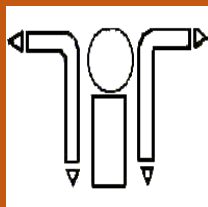


Request for Proposals (RFP)

for

Selection of Agency to build and operate mobile App based reporting system for unauthorized transportation/mining



**Madhya Pradesh Agency for Promotion of Information
Technology**

State I.T. Centre, 47 – A, Arera Hills, Bhopal

Website: www.mapit.gov.in

DISCLAIMER

All information contained in this Request for Proposals (RFP) provided/ clarified are in the good interest and faith. This is not an agreement and this is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested firms shall satisfy it-self that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

Madhya Pradesh Agency for Promotion of Information Technology (A society under Department of Science & Technology, Government of Madhya Pradesh) reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. Madhya Pradesh Agency for Promotion of Information Technology also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. Madhya Pradesh Agency for Promotion of Information Technology reserves the right to change/ modify/ amend any or all of the provisions of this RFP document without assigning any reason. Any such change would be communicated to the bidders by posting it on Madhya Pradesh e-Procurement Portal www.mpeproc.gov.in.

Neither Madhya Pradesh Agency for Promotion of Information Technology nor their employees and associates will have any liability to any prospective Respondent interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may raise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of Madhya Pradesh Agency for Promotion of Information Technology or their employees and Prime applicant (PA)/ Consortiums or otherwise arising in any way from the selection process for the Assignment.

Information provided in this document or imparted to any respondent as part of RFP process is confidential to Madhya Pradesh Agency for Promotion of Information Technology and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

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1. Notice Inviting Tender (NIT)

Madhya Pradesh Agency for Promotion of Information Technology, Government of Madhya Pradesh

Tender for Selection of Mobile App development agency

Tenders are invited from reputed Software Development Agencies based in India to **“build and operate mobile App based reporting system for unauthorized transportation/mining”** for Mineral Resource Department.

The RFP document can be downloaded from the Madhya Pradesh e-Procurement Portal www.mpeproc.gov.in commencing **31/03/2017 10:30 AM IST**. The bids are to be submitted online through the e-Procurement Portal only. A copy of the RFP would also be available at MAP_IT Website (www.mapit.gov.in). Cost of RFP document is Rs. 1,000/- INR (Rupees One thousand only).

The last date and time for Submission of RFP Responses is **25/04/2017, 03:00 PM IST**. For Eligibility criteria, timelines and other relevant details, please refer the RFP document.

(Addl. Chief Executive Officer)

MAP_IT

2. Important Dates

1.	Issuance of RFP Document	31/03/2017
2.	Last Date and Time for receipt of queries for Pre Bid (email ID : ankitgupta@semt.gov.in & sharma.krishna@mapit.gov.in)	10-04-2017 till 3:00 PM (IST)
3.	Pre-Bid Conference will be held in MAP_IT Office (Aryabhat Conference Room, MAP_IT, 2 nd Floor, State IT Centre, 47-A Arera Hills, Bhopal)	10-04-2017 at 3:30 PM
5.	Last Date and Time for Submission of Bids	25-04-2017, till 03:00 PM IST
6.	Technical Bid Opening	25-04-2017,at 03:30 PM IST
7.	Financial Bid Opening	Will be communicated to the qualified bidders

3. Introduction

3.1. Madhya Pradesh Agency for Promotion of Information Technology

Madhya Pradesh Agency for Promotion of Information Technology (here-in-after referred to as MAP_IT) is a government society which has been established to propel the growth of Information Technology (IT) and e-governance in Madhya Pradesh and to provide institutional setup for implementation National e-governance Plan. Established in 1999, MAP_IT provides IT support to the government departments and facilitate Human Resource Development activities in the field of IT.

MAP_IT also co-ordinate with investors, industries, trade organizations and financial institutions in public and private sector so as to promote growth in the IT sector.

Office of the MAP_IT is situated at the IInd Floor, State IT Center, 47-A, Arera Hills, Bhopal.

3.2. Mineral Resources Department

Mineral Resource Department referred as MRD, is a State Govt. department looking after exploration, exploitation and administration of mineral in State of Madhya Pradesh. The department has decided to engage software development agency for development of mobile app based reporting system to facilitate citizens to report unauthorized mining incidents.

3.3. Background

Mineral Resources Department and Mining Corporation receive lots of complaints regarding unauthorized / illegal mining and transportation of minerals. The Department wants to strengthen the enforcement mechanisms for transportation of minerals. For this purpose, the Department envisages empowerment of citizen(s) of Madhya Pradesh by providing them a channel of reporting unauthorized/illegal transportation of minerals in the state of Madhya Pradesh.

This RFP is issued to obtain services of a software/mobile app development agency for building and operating such mobile App based reporting system for unauthorized transportation/mining in the state.

3.4. Eligibility / Qualifying Criteria

Eligibility Criteria is as per the table given below:

Table 3-1: Eligibility/Qualification Criteria

S.No	Criteria	Compliance (Yes/No)	Ref. Pg. No.
1	The bidder should be a Company registered in India under the Companies Act 1956/ 2013 or a partnership registered under the Indian Partnership Act 1932, with their registered office in India, for the last four years as on 31st March 2016. Copies of relevant documents must be submitted.		
2	The bidder should have Articles of Association (in case of registered firms), Bye laws and certificates for registration issued by the Registrar of Companies, Partnership deed (in case of partnership firm) Copies of relevant documents must be submitted.		
4	The bidder should have an average annual financial turnover in the last three Financial Years (i.e. 2015-16, 2014-15, and 2013-14) of at least INR 1 Crores. CA certificate confirming the average annual turnover of the bidder during the stated financial years must be submitted. For FY 15-16, in case the audited financial statements are not available, the bidder may submit provisional/unaudited figures.		
5	Bidder must submit a Power of Attorney in the name of the Authorized Signatory for this tender.		
6	Bidder must provide a copy of PAN Card		
7	Bidder must provide a copy of Service Tax Registration		
8	Bidder shall submit an undertaking of Non-Blacklisting (during the last five years) by any agency / department / etc. under the Central / State / PSUs as on the bid submission date.		
9	The bidder must have experience of having successfully completed at least 3 projects, each having value of INR 25 Lakhs or above, in last 3 financial years (2015-16, 2014-15, 2013-14) in providing Software Development services for: 1) Government Department(s); & / or 2) PSU(s); &/ or 3) Government Undertaking; &/or 4) Private Organization(s). Provide copy of LOI/Work orders/Contract indicating		

S.No	Criteria	Compliance (Yes/No)	Ref. Pg. No.
	Engagement value. Bidder to submit an undertaking specifying the scope of work for cited projects from an authorized signatory of the company. (Details to be provided in Annexure-2: Table 2: Project Details)		

All bid documents must be clearly signed and stamped by the Authorized Signatory of the bidder. Only those bidders, who satisfy the eligibility requirements and accept the terms and conditions of this RFP document, shall be short-listed for further evaluation.

3.5. Earnest Money Deposit

- i. The bidder shall submit Earnest Money Deposit (EMD) of INR 50,000 (Rs. Fifty Thousands Only), which shall be deposited online during the submission of the tender on e-Procurement portal.
- ii. Unsuccessful bidder's EMD will be released as promptly as possible, but not later than 120 days after the award of the contract to the successful bidder.
- iii. The successful bidder's EMD will be released upon submission of Performance Bank Guarantee.
- iv. The EMD may be forfeited in following cases:
 - a. If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
 - b. In the case of a successful bidder, if it fails within the specified time limit to sign the Agreement
- v. The tender fee and EMD shall be exempted for bidders having a valid certification of registration under single point registration scheme by NSIC for exemption.

3.6. Performance Bank Guarantee (PBG)

The Bidder shall at his own expense, deposit with department, within Ten (10) working days of the date of notice of award of the contract or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled/ nationalized Bank acceptable to department, payable on demand, for the due performance and fulfilment of the contract by the bidder.

This PBG shall be for an amount equivalent to 10% of value of contract, in favor of Managing Director, Mining Corporation payable at Bhopal. All charges whatsoever such

as premium, commission, etc. with respect to the PBG shall be borne by the bidder. The PBG shall be valid for a period of 4 years from date of signing of agreement and should be in the standard format prescribed by Reserve Bank of India.

4. Scope of Work

4.1. Development Phase

The scope of the work for the selected Agency shall broadly include the following:

- a) Development of Mobile Application
- b) Development of backend Application
- c) Hosting and Database maintenance

The detailed scope of work for each item is as described below:

4.1.1. Development of Mobile Application

A mobile application shall be developed which would provide facility to the users to capture and upload the video of vehicles carrying the mined minerals, without proper authorization. The app should have the following:

Functionality:

The app should register a user at the first time of download with the details of the user, and shall verify the user's mobile phone with the help of SMS based OTP,

- a) The app developed should provide facility to capture video (inside the app), GPS coordinates of the location, date and time should automatically be captured at the time of taking the video.
- b) The app should generate a unique complaint number for each video/incident reported by a user,
- c) The app should provide mechanism to list the incident(s) reported by the citizen, and their response (resolution status) by the authorized personnel of the Department,
- d) The app should be integrated with reward mechanisms of the backend application. The app should display the rewards given to the user, in case the video uploaded / incident reported is found to be genuine case of unauthorized transportation of minerals,

Features:

- a) The app developed shall provide the option of uploading the video as and when connectivity is available. Appropriate mechanisms shall be incorporated by the app developer to ensure that the video cannot be tampered with and the video is sent at the first instance when the connectivity is available,
- b) The app should provide the option for video uploads over the cellular connectivity, or upon availability of Wi-Fi connectivity

- c) The app should have links for sharing the application over WhatsApp, Facebook and other popular social media networks,
- d) The application should have the bilingual interface, i.e. it should present the contents in Hindi and English language,
- e) The app developed should be natively developed for android, iOS and windows mobile platforms and shall be compatible with all versions of such operating systems,

User Interface:

- a) The wireframes (design and look and feel) of the app shall be designed by the developer and approved by the mining corporation prior to development of the app,
- b) The app should support both portrait and landscape orientations on mobiles and tablets,
- c) The application should be built in a way that it is easy to use and navigate,
- d) All the design/creatives/images to be provided by the developing agency,
- e) Creatives, Ideas and designs will be the property of the Mining Corporation,

Other Requirements:

- a) All the licenses /interfaces required to connect the app to mobile phones / tablets running the above mentioned operating systems shall be provided by the developer at no additional cost to the department,
- b) The app should be hosted on Google Play Store, Apple App Store and Windows App Store, in the name of Mineral Resources Department and the licenses (if any) shall be renewed every year at no additional cost to the Department.
- c) The servers, software and developed application should be compatible with IPv6,
- d) The intellectual property rights of the application will rest with Mineral Resources Department. The entire application along with all programmes, including those meant for statistical reporting, graphics and content developed to achieve the desired functionality, will be intellectual property of the Mineral Resources Department.
- e) The development agency will be responsible to upgrade the app to fix bugs, or to make it available at the latest versions of mobile operating systems,
- f) The selected agency will be responsible for promoting the application through various social media campaigns at no additional cost to the Mineral Resources Department.
- g) Technical documentation of design and development stages of mobile application, database, complete source code of mobile application, training to users etc. shall also be provided.

4.1.2. Development and Backend Application

The backend application shall be developed with the following modules:

Incident Management Module

The incident management module shall provide the feature for end-to-end management of the incidents reported to the Department's internal users / agency. This module shall provide the access to the videos and other details submitted by the complainant as part of the incident reported. It should have the following:

- a) Appropriate escalation mechanisms for various levels of screening/scrutiny of the complaint,
- b) Facility to categorize the received incident/complaint, on several parameters
- c) Integration with e-Khanij system to check whether a valid TP is present for not,
- d) The system shall provide fields to write the description of the incident (Vehicle no., Mineral etc.) in the back-end software, to enable the operator to mention the same upon watching the video during the first level scrutiny
- e) The system shall have in-built **Video Analytics Solution** to identify the mineral carried by the vehicle from the video,
- f) In case the vehicle number is not clear, or the vehicle is having a valid transit pass, the incident shall be disposed with adequate response to the user,
- g) In case the reported incident is found to be a legitimate case of unauthorized mining/transportation, the incident shall be escalated for review by the officials of the Mineral Resources Department.
- h) The second level of the screening shall be done at departmental level. Service levels will be applicable for wrongly escalated incident (which is prima facie incorrect due to presence of a valid TP in the e-Khanij system) and rewards will be associated for the users who have reported legitimate unauthorized mining/transportation incidents. The system shall be integrated with e-Khanij system to check the presence of a valid TP in the system. Whenever the incident is accepted by the Departmental officials as legitimate, the notice shall be issued to the respective vehicle owner through the Notice Processing module, and penalty shall be recovered. The rewards (pre-decided by the Department as a percentage of the penalty received) shall be passed on to the users through the rewards management module,
- i) The system shall provide facility to the complainant to escalate the incident to departmental level, in case first level response is not satisfactory,
- j) This module shall be integrated with an **e-mail gateway**, that allows the Department to send/forward the complaint, along with the video and necessary detail through an e-mail to respective district authorities / transport department etc.

The agency shall map the e-mail IDs of such authorities to the system, to facilitate easy exchange of information,

- k) The module should provide role-based access to various authorities at district level and state level. At state level, the Department shall be able to forward the incidents to the district officials for further examination and action. The system shall provide functionality to state and district officials for tracking the action taken on the complaint,
- l) The system shall provide facility to generate customized MIS reports, as required by the Department from time to time.

Notice Processing Module

The notice processing module shall provide the Departmental user with a facility to generate the notice. The system shall provide facility to send notices through e-mail (where e-mails are available), and to generate the printed hardcopy which can be sent through physical mail / Dak. The module shall provide automatic calculation of penalties etc. to be mentioned in the notice through a pre-decided formula, based on the type of mineral etc. The notices should have a deadline for penalty submission, and if penalty is not received with the deadline, the complaint is forwarded to the concerned officer for further action and submission of report online through the system. The agency shall capture the detailed requirement for this as part of SRS.

The system shall be integrated with a **payment gateway** that allows the penalized parties to make online payment for the penalty levied on them. The online payments shall be linked to the notices automatically, and the notice processing will be complete once penalty is received. For the offline payments made through other channels, the system shall allow the users to upload the copy of challan, payment receipt etc. to the system, and upon examination of the same, shall allow the Departmental user to verify the receipt.

Once penalty is received or waived off by the Department, the complaint shall be automatically closed in the incident management module.

Rewards Management Module

- a) The rewards management module shall allow the Departmental users to distribute rewards for the cases which are found to be legitimate and for which the penalty is received by the Department
- b) The rewards management system shall be closely integrated with the Incident Management System,
- c) The system shall have facility to fix the rewards based on the category of mineral resource,

- d) The system shall allow giving rewards by the Departmental users, once they have reviewed the incident and find it to be legitimate,

Other Features/Functionalities:

- a) The agency shall develop and maintain a web-interface which should highlight details about the initiative, the list of complaints received and other MIS reports generated through this system.

Other Responsibilities of the Agency

- a) The agency shall ensure that the data pertaining to video(s) / incidents reported through the app shall not be tampered with. The vendor shall ensure that the standards for video encryption are legally acceptable and admissible in court of law, and shall assist the Department in proving so, whenever necessary.
- b) The agency shall ensure provisioning of adequate manpower and necessary infrastructure for the same in the space provided by Mineral Resources Department.
- c) The agency shall provide full-access to the system to Departmental officers for monitoring purposes.
- d) The agency shall provide demo and basic operational training to use the app and backend systems to the Departmental users.
- e) The agency shall be required to get certification of mobile app and the backend application through a third party Cert-in empaneled agency at the cost and expense of the agency.

4.1.3. Hosting and Database maintenance

- a) The selected agency will be responsible for developing, hosting and maintaining the application for a period of three years,
- b) The app shall be hosted over a cloud operated and maintained by the cloud infrastructure service provider within India,
- c) Selected agency will update whenever necessary and will maintain totally, ensuring uptime of 98%,
- d) Selected agency shall provide the access credentials for the cloud hosting to the Corporation upon request,
- e) The database for all reported incidents shall be maintained for at least 90 days,
- f) A backup of data for legitimate incidents shall be uploaded to the data-backup location provided by the Department on periodic basis. The Department may also ask such data to be provided in the backup device (CD/DVD/USB drive/Tape drive etc.) provided by the Department.

4.2. Operations Phase

The major activities during the operations phase are hosting, application upkeep, and resolution of incidents through manpower.

The operations phase shall commence once the following conditions are fulfilled:

- i. The mobile app for Android is developed, approved by the Department, and is made available on the Google Play store, and
- ii. The mobile app is formally launched by the Department, OR, the users start reporting the incidents through mobile app, and
- iii. The backend system is fully developed to the satisfaction of the functional requirements of the Department, and
- iv. The backend system and mobile app has undergone the testing and certification through Cert-In empaneled agency.

The Agency shall be responsible to take a sign-off from the Department for the Android app and backend application before commencement of the operations phase.

The agency is expected to operate the application for a period of 3 years. The agency shall submit an exit management plan before 6 months of completion of the operations phase. The exit plan shall incorporate the transfer of mobile application, web-based backend application and any other software/ license required to successfully execute the system by the Department. Upon completion of the operations phase, the agency will be required to transfer all the assets (software, apps, licenses etc.) to the Department.

4.2.1. Application Upkeep

The selected agency shall also provide details of a designated project manager for the entire duration of the contract who shall act as Single Point of Contact (SPoC) for all communications between the Department and the Agency. All the application related issues shall be raised to Agency by the Department through SPoC. The SPoC will be required to submit the monthly reports for the SLA compliances, along with quarterly invoices.

4.2.2. Manpower

The selected agency shall also provide manpower and necessary hardware (one laptop per resource) for operations. The manpower will be required to operate the backend applications as defined above, handle the incident(s) reported through the system and shall provide necessary support desired by the Department to fulfill their reporting requirement(s).

The first level of screening for the reported incident has to be done by the manpower. The operator will watch the video and categorize the incident based on the type of mineral. The operator shall also record other details as received from the video and the GPS coordinates. The operator will then check whether the vehicle number (as deciphered from the video) is an authorized vehicle to carry the mineral resources. This would be done by checking whether a valid TP (access to e-khanij system for checking the same would be provided) is there for that particular vehicle in the reported area (as per GPS coordinates) and the time of reported incident. In case a valid TP is present, the operator shall close the incident and provide the reference to the TP.

Initially, the Department will ask for placing at least one resource for operations and subsequent number of resources shall be asked by the Department based on the number of incident(s) reported by the users. The Department estimates that for an average of 25 numbers ($\pm 20\%$) of daily incident(s) reported, one manpower shall be required. The entire hardware infrastructure (one laptop per resource) shall be provided to the resource by the Agency. The internet shall be provided by the Department for the resources based out of Mining Corporation.

The rates quoted for manpower are subject to be increased as per the increase in Collector rates for the skilled manpower. E.g., whenever collector rates for skilled manpower are increase to a value 'a', and the prevailing collector rates as on last date of submission of bids are 'b', an increase by an additional amount (b-a) per deployed manpower shall be payable.

The Agency shall provide ratio of incidents reported to the manpower at the beginning and end of the month with the monthly SLA compliance report. The increase/decrease in manpower shall be governed by the mechanism below:

Increase in Manpower

In case the average daily incidents per manpower reported for a particular month increases above 30, the agency shall automatically provide an extra resource to cater to the need and inform the same to the Department. The Department will ensure that the payment for the extra resource is also made to the Agency.

Decrease in Manpower

In case the average daily incidents per manpower goes below 20 for three consecutive months, the agency shall automatically remove the services of extra resources and inform the Department about the Department.

The first review of resources will be done after 15 days of commencement of operations phase. The Department can also review the manpower requirement during the mid-term, as and when felt necessary.

4.2.3. Warranties and Intellectual Property Rights (IPR)

- a) The Agency shall provide all product(s) and documentation updates, patches/ fixes, and version upgrades within 15 days of their availability/release date and should carry out installation and make operational the same at no additional cost to Mineral Resources Department. The Agency shall ensure that the app is made available / compatible for the current android versions (4.0 and above) and he future android versions. Bidder will have to obtain all necessary licenses, approvals, consents of third Parties/principle manufacturers and all necessary technology, hardware and software to enable it to provide the solution, at no additional cost to the Mineral Resources Department.
- b) Intellectual property in anything developed by the Agency specifically and exclusively for Corporation, and based on the information or data owned by Mineral Resources Department, shall vest with Mineral Resources Department.

4.3. Implementation Timelines and Deliverables

The implementation timelines are as described below:

Please note that ‘T’ is the time of signing the contract.

Timelines for Development Phase		
Activity	Expected Timelines for Completion (in Weeks)	Deliverables
Team Mobilization	T+1	Project Implementation Plan (week-wise)
Project Planning	T+1	
Preparation of SRS for Mobile App and Backend Application	T+5	Draft SRS
Approval of SRS for Mobile App and Backend Application	T+6	Final SRS
Preparation of Wireframes for mobile application	T+8	Wireframes
Approval on Wireframes	T+9	Approved Wireframes and FRS
Development of the Android application and backend Application	T+13	N.A.
User Acceptance Testing	T+14	User Acceptance Test Report, along with the list of

Timelines for Development Phase		
Activity	Expected Timelines for Completion (in Weeks)	Deliverables
		changes suggested
Customization/ Changes in the Android application and backend Application	T+16	N.A.
Security Testing of the android app and backend application	T+18	Security testing certificates
Deployment of Android application on Play Store and backend Application on cloud	T+19	Availability of mobile app on play store and back-end application on cloud
Development of iOS and windows application and deployment on Apple App store and Windows Store post security testing	T+25	Security certificates and availability of mobile app on respective app stores.
*Note: expected Timeline of T+k would mean that the task is required to be complete at the end of kth week from the date of signing of contract.		

4.4. Payments

All invoices for Payment shall be made to Mining Corporation only after duly certified by Department officials. All taxes deductible at source, if any, at the time of release of payment, shall be deducted at source as per the current rate while making any payments. Before making any payment, deduction of penalties (as specified in Service Level Agreements (SLAs)) will be done, if applicable. Payment shall be released as per the following schedule

S.No.	Payment Milestone	Payment Amount
Payments during Development Phase		
1.	Approval on SRS for mobile application and SRS for backend application (with customizations)	10% of the costs for development phase
2.	Security Testing of the android app and backend application	10% of the costs for development phase
3.	Deployment of approved Android application on Play Store and backend Application on cloud	40% of the costs for development phase

S.No.	Payment Milestone	Payment Amount
4.	Development of iOS application and deployment on Apple App store post security testing	10% of the costs for development phase
5.	Development of windows application and deployment on Windows Store post security testing	10% of the costs for development phase
Quarterly Payments during Operations Phase		
6.	Quarterly Hosting Charges	Recurring hosting charges to be paid quarterly during operations phase
7.	Quarterly Application Upkeep	20% of the costs for development phase to be divided in equal quarterly installments for three years + Quarterly Maintenance Charges for Application
8.	Quarterly Manpower Charges	Recurring manpower charges to be paid quarterly during operations phase

4.5. Service Level Agreements (SLAs)

The below mentioned service levels and applicable penalties would be applicable on the selected bidder. The penalties shall be capped to 10% of the value for development Phase. Penalties above 10% of the Total Contract Value may lead to cancellation of the contract and forfeiture of Performance Bank Guarantee of the bidder.

4.5.1. SLAs and applicable penalties for Development Phase

Activity	Penalty for Delay
Approval on SRS for mobile application and SRS for backend application	0.5% of the costs for development phase for the delay per week or part thereof for the delay
Deployment of approved Android application on Play Store and backend Application on cloud	0.5% of the costs for development phase for the delay per week or part thereof for the delay
Development of approved iOS and windows application and deployment on Apple App store and Windows Store post security testing	1% of the costs for development phase for the delay per week or part thereof for the delay

4.5.2. SLAs and applicable penalties for Operations Phase

The penalties for the operations phase are based on the monthly amount to be made for that component. The same is capped to the 20% of the maximum monthly amount payable for that component. In case the maximum penalties are applicable for more than 3 continuous months, this may lead to cancellation of the contract (or part thereof) and forfeiture of Performance Bank Guarantee of the bidder.

SLAs for Application

Activity	Expected Performance	Measurement Mechanism	Penalty for Delay
Application Uptime	>=98% measured on monthly basis	The application uptime considers application and hosting availability. Reports from the hosting provider for uptime shall be submitted on monthly basis	2% of the monthly hosting charges for downtime of every 1% (or part thereof) below expected performance levels
Resolution-time for Software Issues*	<=2 working days.	The time between raising of the issue by the Department through call/e-mail to the resolution / rectification provided by the agency.	1% of the Monthly Application Upkeep Charges ¹ for delay in resolution of every issue per day (or part thereof)

* Issues here are fixing of bugs etc. for the existing functionalities present in the application. Any new requirement given by the Department shall not be treated as software issue.

SLAs for manpower

Activity	Expected Performance	Measurement Mechanism	Penalty for Delay
1st Level screening of complaints	All reported complaints are addressed at initial level and 1 st level screening shall be done with 48 hours	The back-end application shall generate reports for compliance of this SLA. 48 hours shall include working and non-working hours, except in case of public holiday. In case of public	INR 25 for a delay of every 24 hours or part thereof for each incident for which response is delayed.

¹ Application Upkeep Charges = Maintenance Charges for application (Monthly) + Remaining Development Cost (Proportionated to monthly installments)

		holiday, the timeline shall be extended by 24 hours per day.	
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Note: The penalties for manpower will be applicable from 2nd month of the operations phase, as it is not possible to estimate the incidents reported for the first month.

5. Bidding Instructions

5.1. Submission of Bids

Technical and Financial Bid/Proposal separately with “Selection of Mobile App development agency” should be submitted online through e-procurement portal.

The bids should be submitted as per the schedule given in the section important dates.

The Technical Proposal and Financial Proposals shall be submitted in separate parts as follows:

Part 1: Technical Proposal

Part 2: Financial Proposal

5.2. Technical Bid

The Technical Proposal should contain the following information:

- a) Proposal Form as per Annexure 1
- b) Qualification of Bidder as detailed in Annexure 2 (Company Profile along with documentary evidence of services offered and all relevant enclosures.)
- c) Detailed Technical Proposal including the
- d) Any additional information that the bidder may think fit but not included elsewhere in the proposal, which will help MAP_IT to assess the capabilities of the Agency.

Note: The Technical Proposal shall not include any financial bid information.

5.3. Financial Bid

- i. After verifying the eligibility criteria and Technical evaluation, MAP_IT shall notify the shortlisted bidders indicating the date, time and place for financial bid opening. The Financial Bid of technically qualified Bidders shall be opened in the presence of Bidders who choose to attend.
- ii. The Financial Bid should be submitted strictly in the format given by MAP_IT as **Annexure 3** of this document and should not have any deviations, restrictive statements, etc. therein. Otherwise, such bids are liable to be rejected at the sole discretion of MAP_IT.
- iii. If any calculation error is found in the Financial Bid that would be corrected by MAPIT and if any difference in the figures or words is found, then the values in words shall prevail.

5.4. Period of Validity of Proposal

The Proposals submitted by bidders shall be valid for a period of “180 days” from the date of submission of the bid. On completion of the validity period (180 days), in case required, MAP_IT, GoMP would solicit the bidder’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing by post or email.

5.5. Amendments to RFP

At any time prior to the deadline for submission of Proposal, MAP_IT may amend the RFP documents by issuing suitable Corrigendum. Any corrigendum issued in this regard shall be uploaded on MAP_IT website. To give reasonable time to the vendors, so that they can take corrigendum into account in preparing their Proposals, the Department shall extend (if necessary), the deadline for submission of Proposals.

5.6. Language of Proposal

The Proposal, and all correspondence and documents related to the Proposal exchanged by the bidder and the Department should be in English. Supporting documents and printed literature furnished by the bidder may be in any language other than English provided they are accompanied by an accurate translation of the relevant passages in English language. Supporting material, which is not translated in English, will not be considered for evaluation. For the purpose of evaluation and interpretation of the proposal, the English language translation shall prevail.

5.7. Currency of the Proposal and Payment

The currency of the Proposal offers and the payments made (commercial transactions) shall be in Indian Rupees (INR).

5.8. Clarification on Bids

During the evaluation of bids, if required, MAP_IT may seek clarification(s) of the bid from the bidder via email / post / in person. If required clarification is not received in the specified time limit, MAP_IT will have rights to reject the bid.

5.9. Bid Opening

- i. The technical bid containing “**Part 1: Technical Proposal**” only will be opened online in the first instance in the presence of representatives of the bidders at MAP_IT as mentioned in the Section Important Dates.

- ii. Financial bids of only those bidders whose bids are shortlisted after Technical evaluation will be opened through e-procurement in the presence of the bidder's representatives subsequently for further evaluation.
- iii. One authorized representative of each of the bidder would be permitted to be present at the time of aforementioned opening of the bids.

5.10. Bid Evaluation

No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and office of MAP_IT can make any enquiry/ seek clarification from the bidders, which the bidders must furnish within the stipulated time else the bids of such defaulting bidders will be rejected.

5.10.1. Pre-Qualification Evaluation

- i. The Bidders are requested to furnish documents to establish their eligibility (indicating the reference page number in the bid against the proofs submitted) for each of the items given in Eligibility Criteria. Relevant portions in the documents should be highlighted. If a bid is not accompanied with all necessary documents, it may be summarily rejected.
- ii. Undertaking for subsequent submission of any of the eligibility documents will not be entertained. However, MAP_IT reserves the right to seek fresh set of documents or seek clarifications on the already submitted documents.
- iii. Upon verification, evaluation/assessment, if in case any information furnished by the Bidder is found to be false / incorrect, their bid will be summarily rejected and no correspondence on the same shall be entertained.
- iv. Submission of false/forged documents will lead to forfeiture of EMD and blacklisting of agency for a minimum period of 3 years from participating in MAP_IT tenders.
- v. A Bid that does not fulfill all the stipulated eligibility conditions/criteria will not be considered.
- vi. The Bids conforming to the eligibility criterion only will be considered for further evaluation. If there is any lack of clarity in the submitted eligibility documents, evaluation committee may ask concerned bidder representative to be present physically to prove their eligibility.
- vii. No enquiry shall be made by the (s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful agency(ies).

5.10.2. Technical Evaluation

- i. Technical evaluation will be done only for those bidders who have been found to be in compliance with the Eligibility criteria.
- ii. The Technical Evaluation Committee based on technical evaluation framework mentioned shall evaluate each proposal and allot technical score as per the Technical criteria mentioned below:

Sr. No.	Description	Maximum Score	Supporting Document
1.	<p>Bidder's Turnover: The bidder having an Annual Average turnover in the last three financial Years (i.e. 2015-16, 2014-15, and 2013-14): -</p> <p>1 Cr. to 3 Cr. = 15 Above 3 Cr. and up to 7 Cr. = 20 Above 7 Cr. and up to 10 Cr. = 25 Above 10 Crore = 30</p>	30	Audited Financial Statements.
2.	<p>Bidder's Experience: The bidder during the last three years (as on the date of bid submission), have successfully executed projects comprising of software development: -</p> <p>For a project having value INR 1 Crore or above: 10 Marks per project</p> <p>For a project having value between INR 51 Lakhs and INR 1 Crore: 7.5 Marks per project</p> <p>For a project having value between INR 25 Lakhs and INR 50 Lakhs: 5 Marks per project</p>	30	Top 3 (Value wise) Qualifying projects from the eligibility criteria will be considered for marking.
3.	<p>Technical Presentation / Solution Evaluation by Nodal Agency/ capability demonstration of bidder should comprise of at least the following.</p> <ul style="list-style-type: none"> • Understanding of the Project Requirements • Proposed Solution • Proposed Approach & Methodology • Past Experience in Mobile App development 	40	Technical Presentation

Sr. No.	Description	Maximum Score	Supporting Document
	<ul style="list-style-type: none"> Past experience in developing similar Systems Proposed Team Composition 		
	Total	100	

- iii. The bidders who score a Technical Score of 60 (Sixty) or more, will be shortlisted for further evaluation.

5.10.3. Financial Evaluation

- i. The Financial Bids of only those bidders shortlisted from the Technical Evaluation will be opened in the presence of their representatives on a specified date and time to be intimated to the respective bidders by MAP_IT, and the same will be evaluated by a duly constituted Financial Evaluation Committee (FEC).
- ii. If MAP_IT considers necessary, revised Financial Bids can be called from the shortlisted Bidders, before opening the original Financial Bids.
- iii. No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s).
- iv. There will be NO NEGOTIATION regarding the financial bid.
- v. Prices should be quoted in Indian Rupee only and indicated both in figures and words. Figures in words will prevail.
- vi. Taxes indicated in the Financial Bid including the taxes if any introduced later will be paid as per actuals on the basis of the prevailing tax rates.

Lowest Cost Based Selection

- i. The bidder who has submitted the lowest Commercial bid shall be selected as the L1 and shall be called for further process leading the award of the assignment.
- ii. Only fixed price financial bids indicating the total price for all the deliverables and services specified in this bid document will be considered.
- iii. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- iv. Any conditional bid would be rejected.
- v. In case of L1 fails to sign the agreement then MAP_IT reserves the rights to roll out the offer to L2.

Correction of Error

Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the proposals are submitted to MAP_IT. All corrections, if any, should be initialed by the person signing the proposal form before submission, failing which the figures for such items may not be considered.

Arithmetic errors in proposals will be corrected as follows:

- i. In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.
- ii. In case of discrepancy between the cost quoted in the pricing summary section for a component and the total cost provided for the component in the detailed cost break up section the following methodology shall be adopted
 - a. If GTV is LESS than sum total of all the weighted values of each item in the detailed financial sheet, then the values for constituent items will be reduced proportionately and the revised costs will be recalculated accordingly. Thus revised rates of constituent items will be applicable.

For e.g. If GTV=98 & item wise sum of the costs in the detailed cost break up sheet is 100, then each item in Financial Bid will be multiplied by a factor 98/100. Thus the new item wise values shall be the final quote. If L1 bidder fails to accept the individual unit rates rationalized as per above procedure, their bid will be treated as cancelled and EMD will be forfeited.
 - b. If GTV is GREATER than sum total of all the weighted values of each item in the detailed cost break up section, then sum total of all the weighted values shall be treated as GTV.
- iii. If L1 bidder fails to accept the individual unit rates rationalized as per above procedure, their bid will be treated as cancelled and EMD will be forfeited.

6. General Terms and Conditions

6.1. Payment Terms

- i. Payment will be made in Indian Rupees only on quarterly basis.
- ii. Payments shall be subject to deductions of any amount for which the agency is liable as per the penalty clause of this tender document. Further, all payments shall be made subjects to deduction of TDS (Tax deduction at Source) as per the income- Tax Act, 1961 and any other taxes.

6.2. Confidentiality

The RFP contains information proprietary to MAP_IT. MAP_IT requires the recipients of this RFP to maintain its contents in the same confidence as their own confidential information and refrain from reproducing it in whole or in part without the written permission of MAP_IT.

MAP_IT will not return the bids/responses to the RFP received. The information provided by the bidder/s will be held in confidence and will be used for the sole purpose of evaluation of bids.

6.3. MAP_IT reserves the right to the following

- i. Reject any or all proposals received in response to the RFP without giving any reason whatsoever.
- ii. Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery.
- iii. Extend the time for submission of proposal.
- iv. Modify the RFP document, by an amendment that would be published on the MAP_IT's website.
- v. Independently ascertain information from other organizations to which bidder has already extended a service for similar assignments.
- vi. To terminate the services if the assignment is not proceeding in accordance with the terms of contract

6.4. Other Instructions

- i. The successful bidder should treat all data and information about MAP_IT obtained in the execution of the proposed assignment as confidential, hold it in strict confidence and should not reveal such data/information to any other party without the prior written approval of MAP_IT.

- ii. The proposal should be submitted strictly in the format provided in this RFP document and should be signed by the authorized signatory with seal of the Company.
- iii. A signed copy of this RFP shall be submitted along with the technical proposal as a token of acceptance of RFP terms & conditions.
- iv. The proposal should be free of overwriting/ corrections/ alterations.
- v. The proposals should be signed by the authorized representative/s of the bidder.

6.5. Disqualification

The proposal submitted by a bidder is liable to be disqualified if:

- a) Not submitted in accordance with this document.
- b) During validity of the bid or its extended period, if any, the bidder increases his quoted prices.
- c) Bid received in incomplete form or not accompanied by bid security amount.
- d) Bid received after due date and time.
- e) Bid not accompanied by all requisite documents.
- f) Awardee of the contract qualifies the letter of acceptance of the contract with his conditions.
- g) Bidder fails to enter into a contract within 15 days of the date of notice of the award of tender or within such extended period, as may be specified by MAP_IT.

Bidders may specifically note that while processing the tender documents, if it comes to our knowledge expressly or implied, that a bidder has intended to form a cartel resulting in delay / holding up the processing of tender then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by MAP_IT.

It is also clarified that if need arises MAP_IT would go in for appointment of outside party(s) to undertake the work under the captioned tender. In case any party submits multiple bids or if common interests are found in two or more Bidders, then such Bidders are likely to be disqualified, unless additional bids / bidders are withdrawn immediately upon noticing such things.

6.6. Modification, Substitution & Withdrawal of the Proposal

The bidder may modify, substitute or withdraw its proposal after its submission, provided that written notice of the modification or withdrawal is received by MAP_IT prior to the deadline prescribed for submission of proposals.

In case of substitution or withdrawal of proposal, the previous bid document will be returned unopened on bid opening day. In case of modification of proposal, modified bid document along with original bid document will be opened on bid opening day.

The Bidder's modification, substitution or withdrawal notice shall be prepared, sealed, marked and dispatched. The modification, substitution or withdrawal notice may also be sent by fax or email but should be followed by a duly signed confirmation copy (in original) not later than the deadline for submission of proposals.

No proposal may be modified or substituted subsequent to the deadline for submission of proposal. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the bidder on the Proposal Form.

6.7. Termination of Contract

6.7.1. Termination by Default

MAP_IT may, without prejudice to any other remedy for breach of contract, by written 7 days' notice of default sent to the Successful Bidder, terminate the Contract in whole or part.

If the Successful Bidder fails to deliver any or all of the systems within the period(s) specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to conditions of contract clause or if the Successful Bidder fails to perform any other obligation(s) under the Contract.

In the event that MAP_IT terminates the Contract in whole or in part, pursuant to the conditions of contract clause, it may procure, upon such terms and in such manner, as it deems appropriate, systems or services similar to those undelivered, and the Successful Bidder shall be liable to pay MAP_IT for any excess costs for such similar systems or services. However, the Successful Bidder shall continue the performance of the Contract to the extent not terminated.

6.7.2. Termination for Insolvency, Dissolution etc.

MAP_IT may at any time terminate the Contract by giving written notice to the Successful Bidder, if the successful bidder becomes bankrupt or otherwise insolvent. In this event termination will be without compensation to the Successful Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to MAP_IT.

6.7.3. Termination for Convenience

MAP_IT, by written notice sent to the Successful Bidder may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for MAP_IT's convenience, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective. However, any undisputed payment to the invoices of the task accomplished by successful bidder would be paid by MAP_IT.

6.8. Force Majeure

Notwithstanding the provisions of conditions of contract, the Successful Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its' delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

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

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

6.9. Disputes and Arbitration

If any dispute of any kind whatsoever shall arise between MAP_IT and the Successful Bidder in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity, or termination, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference by mutual consultation, the dispute can be resolved as per the Arbitration & Conciliation Act.

7. Annexures

7.1. Annexure 1: Proposal Form

(To be included in Technical Proposal)

Date: ___/___/2017

To,

The Chief Executive Officer, MAP_IT

State IT Center, 47 A,

Arera Hills, Bhopal 462004

Subject: Proposal for “Selection of Agency to build and operate mobile App based reporting system for unauthorized transportation/mining”

Dear Sir,

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **“build and operate mobile App based reporting system for unauthorized transportation/mining”** and to meet such requirements & provide such services as are set out in the Bid Document.

We hereby attach the Technical Bid as per the requirements of the tender document.

We undertake, if our Bid is accepted, to adhere to the implementation plan put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and MAPIT / Mining Corporation or its appointed representatives. If our Bid is accepted, MAPIT will retain our EMD till Performance Bank guarantee is submitted.

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the Bid Response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

Dated this Day of20XX

(Signature) (In the capacity of)

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

.....

(Name and address of the Bidder)

Seal/Stamp of Bidder

7.2. Annexure 2: Qualification of the Bidder

7.2.1. Bidder Information Sheet

Table 1: Bidder Information Sheet

S.No.	Particulars	Details	Page no. (for any attachment)
1.	Name of the Entity/ Organization		
2.	Registered office address Telephone number Fax number Email		
3.	Correspondence Address		
4.	Details of the Contact Person (name, designation, address) Telephone number Fax number Email		
5.	Financial Turnover	FY 15-16: FY 14-15: FY 13-14:	
6.	Year and Place of the establishment of the entity/organization		
7.	Service Tax Registration details		
8.	Details of the offices present in Madhya Pradesh, if any		

7.2.2. Experience/Project Details

Table 2: Project Details (To be filled for each Project)

S.No	Item	Details
1	Name of the project (Also specify the name of website/portal/web application AND URL of the website/portal/Web application)	
2	Work Order / Contract No.	
3	Contract Value (In Lakhs)	
4	Client Details	
5	Name, Title & Address of the Client	

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	who can be contacted	
6	Project Duration	
7	Start Date & End Date	
8	Scope of work	
9	Relevant work domain	
10	Software Tools & Technology used	

*Work Order/ Contract copy (Mandatory attachment)

7.3. Annexure 3: Financial Bid Format

NAME OF THE BIDDER								
S.No.	Item	Qty.	Unit Price without Taxes(In INR)	VAT Tax	Service Tax	Unit Price (All Inclusive)(IN INR)	Total(IN INR)	Remarks
		a	b	c	d	e=b+c+d	f=e*a	
DEVELOPMENT PHASE								
1	Software Development	1				0	0	Development costs for Mobile application for Android, iOS and Windows mobile platform, and back-end application. Shall include one-time deployment costs for hosting the app on various app stores.
2	Testing	1				0	0	Testing costs for mobile apps for all three platforms and backend application
	Sub-Total for Development Phase (A)						0	
OPERATIONS PHASE								
3	Recurring Hosting Charges	36				0	0	Per-month Hosting and deployment costs for mobile application, web-applications including costs for hosting apps on various app-stores
4	Maintenance Charges for	36				0	0	Per-Month Charges for

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NAME OF THE BIDDER								
S.No.	Item	Qty.	Unit Price without Taxes(In INR)	VAT Tax	Service Tax	Unit Price (All Inclusive)(IN INR)	Total(IN INR)	Remarks
		a	b	c	d	e=b+c+d	f=e*a	
	Applications							Maintenance of mobile applications and backend applications
5	Manpower Charges*	36				0	0	Manpower Charges for operations of the application
	Sub-Total for Operations Phase(B)						0	
	Grand Total Value (GTV)						0	

The above quoted fee includes all duties, levies, taxes; Service Tax at the applicable rate

The rates quoted would remain fixed for the entire contract period.

NIL Value quoted against any value above shall lead to rejection of bid.

The bidders should quote for all the items in the above table.

*These quantities for manpower are indicative in nature and purely for the purpose of calculations and evaluation of financial bids.