	<b>Year</b>	
	{Degree name with specialization (if any)}	{Name of institution, Name of city where institution is situated}	<b>From</b>	<b>To</b>
			{YYYY}	{YYYY}
{Add/ Delete rows if needed}				
{Add Photo – Delete this text}	<b>Certifications/ Membership (If any)</b>	{List down name of certifications or membership if any}		
	<b>Total Experience:</b> {Total Work Experience in Years and Months, e.g. 10 years and 6 months}			
<b>Employment Record</b>	<b>From</b>	<b>To</b>	<b>Company</b>	<b>Position Held</b>
	{MM, YYYY}	{MM, YYYY}	{Company Name, Name of city where you were posted}	{Designation in the company}
<b>Brief Profile</b>	{Enter data here}			
<b>Countries of Work Experience</b>	{Name of the country}			
<b>Language</b>	<b>Language</b>	<b>Speaking</b>	<b>Reading</b>	<b>Writing</b>
		{Yes/ No}	{Yes/ No}	{Yes/ No}
	{Name of Language, e.g. English, Hindi etc.}			

{Add/ Delete rows if needed}
Work Undertaken that Best Illustrates Capability to Handle the Task Assigned {Add assignments and rows as per the text}
<b>Project/ Assignment:</b> {Name of the project/ Assignment} <b>Month and Year (Start and end):</b> {E.g. September 2019 – August 2020} <b>Location:</b> {Name of the city, Name of the state} <b>Client:</b> {Name of the Client} <b>Position held:</b> {Position/ Designation as per the assignment}
Activities performed: {Mentions activities for which you were responsible in the project and “highlight” the key words that relates to the job description for your proposed position} {Add more sections if needed}
<b>Project/ Assignment:</b> {Name of the project/ Assignment} <b>Month and Year (Start and end):</b> {E.g. September 2019 – August 2020} <b>Location:</b> {Name of the city, Name of the state} <b>Client:</b> {Name of the Client} <b>Position held:</b> {Position/ Designation as per the assignment} <b>Activities performed:</b> {Mentions activities for which you were responsible in the project and “highlight” the key words that relates to the job description for your proposed position} {Add more sections if needed}
<b>Project/ Assignment:</b> {Name of the project/ Assignment} <b>Month and Year (Start and end):</b> {E.g. September 2019 – August 2020} <b>Location:</b> {Name of the city, Name of the state} <b>Client:</b> {Name of the Client} <b>Position held:</b> {Position/ Designation as per the assignment} <b>Activities performed:</b> {Mentions activities for which you were responsible in the project and “highlight” the key words that relates to the job description for your proposed position} {Add more sections if needed}

**Certification,**

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

**Name:** {Name of Candidate} **Date:** DD-MM-YYYY

Signature and name of key professional

**ANNEXURE 14: Non-Disclosure Agreement (NDA)**

**NON-DISCLOSURE AGREEMENT**

THIS NON - DISCLOSURE AGREEMENT (this 'Agreement') is executed at Gandhinagar, Gujarat on (Date) by and between

**(Department)** having its registered office at ..... (hereinafter referred to as the "**Disclosing Party**", which expression shall unless repugnant to the context shall mean and include its authorized personnel, agents, successors, and assigns).

**AND**

**(Agency)** having its registered office at **(Address)** (hereinafter referred to as the "**Receiving Party**" (which expression, unless repugnant to the context, shall mean and include its authorized personnel, agents, successors, and assigns)

In this Agreement, "**(Department)**" (the Disclosing Party) and **(Agency)** (the Receiving Party) are referred to collectively herein as "Parties" and individually as a "Party". This agreement is made effective on the (date). This Agreement is effective up to contract duration.

**WHEREAS:**

This agreement is being enacted in conjunction with the engagement of **(Department)**, which has been appointed as the designated agency responsible for delivering its services in accordance with the **(Work Order No... date...)** ".

**NOW, THEREFORE, in consideration of the facts recited above, and in consideration of the mutual promises and covenants contained herein, and pursuant to the laws of the State, the**

**parties hereby agrees as follows:**

**1. Confidential Information:**

- 1.1. **Definition:** "Confidential Information" shall mean and include any proprietary information provided, disclosed or submitted by the Disclosing Party to the Receiving Party, under or related to this Agreement either directly or indirectly, in writing or orally, or in physical/sample form, by inspection of tangible objects (including, without limitation, documents, prototypes, samples, media, documentation, discs, and code).
- 1.2. This definition includes information of third parties considered confidential by the Disclosing Party. Confidential Information encompasses, without limitation, security features, materials, trade secrets, intellectual property rights, know-how, formulae, processes, algorithms, ideas, strategies, inventions, data, network configurations, system architecture, designs, flowcharts, drawings, hardware, software, media, and their contents, proprietary information, business and marketing plans, financial and operational information, and any other information considered confidential by the Disclosing Party.
- 1.3. It also includes information disclosed to the Receiving Party by third parties on behalf of the Disclosing Party or that may otherwise come into the possession or control of the Receiving Party. The term "Confidential Information" also includes any derivatives created from the Confidential Information of the Disclosing Party and any information obtained through the use or inspection of the Confidential Information of the Disclosing Party. Confidential Information also includes the Data Structure and Data Dictionary of proprietary software jointly owned by the Disclosing Party and Receiving Party.
- 1.4. The Receiving Party will only use confidential information for fulfilling their contractual obligations with the Disclosing Party, and will not copy or share the information for any other purposes
- 1.5. The Receiving Party shall not use the Confidential Information in any unlawful manner.
- 1.6. The Receiving Party shall be responsible for any costs, expenses or damages incurred by the Disclosing Party as a result of any violation of this agreement. This obligation includes court and litigation expenses.
- 1.7. The Receiving Party agrees to support standards and procedures that ensure the confidentiality, integrity, and availability of information and services, and to proactively address any information security threats and vulnerabilities in connection with the project.
- 1.8. The receiving party shall keep safe all and any materials provided by the disclosing party,

and shall not reproduce, part with possession of, modify or otherwise interfere or deal with otherwise with such items, and shall return them immediately upon disclosing party's written request and in any event immediately when no longer required for the purposes of the work order/project.

1.9. The receiving party shall notify the disclosing party immediately (within 2 days) upon becoming aware of any breach of confidence by anybody to whom the Recipient has disclosed the Confidential Information and give all necessary assistance in connection with any steps, which the Disclosing party may wish to take to prevent, stop or obtain compensation for such breach, or threatened breach.

**2. Discretionary Disclosure:** Nothing herein obligates the Disclosing Party to disclose any information except what is necessary for the Purpose of this Agreement or to proceed with any transaction with the Receiving Party or enter into any other contract with the Receiving Party.

**3. Scope: Work Order No... date....**

**4. Ownership:**

4.1. The Receiving Party acknowledges that the Disclosing Party is the sole and exclusive owner of the Disclosing Party's Intellectual Property. The Receiving agrees that save as expressly permitted under this Agreement, it shall not at any time make use of Disclosing Party's Intellectual Property without the specific written consent of the Disclosing Party.

4.2. This Agreement does not grant the Receiving Party any license or other interest in the Confidential Information, whether under this Agreement or any other agreement between the Parties. Any breach of this provision shall be treated as a material breach of the Agreement.

4.3. For the purposes of this Agreement, "Disclosing Party's Intellectual Property" means any and all know-how and processes, trade secrets, technical drawings, market intelligence, designs, trademarks, service marks, product names, processes, designs, logos (including the arrow plane logo), trade names, domain names, rights in goodwill, rights in, and other similar or equivalent rights or forms of protection (whether registered or unregistered) owned and registered by the Disclosing Party and all applications made by the Disclosing Party (or rights to apply) for, and for renewals and extensions of, such rights as may now or in the future exist anywhere in the world under the Disclosing Party's registration or ownership.

- 5. Term (Commencement and expiry):** The term of this Agreement shall commence on \_\_\_\_\_, 20\_\_\_\_, and shall be effective till completion of the PoC or Acceptance of the Completion of POC by Disclosing Party or as per the work order.
- 6.** Notwithstanding any contrary provision in this Agreement, the confidentiality obligations undertaken by the Receiving Party herein shall survive the expiry of this Agreement.
- 7. Return of Confidential Information:** Within 10 days of a written request by the Disclosing party, or upon expiration of the agreement, the Receiving Party shall returned, destroyed, or purged all the information promptly without retaining any copies thereof. Any copies that cannot be returned shall be immediately destroyed in a manner ensuring they can never be retrieved by any means or in any form.
- 8. Restrictions:**
- 8.1. Protection and Non-Disclosure:** The Receiving Party agrees to protect the Confidential Information with the same degree of care as it uses to protect its own Confidential Information, which shall be at least a reasonable degree of care. The Receiving Party shall not disclose, copy, reproduce, modify, use, or otherwise transfer the Confidential Information or any media containing it to any other person or entity without obtaining prior express written consent from the Disclosing Party. Reverse engineering, disassembling, or reverse compiling of prototypes, software, or tangible objects embodying the Confidential Information provided to the Receiving Party is prohibited. The Receiving Party shall not create any charge, lien, or encumbrance on the Confidential Information. These restrictions also apply to any media containing the Confidential Information.
- 8.2. Receiving Party Personnel:** Receiving Party acknowledges that the Authorized Personnel and its authorized employees/agents and shall not engage in any activities prejudicial to the interest of the Disclosing Party. They are bound by the obligations of this Agreement.
- The Receiving Party shall take all reasonable measures to ensure that its Personnel comply with the terms of this Agreement and shall be responsible for any unauthorized disclosure of Confidential Information by its Personnel. The Receiving Party shall ensure that its Personnel are aware of the confidential nature of the Confidential Information and shall instruct its Personnel to use the same degree of care in protecting such information as the Receiving Party is obligated to use under this Agreement. The Receiving Party shall immediately notify (within 2 days) the disclosing party in writing of any unauthorized use or disclosure of Confidential Information by any of its Personnel of which it becomes aware.
- 8.3. Confidential Communication:** Receiving Party shall ensure that communications regarding the documentation or Confidential Information of the Disclosing Party are not conducted in public places or under circumstances where discussions may be overheard

or documents may be observed by others, particularly during travel on public transportation.

**9. Specific Enforcement:** The Receiving Party agrees that all provisions of this Agreement shall be specifically enforceable by the Disclosing Party against the Receiving Party and its agents, employees, and assigns, including by injunctive and other equitable relief. All provisions hereof shall survive the termination of this Agreement.

**10. Public Announcements:**

The Receiving Party and its officers and employees shall not, without prior written consent of the Disclosing Party, release any report, make any public statement, public announcement or release to the press or other third parties with respect any Information as may be received under this Agreement.

**11. No other Relationship:** This Agreement for non-disclosure does not represent or imply any agreement or commitment to enter into any further relationship. This Agreement does not create any agency or partnership relationship between the Parties or authorize any Party to use a Party's name in any manner whatsoever.

**12. Indemnity:** The Receiving Party shall be liable for and shall indemnify (and keep indemnified) the Disclosing Party against each and every action, proceeding, liability, cost, claim, loss, expense (including reasonable legal fees) and demands incurred or which arise directly or in connection with the Receiving Party's obligation and/or breach under this Agreement, non-compliance with any part of the applicable data protection obligation of the Receiving Party or its employees, agents, representatives

**13. Modifications and Amendments:** All modifications and amendments to this Agreement must be made in writing. Additional oral agreements do not exist.

**14. No Assignment:** The Receiving Party shall not have the right to assign or otherwise transfer, in whole or in part, any of its rights or obligations under this Agreement without obtaining prior written consent from the Disclosing Party.

**15. Termination:** Either party may terminate this Agreement at any time by giving [30] days' written notice to the other party as per (Work order).

**16. Governing Law:** This Agreement shall be governed by and construed in accordance with the laws of India and that of the State of Gujarat.

**17. Jurisdiction and Venue:** The Courts of Gujarat shall have exclusive jurisdiction and venue over any dispute arising out of or relating to this Agreement shall be of Ahmedabad / Gandhinagar, both the parties to this agreement hereby agrees and give consents to the jurisdiction and venue of such courts.

**18. Arbitration:** Any dispute or claim arising out of or in connection herewith, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the provisions of Procedure of the Indian Arbitration & Conciliation Act, 1996, including any amendments thereof. The language of the arbitration shall be English. The arbitration tribunal shall be composed of a sole arbitrator, and such arbitrator shall be appointed mutually by both Parties to this agreement or as per the order of court. The arbitral award shall be final and binding upon the Parties.

**19. Severability:** If any provision hereof is found by a court to be invalid, void, or unenforceable, the remaining provisions shall remain in full force and effect.

**20. Execution:** This Agreement may be executed in two counterparts, each of which shall constitute one and the same instrument.

Both the parties to this agreement have caused their respective duly authorized representatives to execute and deliver this Agreement. (Here, "Representative" of a Party means any employee, agent, director, advisor, affiliate, investor, consultant, partner or any other person concerned or acting on their behalf.)

**IN WITNESS WHEREOF,** the parties have executed this Agreement as of the date first above written.

Date: \_\_\_\_\_

For, Department, Government of Gujarat	For, Agency
Name:	Name:
Title:	Title:
Sign & Stamp:	Sign & Stamp:
Contact Number:	Contact Number:

**ANNEXURE 15: Dashboards**

<b>(Illustrative and not limited to the following)</b>	
Executive / Leadership Dashboards	Total grievances & service requests (received, disposed, pending)
	SLA compliance percentage & breach trends
	Department-wise and district-wise performance ranking
	Month-on-month / year-on-year trend analysis
	Critical / high-priority grievances overview
Grievance Management Dashboards	Category-wise and sub-category-wise grievance distribution
	Stage-wise grievance lifecycle analysis
	Average resolution and response time
	Escalation level and aging analysis
	Repeat / reopened grievances and root-cause indicators
Service Management Dashboards	Service request volumes and disposal rate
	Service-wise SLA adherence
	Backlog and peak load analysis
	Time-to-delivery and service efficiency metrics
Department / Officer Performance Dashboards	Officer-wise workload and disposal efficiency
	Department-wise SLA compliance and pendency
	Escalation and reassignment patterns
Geographic & Jurisdictional Dashboards	State / district / block / ward-level grievance heat maps
	Urban vs rural comparison
	Location-based SLA and pendency analysis
Citizen Experience & Feedback Dashboards	Citizen feedback and satisfaction scores
	Sentiment and trend analysis
	Complaint resolution quality indicators
SLA & Compliance Dashboards	SLA timelines vs actual performance
	Breach reasons and corrective action indicators
	Compliance with statutory timelines
System & Operational Dashboards	Portal usage and transaction volumes
	Peak usage hours and load trends

Request for Proposal (RFP) for selection of Software Development Agency for development, customisation and deployment of Integrated Grievance and Services Management System (IGSMS) for the state of Gujarat

	Module-wise usage statistics
Audit & Monitoring Dashboards	User activity and audit trails
	Role-wise access and action logs
	Exception and anomaly reports
Custom & Ad-hoc Reports	Configurable dashboards and reports as required by the Client
	Export in standard formats (PDF/Excel)

## ANNEXURE 16: Summary of Manpower

Manpower proposed to be deployed for Designing, Development and Operation & Maintenance of the IGSMS portal of CMH-CU, GAD.

Sr. No.	Position	Name	Qualification	Professional Experience	On site/off site	No. of manpower	Task Proposed to be Assigned
1							
2							
3							
4							
5							

**\*\*\*End of the Document\*\*\***