



**Government of Jammu and Kashmir
Jammu and Kashmir e-Governance Agency
(JaKeGA)**

Tender regarding Selection of agency for Design, Development and Implementation of Public Information Portal & Mobile Application for District Development Works for Rural Development Department, J&K Government.

INVITATION FOR BID (IFB)& NOTICE INVITING BID (NIB)

S. No.	Key Activities	Date and Time
1.	Date of Publication of RFP	Start Date: 08/10/2020 on www.jktenders.gov.in
2.	RFP Document Download Date	09.00 AM of 08/10/2020 onwards
3.	Last date/time for submission of written queries by intending bidders through email at: ceojakega@nic.in	13/10/2020 till 4.00 PM.
4.	Online Pre-Bid due covid Pandemic. A link shall be shared on www.jakege.jk.gov.in website	15/10/2020 at 4:00 PM
5.	Response to the Queries will be published on www.jktenders.gov.in & www.jakega.jk.gov.in	16/10/2020
6.	Submission of bids on www.jktenders.gov.in	Start Date: 17/10/2020 from 10.00 AM End Date: 29/10/2020 up-to 02:00 PM
7.	Bid Validity	90 days from the last date of submission of tender
8.	Bid Procedure	Two stage bidding (Technical & Financial) through e-Tendering mode at www.jktenders.gov.in
9.	Bid Evaluation Criteria (Selection Method)	Least Cost based Selection (LCBS) (L1) Financial bid will be opened for technically qualified bidders.
10.	Websites for downloading RFP, Corrigendum's, Addendums etc. (if any)	www.jktenders.gov.in & www.jakega.jk.gov.in
11.	Opening of Technical Bids	4:00 PM of 29/10/2020 in Civil Secretariat Srinagar/Jammu
12.	Bid Document/Tender Fee	Rs 1000/- (Rupees One Thousand Only) in the form of Demand Draft in favour of CEO , JaKeGA payable at Jammu/Srinagar.

13.	Bid Security/EMD	<p>Bid Security-Earnest Money Deposit in the form of a CDR/FDR/BG, from a scheduled or Nationalized Indian Bank in favor of CEO J&K e-Governance Agency (JaKeGA), valid for (01) one year, payable at Srinagar/Jammu, for the sum of Rs. 50,000/- (Rupees Fifty Thousand Only) is required to be submitted by each Bidder ("Bid Security").</p> <p>EMD of Successful bidder will be released only after submission of PBG @10 % of Work Order value.</p> <p>Relevant Software Development MSME holders shall be exempted from Tender fee and EMD only.</p>
14.	Submission of instrument for Tender Fee, Bid Security	<p>Scanned Copy of the instrument is to be uploaded on JK Tenders Portal (www.jktenders.gov.in) along with the bid. However, original documents of Tender Fee and EMD are required to be submitted within two days from the publishing of Technical Bid result.</p>

Acronyms:

CA: Chartered Accountant

FAT: Final Acceptance Testing

GIGW: Guidelines for Indian Government Websites

GST: Goods and Services Tax

ITD: Information technology Department

JaKeGA: Jammu and Kashmir e-Governance Agency

MSEs: Medium and Small Enterprise

MSME: Micro, Small and Medium Enterprises

PAN: Permanent Account Number

UAT: User Acceptance Testing

UT: Union Territory

RDD: Rural Development Department

VAPT: Vulnerability and Penetration Testing

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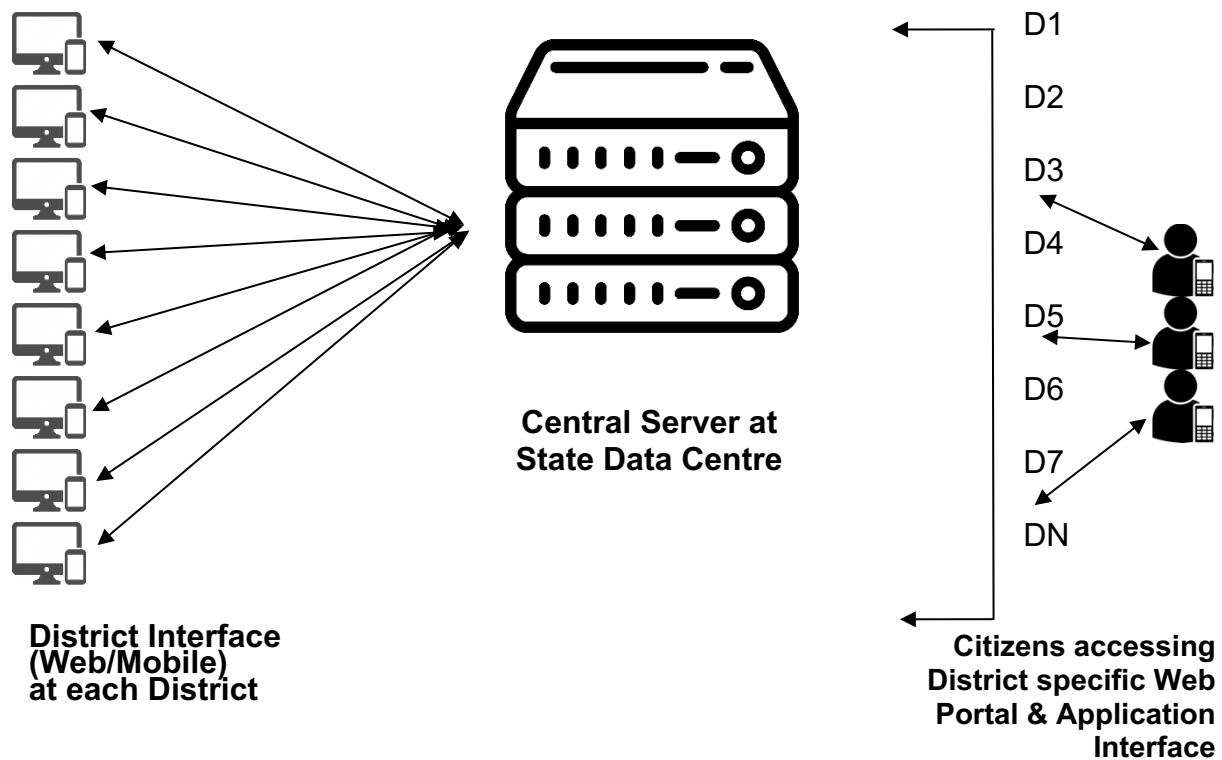
Government of Jammu and Kashmir
Jammu and Kashmir e-Governance Agency (JaKeGA)
Information Technology Department

1. Objective:

'Public Information Portal & Mobile Application for District Development Works' for Rural Development Department, UT of J&K, aims to promote greater transparency of District Development Works amongst Citizens and Rural Development Department at all levels. The solution has to be Realtime & Robust with ability to bear concurrent load.

The solution to comprise a Web Portal, Android & iOS apps for Official Users and Citizens. It would have a State Level View at the level of Director/Secretary to review activities across the UT. of J&K and to override/update status of works, add comments etc. Backend Server for all data management, processing and APIs for communication between App, Web Panel and Backend. The mobile apps will be distributed via Google Play Store and Apple AppStore for Android & iOS respectively.

The solution can be visualized as per the diagram below:



2. Broad Scope of Work:

Item	The System to have the following broad features and functionalities for each of the three users, provided in their interface.
General	<ol style="list-style-type: none"> 1. The Public Information Portal & Application will have District Specific Portals and Mobile Application Interface mapped to a centralized server. 2. The Dynamic portal should be made available for all Districts derived from single backend system at UT Level. 3. Dynamic Web Portal built on latest technology stack and should be completely mobile responsive. 4. The solution should be scalable to all districts. 5. RESTFul Dynamic APIs should be integrated across the solution 6. The Design and Development of the Web Portal must be compliant with GIGW Guidelines which are available on http://guidelines.gov.in. 7. Develop a role-based authorization and access management system so as to ensure the secured and restricted access 8. User Login should be done using Mobile/OTP 9. Design/develop the Web Portal for all devices and ensure responsiveness using latest version of bootstrap framework. 10. Each district portal would be accessible on a specific suburls. 11. The site shall be compatible with all major device platforms like internet explorer, Mozilla Firefox, Google chrome, safari, opera, etc. 12. The mobile apps should be distributed via Google and Apple app stores and should have proper version control built in with push notifications. 13. The mobile apps should support minimum versions covering maximum users and devices. 14. The backend server should be robust and have the capability to support at least 5000 concurrent users. 15. The solution to be maintained for a period of three years with technology and server upgradations as applicable to ensure the software is running on latest version of packages. 16. Integration with District Portal and Central UT portal. 17. Integration with social media platforms
Web Portal for District Officers/District Admin/Citizen (District Level)	<ol style="list-style-type: none"> 1. The portal will have logins for District Officers at all levels (Panchayat/Block/District) with authentication 2. Add/Manage Schemes in the system mapping to several data points 3. Add/Manage Work in the system mapping to several data points 4. District Level login to view all works across district at scheme, block level with details of each work 5. Ability for district officers to update progress of work at each

	<p>level</p> <ol style="list-style-type: none"> 6. View District Dashboard 7. Ability for District Admin to update work status (Mark Pending/Ongoing/Completed) 8. Ability for district admin to map officers to each work as applicable based on area/jurisdiction 9. Ability for district admin to manage content gallery, about, contact us and other information-oriented pages specific to the district 10. Report Generation
Web Portal (Admin)	<ol style="list-style-type: none"> 1. Login 2. View Master Information Record 3. Report Generation at all levels for all districts and UT Level 4. Settings & Configuration for all districts 5. Scheme configuration at U.T. Level 6. Dashboard with Status & Count, Graphs & Insights 7. Add/Manage Official Directory, Block Official Login 8. English/Hindi/Urdu/Dogri for each Scheme 9. Add/Manage Notification for Officials 10. Settings
Mobile App (All)	<ol style="list-style-type: none"> 1. Android & iOS 2. Login for Officials, Open access to information for Citizens 3. Ability for Official to see works mapped to them and add information/update related to the work 4. View Block/District/State Dashboard based on level 5. Citizen View to see information about district and all works across all district, scheme-wise/block-wise 6. Provide Latitude and Longitude details along with picture and short video.
Third Party Integrations	<ol style="list-style-type: none"> 1. SMS for Mobile Number Verification using OTP 2. Push Notification Integration 3. Open Source Libraries for Development 4. Integration with e-Sign Facility of Govt. Of India if needed in future. 5. DSC Integration if needed in future.

Testing	<ol style="list-style-type: none"> 1. Testing of the complete solutions to Industry Standards 2. Bug fixing and removal of vulnerabilities 3. The Solution has to be secured to NIC standards & Govt. Of India Standards. 4. The applications must be audited from a certified CERT-IN empaneled vendor for hosting purpose to ensure it is safe to host and secure. Vendor needs to ensure that VAPT is carried out before hosting of the application.
Hosting	<p>The solution has to be hosted at State Data Center on Linux machine after proper security audit by CERT-IN empaneled security audit firms.</p>
AMC	<p>The bidders should essentially have the capability to offer AMC for the entire solution and should be able to resolve issues within 24 hrs. or less. The offer should be inclusive of three years of maintenance effective from go-live of the solution, subsequent minor changes, bug fixing, etc. to be carried out during three years of maintenance and support</p>
Proposed Functionality	<ol style="list-style-type: none"> 1. District Admin <ol style="list-style-type: none"> a) Login Module: Ability to login for particular district in the district admin portal. b) Officer Management Module: Ability to add/manage officers in the district. c) Work Management Module: Add/Manage works under specific scheme adding data points like work name, block, panchayat and more. d) Work/Officer Mapping: Map works to officers in the district. e) CMS: Ability to manage district portal & app view's informative content for sections like About District, Gallery, Contact Us etc. 2. District Officer <ol style="list-style-type: none"> a) Login Module: Ability to login as officer in the district portal or mobile app using mobile/otp based authentication. b) View & Update Works: View works mapped to them and update progress using mobile app for each by clicking a photo, adding comments with auto capturing of latitude/longitude. c) Update Work Status: Officers with specific role to have ability to change the status of work from Pending/In-Progress to Completed. d) District Dashboard: View District dashboard to see works at various block/panchayat/village level under status Pending/On-going/Completed. e) View & Update: View and update status/add comment functionality

	<ul style="list-style-type: none">3. Directorate and Higher Level<ul style="list-style-type: none">a) Login Module: Ability to login for view of entire UT in the UT portal or mobile app using Mobile/OTP based authentication.b) View Works & Status: Ability to view work at any district with details. Ability to override/change status of the work and view officers mapped to a work. View geo tagged officer update (comment and photo).c) Dashboard: View dashboard at District/UT level with several filters and report generation to see data at Scheme Level/District/Block level.4. Super Admin<ul style="list-style-type: none">a. Settings & Configuration: Ability to configure overall system with settings for each district.b. Report Generation & Management: System Report Generation, backups and data management. Coordination with District Admin for troubleshooting.5. Citizen:<ul style="list-style-type: none">a) Ability to view information about works undertaken in their district using Web Portal or the Mobile App.b) Add comments/suggestions etc.c) Citizens to see information about all works for district including all details, scheme-wise, department-wise, Information about District, Gallery, About & Contact Information.
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3. STANDARD TERMS AND CONDITIONS OF TENDER

1. The Tender can be downloaded from the website of JaKeGA, www.jakega.jk.gov.in or www.jktenders.gov.in
2. It may be noted that JaKeGA, IT Department will not be liable to incur any amount / expenses / charges / fee / traveling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses, regardless of the conduct or outcome of the Tendering process.
3. The Bidder shall submit the response to Tender Document which shall remain valid up to 90 days (90) days from the last date of submission of response to Bid Document. JaKeGA reserves the right to reject any response to Tender Document which does not meet the aforementioned validity requirement. JaKeGA may solicit the bidders' consent to an extension of the validity period of the bid.
4. The rates quoted should be as per Financial bid format at Annexure IV.
5. Minimum AMC period for said portal and mobile application shall be a period of three years from the day of launch/Go Live. Successful Bidder to provide one (01) onsite support expert at Jammu/Srinagar as per the Darbar move office location. Besides the vendor must provide remote support to the said application.
6. The successful tenderer will have to deposit 10% of the total value of bid as Security Money in the form of Performance Bank Guarantee or FDR for indigenous items in favor of the CEO, JaKeGA, Srinagar; which will be refunded after completion of the AMC period and will be adjusted in case of violation of terms and conditions laid down above. Exemption shall be as per Govt. rules.
7. Successful Tenderer will have the responsibility for arranging onsite training to RDD Department at Central and field locations, JaKeGA staff for smooth handling and proper functioning of developed solution through one session at each District Headquarter, one session at each Directorate Level, one session at Central Location. JaKeGA can direct for any extra training sessions online as and when required.
8. JaKeGA reserves the right to accept/reject a part/whole or all tenders without assigning any reason and no inquiry in this regard, will be entertained.
9. The JaKeGA reserves the right to make any changes in the Technical Specification or scope of work of the tender.
10. Bidders are not allowed to sub-contract in any manner and Consortiums, Joint Ventures are not acceptable.
11. The issue of this Tender document does not imply that JaKeGA is bound to select a Bidder and JaKeGA reserves the right to reject all or any of the Bidders without assigning any reason whatsoever.
12. JaKeGA reserves the right to cancel this Tender anytime without assigning any reason thereof.
13. The Bidder should abide by the terms and conditions specified in the Tender Document. If Bidders submit conditional offers, they shall be liable for outright rejection which will be decided by JaKeGA.
14. At any time before the deadline for submission of Tender, JaKeGA 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 amending, modifying and / or supplementing the same. All changes shall be posted on website www.jkit.nic.in and prospective Bidders are required to go through the same before submission of Tender. All such amendments shall be binding on them without any further act or deed on JaKeGA part. In the event of any amendment, JaKeGA reserves the right to extend the deadline for the submission of the Tender, in order to allow

prospective Bidders reasonable time in which to take the amendment into account while preparing their Tender.

15. All information in the Tender/Bid shall be in English. Information in any other language should be accompanied by its translation in English. Failure to comply with this may disqualify the Bidder.
16. The successful Bidder shall have to sign an agreement with JaKeGA to comply with all rules, regulations, Laws and Byelaws enforced by J&K Govt. and JaKeGA in whose premises the work has to be done.
17. If the contractor commits any violation of the above terms, the JaKeGA shall claim such damages which less be less than the value of L1 Successful bidder and the decision of the JaKeGA shall be a binding on successful bidder.
18. A detailed Project plan is to be provided by successful bidder for completion of work.
19. The MSEs are provided tender documents free of cost and are exempted from payment of earnest money, Subject to furnishing of relevant valid certificate for claiming exemption. The relevant MSME certificate in this case acceptable shall be for software development. No further exemption for MSME shall be applicable in this tender.
20. All legal disputes, arising if any, would be settled under jurisdiction of High Court of J&K.
21. Payment Terms will be as follows:
 - I. 50% of project value on successful User Acceptance Testing and on submission of PBG of 10%.
 - II. 30 % of project value on Successful Go Live/Launch
 - III. 20 % of project value shall be made after completion AMC and support period of three years from the date of Go Live/Launch.
22. The timeline is the essence of this project. The development and Go Live for the scope of work mentioned in this tender has to be completed in 10 days from the date of release of work order. The successful bidder has to put multiple resources on work from day 1 to achieve the target timeline.

The above terms & conditions are accepted.

Signature

Name

Designation

Company Seal

CHECK LIST

To ensure that your offer submitted to JAKEGA is complete in all respects, please go through the following checklist & tick mark for the enclosures attached with your offer:

SR. NO.	DESCRIPTION	ATTACHED	NOT ATTACHED
1	General Information about Bidder		
2	Earnest Money Deposit in the prescribed form		
3	Tender/Bid document duly signed & sealed on every page, as a confirmation of acceptance of the terms & conditions of the Tender/Bid.		
4	Technical bid must contain soft copy of this tender duly signed on each page and all the information as mentioned in Annexure I and Annexure II		
5	Financial bid must be submitted online as per online Financial Bid format.		

ANNEXURE – I

GENERAL INFORMATION ABOUT THE BIDDER

1.	Name Of The Bidder	
2	Postal Address	
3	Telephone/Fax no	
4	E-mail address & URL	
5	Type of Company Attach Proof of Company Registration along with a copy of the Partnership Deed/ Article of Association and Memorandum of Understanding and GST Registration	
6	Name and designation of the representative of the Bidder to whom all references shall be made to expedite technical co-ordination.	
7	Amount and reference of the EMD	
8	Financial capacity of the company/ firm. (Attach copies of I.T. Returns and Balance Sheets – last three financial years)	
9	Name and address of the Indian/Foreign collaborator(s) if any.	
11	PAN Number (A copy should be enclosed)	

ANNEXURE – II – Service Level Agreement

1. Bidder will be responsible for onsite maintenance and operations support for three years from the date of Go Live/Launch of the application.
2. Vendor to depute one resource for next three years for support on call basis in J&K.
3. Issue response time must be 2-4 hours.
4. Issue resolution time must be next Business day. Any deviation will attract a penalty of Rs 300 Per day.

ANNEXURE – III: Bidder Compliance

S. No	DESCRIPTION	Documents Required	Provided (Yes/No)	Reference (Page No)
1	The bidder should be a registered Company/Organization with Government with Valid GST No and PAN No.	GST Registration Certificate and PAN \ Card		
2	The Bidder must be a profit making Company/Organization from 03 years/12 Quarters i.e (2017-18, 2018-19, 2019-20) duly certified by registered CA.	Documentary Proof of not more than Three pages		
3	The Bidder- System Integrator should have average turnover of Rs Twenty Lakhs in last three Financial years i.e (2017-18, 2018-19, 2019-20) certified by registered CA.	Documentary Proof of not more than Three pages		
4	Bidder should have developed jobs/ solutions essentially including website/ Admin. Panel + mobile Apps of Android and iOS, a minimum of three (03) nos. Out of which at-least one application must be used by any Government Department/ Agency/PSU/Corporation etc. of J&K in the past three years i.e. (2017-18, 2018-19, 2019-20)	Documentary Proof		

ANNEXURE – IV - (Financial Bid)

Financial Bid		
S.No.	Items Description as per description	Price
1.0	Requirement gathering, SRS preparation, Design & Development of entire solution as specified in the objective as per Scope of Work of this Tender including Web portal and Mobile application based on Android & iOS app for Citizen & Official Users and Web Based Panel for Administration, backend Services for all data management, processing and APIs for communication between Applications, Web Panel and Backend. The mobile apps will be distributed via Google PlayStore and Apple AppStore for Android & iOS respectively including VAPT security audit. The requirements as mentioned in this tender including and not limited to Data Analytics, Third Party Integrations, Testing, Hosting, Server Configuration & deployment and till roll out/go Live of Solution.	
2.0	AMC for a period of three years post first year after Go Live/Roll out	
3.0	Total (1+2)	
4.0	GST Applicable (quote GST Amount)	
5.0	Total Amount including GST (3+4)	
	Amount in words:	

L1 will be determined as per the lowest cost against Sl. No 5.0