

GOVERNMENT OF MANIPUR
DEPARTMENT OF INFORMATION TECHNOLOGY
4TH FLOOR, WESTERN BLOCK, NEW SECRETARIAT IMPHAL, MANIPUR



**TENDER FOR
DESIGN & IMPLEMENTATION
OF
WEB-BASED APPLICATION FOR BOOKING OF
ROOMS IN MANIPUR BHAWANS**

1. OVERVIEW

The Manipur Bhavan, set up at various major cities across India, have been serving the people of the State travelling on Government duty as well as on personal ground by offering a home like accommodation at an affordable rate and authentic Manipuri cuisine, making the people feel at home while away from home. Beside this, the Bhawans have been catering to many patients visiting the major cities for medical treatment, who needs to stay for a long duration.

At present, there are Manipur Bhawans at the locations like New Delhi, Kolkata, Guwahati, etc.

At times, it is very difficult to get confirmation on room reservation till the last minutes in all the Manipur Bhavan owing to the lack of a systematic process of reservation or in other words, an online reservation system of room. So, many a times, official/non-official visiting the above-mentioned cities are forced to make reservation elsewhere, in much higher room rates which at times is more than permissible allowances for the official as per the approved TA/DA.

Further, the people who go to big cities like Delhi and Kolkata for medical treatment are facing lot of hardship as they could not find affordable accommodation.

2. SCOPE OF WORK

The scope of this project is to design & develop or customise a web-based application for Management of room and other related activities like hospitality accommodation units, food & beverage delivery services, tourist transport services, online ticketing/ reservation for special events, guide services etc.

The scope of the project includes:

- a) Online Reservation and confirmation.
- b) Amendment/ Modification of registration information such as:
 - Manage category
 - Manage facility & service categories
 - Reservation management system
- c) Online confirmation of room availability through email/SMS.
- d) Automatic assigning of room types based on the category of official/non-official reserving the room.
- e) Online payment system.
- f) Customized report.
- g) Role based management system.
- h) Training of the proposed web based application to the staff and user of the Manipur Bhawans
- i) Three years maintenance of the web based application at no extra cost beyond the agreed price while signing the contract.

3. OUT OF SCOPE

- a) Computerization of the existing record.
- b) Provisioning of systems (laptop/desktop), printer and other IT related infrastructure to the district office is also out of the scope of this project.

Stakeholders:

- a) General Administrative Department, Government of Manipur.
- b) Officer and Staff of Manipur Bhavan
- c) Information Technology Department, Government of Manipur.
- d) Resident/domicile of State of Manipur
- e) Village Level Entrepreneur (VLE), Common Service Centre.

4. BIDDER ELIGIBILITY CRITERIA:

Sl. No.	Specific Requirements	Documents Required
1	The bidder must have office in Imphal or should be ready to setup office in Imphal	Copy of MoU or deed to be furnished
2	The bidder should be a Company Registered firm or Registered company under Companies Act	Company Incorporation Certificate
3	The bidder should have an experience of at least 5 years as on 31 st May, 2021 in IT related projects	Completion Certificate from the client
4	The bidder should never have been blacklisted/barred/disqualified by regulator/statutory body or any PSU	Self-Declaration that the bidder has not been blacklisted / barred / disqualified by regulator / statutory body or any PSU
5	The bidder must have a valid GST registration Certificate	Copy of GST registration Certificate.
6	The bidder should have a minimum annual turnover of 25 lakhs in last 3 (three) financial years (FY 2018-19, 2019-20, 2020-21)	Audited Balance sheet for last three financial year. Turnover Certificate.
7	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices	A self-certified letter by the designated official of the responding firm
8	Bidder should have at least implemented similar projects in India in Govt/PSU. One of the project should be with a project value of 10 lakhs or more.	Work order and project completion certificate. If the project has completed 75% of deployment may be considered on certification.

Note: All supporting documents for the above listed criteria's should be submitted along with the bid. In absence of the supporting documents, the bid will not be considered for evaluation.

5. SELECTION PROCESS

- The Applicants that qualify criteria shall submit the Technical Proposal & Financial Proposal online on <https://manipurtenders.gov.in>. Bidder has to submit Technical Proposal & Financial Proposal respectively.
- The evaluation will be based on Quality and Cost-Based System (QCBS). The weightage of; Technical and Financial Proposals will be in the ratio of (70:30) respectively.
- The Technical Bids will be open first. After scrutiny and satisfactory technical bidding specifications, qualified bidder will be shortlisted for opening of "Financial bid".

- The bid price will include all taxes and levies and shall be in Indian Rupees unless mentioned separately.
- Any conditional bid would be rejected.
- The Financial Bids of all the qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- In the event that there are 2 or more bidders having the same value in the financial bid, the bidder securing the highest technical score will be adjudicated as the "Best responsive bid" for award of the Project.
- DIT Manipur reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders.
- On notification of award, DIT and the selected Agency will sign a Contract Agreement

6. INFORMATION FOR THE BIDDER:

Following may be submitted as a part of the Technical Bid:

SL.No	Information Sought Details to be Furnished	Details to be Furnished
1	Name of the Company	
2	Address (with Tel. No., fax no. & e-mail address)	
3	Contact person	
4	Registration Number	
5	PAN Number	
6	Service Tax No./ Tin No	
7	Details of EMD Deposited and cost of Tender	
8	Demand Draft/ PO Number	
9	Name of Bank Amount (in Rs) Date	

7. TECHNICAL BID:

SI No.	Details	Bidders Response (enclose the proofs whichever is applicable)
1	Average annual turnover of bidder in last 3 financial years (FY 2018-19, 2019-20, 2020- 21) <ul style="list-style-type: none"> • Upto 25 lakhs:5 Mark • More than 25 lakhs – 50 lakhs:10 Marks • More than 50 lakhs:15 Marks 	Audited balance sheet/ CA signed Certificate
2	No. of application(s) developed and maintained in Government Sector/PSU <ul style="list-style-type: none"> • Upto 2 Clients : 5 Marks • 3 - 5 Clients : 15 Marks • > 5 : 20 Marks 	Work order from the Client or Satisfactory Certificate
3	Experience in design & development of web based application within last 5 years in Central Government / State Government / PSU. The work order should have been issued within the last 5 years. <ul style="list-style-type: none"> • Upto 2 projects :5 Marks • 2 - 5 Projects :10 Marks • More than 5 Projects :15 Marks 	Work order from the Client or Project Completion certificate
4	Project completion Certificate (For developing / maintaining of software online portal) <ul style="list-style-type: none"> • Upto 2 projects : 5 Marks • 3 - 5 Projects :15 Marks • More than 5 Projects :20 Marks 	Project Completion certificate from Client
6	Presentation : 30 Marks <ul style="list-style-type: none"> i. Profile of Company ii. Adequacy and Quality of resource proposed for deployment iii. Approach & Methodology for the portal iv. Complete understanding of the setup with the suitable infrastructure, Security parameters, suitable storage solution and preventive measures for data theft v. Project Plan for handling: <ul style="list-style-type: none"> a. Legacy file/document b. Tools/Software (open source) to be used 	
	Total	

***Note: All supporting documents for the above listed criteria should be submitted along with the bid. In absence of the supporting documents, the bid will not be considered for evaluation.**

8. FINANCIAL BID:

SI. No	Project Component	Item (s)	Unit	Qty.	Rate (in Rs.)	Cost (in Rs.)	Specification/ Remark
1	Application development and Implementation (Includes STQC audit and Application Maintenance for 3 years after go-Live)		No.	1			
2	Capacity Building and Training /Knowledge Transfer	No. of employee(s)	No.	50			
	Applicable Taxes						
	Total Project Implementation Cost						

Grand Total (in words) _____

Signature and
Seal of authorized signatory

Dated

Bid Evaluation will be done as follows:

Stage 1: Technical Bid Evaluation:

Example Table (A)

Bidder Details	Technical Marks Obtained out of 100
Bidder 1	85
Bidder 2	75
Bidder 3	80

Stage 2: Normalization of Marks:

Normalized Score = (Technical marks obtained by the Bidder under consideration/Highest Technical Marks obtained among the bidders)* 100

Example Table (B)

Bidder Details	Technical Marks Obtained out of 100
Bidder 1	$(85/85)*100= 100$
Bidder 2	$(75/85)* 100= 88$
Bidder 3	$(80/85)*100=94$

Stage 3: Financial Bids Evaluation:

The financial bid amount shall be converted into financial score, while considering the financial quote given by each of the bidders in the financial bid as follows:

Financial score of a Bidder = (Lowest Financial Bid/Quote of the bidder under consideration)* 100

Example Table (C)

Bidder Details	Financial Quote	Calculation	Financial Score
Bidder 1	1,30,000	$(1,00,000/1,30,000)*100$	77
Bidder 2	1,20,000	$(1,00,000/1,20,000)*100$	83
Bidder 3	1,00,000	$(1,00,000/1,00,000)*100$	100

Stage 4: Final Score Calculation through QCBS:

The final score will be calculated through Quality and Cost Based Selection method based on the following weightage:

Technical: 70%

Financial: 30%

Combined Technical and Financial Score = $(0.7*Technical\ Score) + (0.3*Financial\ Score)$

Example Table (D)

Bidder Details	Technical Score	Financial Score	Final Score	Rank of Bidder
Bidder 1	70	23.1	93.10	H2
Bidder 2	61.6	24.9	86.50	H3
Bidder 3	65.8	30	95.80	H1

The proposals will be ranked in terms of total scores of each applicant. The proposal with the highest total score (H1) will be considered for award of contract and will be called for negotiations, if required.

9. TERM AND CONDITIONS OF BID

- i. The bidder should furnish Tender Fee of Rs. 5000/- (Rupees Five Thousand only) (non-refundable) 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)" payable at Imphal only.
- ii. 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.
- iii. The successful bidder will deposit Bank Guarantee of 3% of project implementation cost 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.
- iv. Data Digitization and Project implementation should be completed within 8 months (240 days) from the date of issue of work order.
- v. The successful bidder will not seek escalation in the rates quoted during the contract period.

- vi. The Quotations will be opened in the presence of the representatives of the bidders who may wish to be present.
- vii. 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 konsam.vivek@gov.in, Phone No. 8415927677 per the tender notice.
- viii. If the selected bidder performance found unsatisfactory during contract period the selected bidder has to submit all relevant documents and has to perform knowledge sharing to the next implementation agency who will continue the project implementation.
- ix. The bidder shall develop the proposed application using Open Source Software or it should arrange the necessary licenses required for this application to be used by the Government of Manipur at no extra cost.
- x. 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.
- xi. Application will be hosted at Government Community Cloud / State Data Centre and the vendor should take the responsibility of deploying and managing the application.
- xii. DIT shall be the custodian of the application, source code enhanced/developed etc.
- xiii. On completion of the project implementation, implementation agency should submit following document:
 - Completion/Closure report
 - Security audit certificate performed by Cert-in empanelled agency
 - SOP and User Manual (front and back end)
 - Exception handling documents
- xv. Right to Accept and Reject or Terminate:
 - a. 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).
 - b. Failure by the service provider to comply with any statutory requirements and terms of agreement during the period of contract shall result in termination of the contract and subsequent disqualification for participation in any future tender in DIT. The security deposit will also be forfeited.
- xvi. Payment Term: 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 instalment).
- xvii. 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 bid.

10. CLARIFICATIONS & AMENDMENTS OF SCOPE OF WORK DOCUMENT

- i. During the process of evaluation of Bids, Issuer of the bid may, at its discretion, ask Bidders for clarifications on their Bid. The Bidders are required to respond within the prescribed timeframe.
- ii. Issuer of the bid as per instruction of the Government of Manipur may for any reason, modify this tender document from time to time.
- iii. The amendment(s) to this tender would be clearly spelt out and the Bidders may be asked to amend their Bid due to such amendments before submission date and time.
- iv. Clarification may be sought during the pre-bid meeting. Clarifications and corrigendum issued will form a part of the final agreement.

11. FORCE MAJEURE:

If the performance of any obligation of any of the parties is prevented or restricted or interfered with by reason of fire, explosion, strike, casualty, riots, sabotage, accident, lack or failure of transportation facilities, food, war, civil commotion, terror attack, lightning, acts of God, any law, order or decree of any government thereof or any other cause similar to those above enumerated, beyond the reasonable control of the party, the party so affected shall, upon the giving of prompt notice to the other parties, be excused from performance hereunder to the extent and for the duration of such prevention, restriction or interference.

12. PROJECT SCHEDULE AND DELIVERABLES

Sl. No	Deliverables	Completion Timeline
1.	Team Mobilization (should happen within 7 days of acceptance of Letter of Intent (LoI) or Signing of Contract whichever is earlier)	T0
2.	System Study and Requirement Gathering	T0 +2 week
3.	Functional SPEC, ER Diagram, Detailed SRS, Prototype and Design Spec, Project Plan Document	T0+2 weeks
4.	Approval of the document by Stakeholders.	T0+4 Weeks = T1
5.	Development with Unit Level Test Report	T1+5 weeks
6.	User Acceptance Test Report	T1+9 weeks
7.	Cyber Security Audit and Certification for Go live	T1+12 weeks
8.	Training and Ready for go Live	T1 +15 Weeks
9.	Maintenance and Support	3 years Maintenance
