e-TENDER NOTICE
Imphal, the 22nd July, 2019

No. 69/13/2018-DIT: Bids are invited from interested Firms/Agencies/Companies for design, development and 3 years of maintenance of a Mobile App and Website entitled as "Explore Manipur" with the functionalities a per Scope of Work at Annexure – I.

2.   The Eligibility Criteria, Terms & Conditions, Technical and Financial Bids Formats are at Annexure – II, III, IV and V.

3.   Bids are to be submitted through e-Tender Portal i.e. http://manipurtenders.gov.in. Details of submission timelines are as below:

Sl.no	Particulars	Description
1.	Pre-Bid meeting	29th July, 2019 at 02:00 PM
2.	Last Date & Time for submission of Bid	14th August, 2019 till 11:00 AM
3.	Date & Time of opening of Technical Bid	16th August, 2019 at 12:00 Noon
4.	Date & Time of Presentation by Agencies	17th August, 2019 at 02:00 PM
5.	Date & Time of opening of Financial Bid	19th August, 2019 at 04:00 PM
6.	Place of opening of Bids	Department of Information Technology, Government of Manipur, 4th Floor, West Block, New Secretariat, Imphal -795001

4.   Bids will be evaluated on the Basis **of Quality and cost Based Selection (QCBS)** in the ratio of 70:30 for Technical and Financial Bids respectively.

5.   Changes, Corrigendum, etc, if any, will be uploaded at http://manipurtenders.gov.in, http://manipur.gov.in and http://ditmanipur.gov.in.

Yours faithfully,

(Nambam Deben)
Director (IT)

Copy to:

1. Commissioner (IT), Government of Manipur.
2. Guard File.

Scope of Work

1. The successful bidder is to design and develop a mobile application (android & iOS based) with the following features :

   i. The mobile application will be citizen centric i.e. focus on providing information about various government infrastructures (such as department/directorate offices, DC offices, police stations, Hospitals, PHC, School etc) and services to the citizens.

   ii. The application will be a google map-based application.

   iii. Location of each infrastructure to be displayed on the map indicated by a map marker with the help of its respective GPS coordinates.

   iv. Detail information of the infrastructure must be displayed upon clicking the map marker.

   v. Real time travel distance and time of each infrastructure must be displayed based on the current position of the user

   vi. Each infrastructure is to be categorized based on the entities given in the Annexure – II. The application must have appropriate filter option for each category/entity.

   vii. A dedicated search option should be available throughout the application.

   viii. The application should provide relevant information of where to approach for various citizen services (such as obtaining Domicile certificate, Permanent Resident Certificate etc.). The application must also display require documents for the above services.

   ix. The application should have a feature to find nearest important place or office like Police Station, Hospital, Health Centre in case of emergency based on the current position of the user.

   x. The application should enable a user/citizen to find his jurisdictional place like Police Station, SDO Office, DC Office etc.

   xi. The application should enable the user to rate and review about a particular infrastructure.

   xii. The application should be accessible offline except for some features that requires active internet connection.

   xiii. The application should have the feature for toggling map view mode.

2. A web-based CMS application should also be developed for data feeding.

3. Bidder should be responsible for publishing the mobile application on Google Play Store (for Android application) and App Store (for iOS application).

4. The CMS application must be hosted on DIT's cloud server.

5. The bidder should be responsible for collection of data and validation as required.

6. Data feeding pertaining to the following entities will be the responsibility of the bidder:

a. Department/ Directorate offices

b. DC, SDO, ADC, SDC offices

c. Gram Panchayat/ Municipal Council offices

d. Post Office

e. Police Station

f. Hospital

g. District Hospital

h. Primary Health Centre

i. Community Health Centre

j. Colleges/ Universities

k. School (Primary/ Upper Primary/ Aided Primary/ High School/ Hr. Sec. School)

l. Public pool

m. Public toilet

n. Water Supply

7. Bidder must at least complete data entry for major infrastructures or places of all districts within 3 months from the date of launch.

8. Bidder should submit a self certified letter indicating that the data entered in the system is genuine and authenticated within 3 months from the date of launch.

9. The bidder should be responsible for coordinating with concerned Agencies or any third party to obtain the necessary license required for the development of the applications on behalf of Govt. of Manipur.

10. The bidder must ensure that the applications are properly audited by STQC/ CERT-IN empanelled agencies. Relevant certificate for the same must be submitted to DIT.

11. The bidder should be responsible for implementation and maintenance of the application for a period of 3 years.

12. The bidder shall provide timely updates of the development progress to Department of Information Technology, Govt. of Manipur.

13. Addition of new features into the application after launch may taken up for which the bidder is required to quote a man month rate at which work for additional features will be taken up. The number of man days required for new features/ items will be mutually arrived at between the selected bidder and Government of Manipur. Changes to be paid will be as per the man day rate in the Bid and mutually agreed number of man days.

Eligibility Criteria

Sl No.	Eligibility Criteria	Supporting Documents to be enclosed along with Technical Bid
1	The bidder must have office in Imphal	Proof of Address or Consent Letter in the letterhead with stamp.
2	The Bidder must be a Company/Partnership Firm/LLP registered under Companies Act 1956/ Indian Partnership Act 1932/ Limited Liability Partnership Act, 2008 for a period of at least 5 years as on 30th June, 2019	Photo copy of Registration Certificate
3	The Bidder must have an experience of at least 5 years as on 30th June, 2019 in software development and maintenance for at least two projects.	Photo copy of Completion certificate/Satisfactory certificate/ongoing work certificate from client
4	The Bidder must have minimum average Annual Turnover of Rs. 1 Crore during the last four completed financial years (2015-16, 2016-17, 2017-18, 2018- 19)	Certified copies of the audited statement for the last four completed financial years (2015-16, 2016-17, 2017-18, 2018- 19) with adequate sections duly marked.
5	The Bidder has never been blacklisted/barred/disqualified by regulator/statutory body or any PSU.	Self-Certification/declaration
6	The Bidder must have a valid GST registration Certificate and Pan Number.	Copies of the GST Registration Certification, PAN to enclosed
7	The Bidder should have designed and developed at least one mobile application based on map and navigation in government sectors	Attach copy of Documentary evidence in form of Work Order and Implementation Certificate in this regard from Customer.

Terms and conditions

1. The bidder should furnish Tender Fee of Rs. 10,000/- (Rupees Ten Thousand only) along with the bid. Tender fee should be submitted in the form of Bank Draft/Banker's Cheque of any Scheduled Bank drawn in favour of 'Director (IT), Government of Manipur payable at Imphal only.

2. The bidder should furnish Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty Thousand only) along with the bid. EMD should be submitted in the form of Bank Guarantee /Draft/Bankers Cheque from any Scheduled Bank drawn in favour of 'Director (IT), Government of Manipur payable at Imphal only.

3. The Bid will be inclusive of On-site Comprehensive Maintenance Cost of 3 years from the date of commissioning. Annual On-Site Comprehensive Maintenance Cost is to be indicated separately for extension after third year if necessary.

4. The successful bidder will deposit a Bank Guarantee of Rs. 1.00 lakh as performance security valid till 90 Days beyond completion of project and will be forfeited in case of failure to execute the Project. The Bank Guarantee is to be submitted within 15 days from the date of issue of Work Order.

5. Project implementation should be completed within 90 days from the date of issue of work order.

6. 70% of total project cost will be paid within 60 days of Go-Live; remaining 30% would be paid in 3 installments every 12 months after completion of support and maintenance period of 1 year from the date of Go-Live (i.e. 10% per installment).

7. The successful bidder will co-ordinate with the other stakeholders / Agencies and DIT, Manipur for commissioning of the application.

8. Data collected during the implementation for the project by the bidder shall be the property of Government of Manipur and cannot be reused by bidder for other projects without written permission from Government of Manipur.

9. The successful bidder will not seek escalation in the rates quoted during the contract period.

10. DIT reserves the right to abandon or terminate the contract at any time without assigning any reason and it can stipulate any additional term and condition at any time during the currency of the contract.

11. DIT reserves the right to accept or reject any Tender/ all the tender(s) in full or in part, without assigning any reason whatsoever. DIT also reserves the right to call for additional information from the Bidder(s).

12. A copy of these terms and conditions duly signed by the bidder in token of having understood and agreed to the same should be attached along with the Quotation.

13. The Quotations will be opened in the presence of the representatives of the bidders who may wish to be present.

14. The bidding process is stipulated in the tender document clearly. In case of any clarifications about bidding process/eligibility criteria the bidders may seek clarification by contacting DIT, Imphal or sending an email to herojit.s@nic.in per the tender notice.

Technical Bid

SI No.	Details	Bidders Response (enclose the proofs whichever is applicable)
1	Average annual turnover of bidder in last 4 financial years (FY 2015-16, 2016-17, 2017-18, 2018- 19) Less than 2 crore :3 Mark 2 – 3 crore :5 Marks More than 3 crore :10 Marks	
2	No. of Mobile Apps (Android and IOS) Developed and Maintained in Government Sector. Upto 2 Clients : 3 Marks 3 - 5 Clients : 5 Marks	
3	No. of application developed and maintain in Government Sector (ongoing) Upto 3 projects :5 Marks 4 - 7 Projects :10 Marks More than 7 Projects :15 Marks	
4	Satisfactory Services Certificate (For developing / maintaining of software online portal for clients). Upto 3 projects :5 Marks 4 - 7 Projects :10 Marks More than 7 Projects :15 Marks	
5	**Presentation** : 25 Marks ✓ Profile of Company ✓ Performance management process ✓ Working Demo of Apps	
	Total	

Financial Bid

1. **For purpose of calculation of Financial bid (for the purpose of bidding)**

S. No.	Particulars	*Offer Price (in Rs.)
1.	Web and Mobile Application with three (3) years Support and Maintenance including cost of security audit.	

2. **Rate per Man Day for adding new features/ Services**
   (Indicative price for future reference only)

(i)

SL. No.	Particulars	*Offer Price (in Rs.)
i.	Rate for Annual Maintenance Cost for the purpose of extension after 3 years.	

(ii)

SL. No.	Particulars	*Unit Man-hour cost (in Rs.)
1.	Project Manager	
2.	Application Developer	
3.	Application/Web Designer	
4.	Tester/Quality analysis	
5.		
6.		

* All prices are inclusive of all applicable taxes.

Note:

i.   *The cost of data collection and entry should include in the total cost and only for those entities mentioned in the scope of work.*

ii.   *Any data collection and entry beyond the entities mention in the scope of work should be calculate as per the unit man hour cost which may be within or beyond the contract period*

iii.   *Role title mentioned at table 2 (ii) is just indicative. Bidder may add/modify role title according to their organization.*