

RFP for Web Development

National Institute for Smart Government

for Ministry of Social Justice & Empowerment

Table of Contents

Proprietary Notice.....	1
Purpose of the RFP	2
Important Timelines	3
About DAF, DAIC and DANM	4
Background to the RFP	6
Objectives of the Project	7
The Current Schemes in Scope	8
Medical Aid Scheme (DAF).....	8
Celebration of Birth/Death Anniversary of Great Saints (DAF)	9
National Merit Award Scheme (DAF)	10
Social Integration through Inter-Caste Marriages (DAF)	11
Doctoral & Post-Doctoral Fellowship (DAIC)	11
Auditorium & other Facilities Booking at DAIC.....	12
Project Scope for the Implementation Agency (IA)	13
Functions, Features & Technical Requirements	14
Content Management System.....	19
Security Features	20
Other Requirements.....	20
Operations & Maintenance and Support.....	21
Compliance with Indian Data Protection Act.....	21
Data Ownership	21
Project Deliverables.....	22
Acceptance Mechanism	25
Addendum to Scope.....	26
Project Timelines	27
Terms of Payment	28
Instructions for submission of Proposal	30
Proposal Evaluation & Selection Process	33
1. Pre-qualification.....	33
1) Evaluation of Technical Proposal	33
2) Scoring of technical proposal:	34

3) Evaluation of Commercial Bid.....	36
4) Notification of Award and signing the contract.....	37
Pre-Qualification Response Formats.....	38
Proposal covering letter	38
Annexure I: Pre-Qualification Response Formats	39
Annexure II: Technical Bid Response Formats	39
Annexure III: Commercial Bid Format.....	40
Annexure IV: Data of the Scheme Beneficiaries	42

Proprietary Notice

This document contains confidential information of Dr. Ambedkar Foundation (DAF), Dr. Ambedkar International Centre (DAIC), and Dr. Ambedkar National Museum (DANM), which is provided for the sole purpose of permitting the recipient to make this RFP.

In consideration of receipt of this document, the recipient agrees to maintain such information in confidence and to not reproduce or otherwise disclose this information to any person outside the group directly responsible for evaluation of its contents, except that there is no obligation to maintain the confidentiality of any information which was known to the recipient prior to receipt of such information from DAF/ DAIC or becomes publicly known through no fault of recipient, from DAF/DAIC or is received without obligation of confidentiality from a third party owing no obligation of confidentiality to DAF/ DAIC.

Purpose of the RFP

The Ministry of Social Justice & Empowerment (MoSJ&E) is entrusted with the welfare, social justice, and empowerment of disadvantaged & marginalised sections of the society.

Basic objectives of the policies, programmes, law, and institution of the Indian welfare system is to bring the target groups into the mainstream of development by making them self-reliant.

The associated organisations under the Ministry of Social Justice & Empowerment are:

- Dr. Ambedkar Foundation (DAF) and
- Dr. Ambedkar International Centre (DAIC)

DAF - The main objective of the Dr Ambedkar Foundation, inter alia include implementation of programmes and activities for furthering the ideology and message of Babasaheb Dr Ambedkar among the masses in India as well as abroad. The Foundation has been entrusted with the responsibility of managing, administering, and carrying on the important and long-term schemes and programmes identified during the Centenary Celebrations of Dr B. R. Ambedkar.

DAIC - is a Centre of Excellence for study, research, analysis, and policy making in the field of socio-economic transformation. The focus of the centre is to reduce socio-political and economic inequalities by conducting rigorous and authoritative research. In an endeavour to provide easy access to information related to different schemes and bring efficiency, effectiveness & transparency in programs of DAIC and DAF, MoSJ&E has decided to revamp the websites (including the website of DANM) that should be designed with the latest website designing technologies.

In this context, MoSJ&E has engaged National Institute for Smart Government (NISG) as consultant to provide consulting & implementation services for detailed study of existing services and schemes of DAF and DAIC, culminating with formulation of Request for Proposal.

The purpose of this Request for Proposal (RFP) is to solicit proposals from web design and development agency who are qualified, experienced, and professional technology companies for development of new website and web-based application for online schemes of DAF, required functionalities of DAIC and DANM. Interested agencies may submit their proposals for undertaking development work including implementation, deployment & operational support for the project duration.

Important Timelines

NISG invites eligible agencies to submit their proposals in providing the services in conformity to this document. The particulars of RFP are:

S. No.	Information	Details
1.	RFP Availability	01-09-2021 *Start Time = T
2.	Contract Period	3 Months of Implementation and 1 year of O&M
3.	Last date of proposal submission	16-09-2021, 17:00
4.	Online opening of PQ & Technical Proposals	17-09-2021, 15:00 Virtual opening of PQ proposal in the presence of representatives of agencies who wish to remain present.
5.	Date & time of Technical Presentation	Schedule days to be communicated to eligible agencies.
6.	Award of Technical Marks	To be communicated to eligible agencies. T*=T+ 30 Days
7.	Opening of Commercial Proposal	To be communicated to eligible agencies on a later date.

Venue for Technical Presentation: Virtual online presentation session to be done by Agencies as per schedule.

About DAF, DAIC and DANM

Dr Ambedkar Foundation (DAF)

The Foundation was set up on 24th March 1992 in pursuance of the recommendations of the Centenary Celebrations Committee of Babasaheb Dr B. R. Ambedkar constituted under the Chairmanship of the then Hon'ble Prime Minister of India. The main objective of the Dr Ambedkar Foundation, inter alia include implementation of programmes and activities for furthering the ideology and message of Babasaheb Dr

Ambedkar among the masses in India as well as abroad. The Foundation has been entrusted with the responsibility of managing, administering, and carrying on the important and long-term schemes and programmes identified during the Centenary Celebrations of Dr B. R. Ambedkar.

The General Body is the Supreme Body of Dr. Ambedkar Foundation. It is headed by the Minister of Social Justice & Empowerment. There are 11 Ex-officio Members representing various disciplines of education, social work, administration and 32 members nominated by Minister of Social Justice & Empowerment (MoSJ&E) from amongst the eminent social workers, educationists, journalists etc. The Governing Body of the Foundation is vested with powers of direction, control, and administration of the Foundation.

It is headed by Minister of Social Justice & Empowerment with Secretary, Department of SJ&E, Financial Advisor, SJ&E and Joint Secretary (SCD) as ex-officio members. There are also four nominated members in the Governing Body among the members of General Body including one Executive Vice President.

Dr. Ambedkar International Centre (DAIC), New Delhi

DAIC was inaugurated by the Hon'ble Prime Minister of India Shri Narendra Modi on 7th December 2017. As per the announcement of the Hon'ble Prime Minister this Centre is a Centre of Excellence for study, research, analysis, and Policy making in the field of socio-economic transformation. The focus of the centre is to reduce Socio-political and economic inequalities by conducting rigorous and authoritative research.

Dr. Ambedkar Post-Doctoral National and Overseas Fellowships are completely mentored fellowship schemes. During the entire period of fellowship, the fellow shall be working under supervisor of DAIC. The Scheme shall be coordinated and administered by DAIC for Research in coordination with the Ministry of Social Justice and Empowerment, Gol. DAIC has introduced the following two of completely mentored fellowship schemes - Dr. Ambedkar Post-Doctoral Fellowship (National) & Dr. Ambedkar Post-Doctoral Fellowship (Overseas) for Indian Students to study abroad.

Dr. Ambedkar National Memorial (DANM)

The memorial is a space for people to learn about the life and mission of Dr. B. R. Ambedkar. The memorial environment allows visitors to experience a contemplative mindset, internalizing Dr. Ambedkar's profound contribution to humanity. The memorial site programme at 26, Alipur Road, New Delhi, India (the last residence of Dr. Ambedkar) houses the memorial as a 21st-century interpretation of the classic stupa typology. It consists of exhibition galleries, a viewing ramp, amphitheatre, collection storage and administrative spaces. The adjacent dome-like structure – lowered below ground level – houses a public library and community space.

The outdoor space has a prominent memorial plaque with selected quotes by Dr. Ambedkar along with outdoor seating areas. Located at the entrance there is a café, a bookstore and utility facilities. The approach to the memorial was to establish a meaningful relationship to the unique site as well as a strong, lasting experiential resonance with Dr. Ambedkar's lifelong work and its significance for people. A dense plantation of lush green trees surrounds the site, blocking noise and visual pollution. Except for the prototypical Stupa Gallery and the Stupa Dome of the public space and library, the programme is below ground. One essential feature of the architectural design is that one can walk straight from the street and enter the memorial without any barriers, making it easily accessible to all people.

Background to the RFP

An exploratory meeting was held with Sh. D.P. Majhi, Director Dr. Ambedkar Foundation on 22nd July 2020, to discuss the requirements on conceptualization and implementation of an IT system for rollout of various DAF schemes. Subsequently, a meeting was scheduled on 1st December 2020 at 3:00 p.m. at Dr Ambedkar International Centre regarding for discussion on improvement of IT system in the scheme of Dr. Ambedkar International Centre and Dr Ambedkar Foundation. The meeting was chaired by Member Secretary Dr. Ambedkar Foundation. NISG team members, Director DAF, Director DAIC and Media cum IT consultant attended this meeting. NISG was requested to revise the scope of services and submit a proposal basis the revised scope covering priority schemes of DAF and other IT including the design and development of websites, workflows for the select business functions of DAF, DAIC and DANM.

The key challenges that DAF is trying to address through effective use of technology are:

1. Absence of integrated IT system for DAF for effective scheme implementation, its monitoring and evaluation using data driven decision making approach.
2. Absence of a single source of truth platform that allows & ensures, beneficiaries to apply for various DAF schemes, that shall be processed in a time-bound manner.
3. Lack of effective monitoring system by the implementation authority
4. Complexities in processes and business rules related to scheme eligibility and benefits that depend upon different implementing agencies under the scheme e.g., State Governments, UT administrations, Central/ State institutions, NGOs etc.
5. Manual process for verification of claim belonging to SC & ST by the competent authority.
6. Low knowledge about the rights and provisions: SC-ST beneficiaries are unaware of the socio-economic improvement & welfare schemes introduced by the ministry/ DAF.

Dr. Ambedkar National Memorial (DANM)

The memorial signifies the importance of Dr Ambedkar to the culture of our country. For the current generation will benefit from the many lessons from the Ambedkar.

To promote his vision and ensure social justice at all costs, the Ministry wishes to develop a modern website for the memorial.

Objectives of the Project

Dr. Ambedkar Foundation (DAF)

It is envisaged that the technology enablement of DAF will result in efficient and effective implementation of schemes as well as DAF's operations for management, monitoring & administration of processes & schemes. The key benefits to DAF and relevant stakeholders are:

- Implementation of a web-based application for select schemes of DAF
- Single source of truth and availability of real-time information on scheme enrolment of select schemes
- Implement mechanisms for high-penetration awareness of SC-ST communities for scheme enrolment options
- IT system to effectively manage the beneficiary engagement and enrolment
- IT system that removes discretion, ensure transparency leading to timely & accurate dissemination and disclosure of information from scheme enrolment to benefit realization stage, data, and decision process to the relevant stakeholders
- Time bound system driven escalation of unaddressed cases to the competent authority
- System that addresses the administrative overstrain and streamlines the processes for scheme implementation
- Analytical dashboards for data driven decision and policy making

Dr. Ambedkar International Centre (DAIC), New Delhi

- Absence of integrated IT system for data driven decision making.
- Manual process for auditorium reservations
- Manual process for students' application management
- Physical data volume of research data, reports, studies etc.
- Lack of documented processes & SOPs

The proposed project will streamline and bring effectiveness to DAIC's internal operations for fellowship schemes. The key benefits envisaged for DAIC and external stakeholders are:

- Modern UI & UX of DAIC's website
- Online invitation of applications for Dr. Ambedkar Doctoral Fellowship (National) and Dr. Ambedkar Post-Doctoral Fellowship (National & Overseas)
- Online booking of auditoriums and conference halls at DAIC and related MIS

The Current Schemes in Scope

Medical Aid Scheme (DAF)

The objective of the scheme is to extend medical aid grants to the patients that belong to Scheduled Castes and Scheduled Tribes suffering from ailments requiring surgery of kidney, heart, liver, cancer and brain and other life-threatening diseases including organ transplant and spinal surgery, whose annual family income is not more than three lakhs. The scheme is implemented through a select list of hospitals, state hospitals, hospitals recognized by state government, hospitals fully funded either the central or the state governments.

The online process for disbursement of medical aid may include:

1. The applicant shall be required to apply online for medical aid
2. Online registration of the hospitals that will implement the scheme
3. Checklist of self-attested certificates that need to be uploaded along with the application
4. Provision to upload self-certified copies of
 - Caste certificate
 - Latest income certificate issued by DM/ DC
 - Ration card/ Aadhaar card of the patient
 - Estimated cost of the surgery duly certified by the medical superintendent of the hospital (on the hospital letter head)
5. The online applications duly filled along with the supporting documents need to reach to DAF, at least 15 days before the date of the surgery
6. Online processing & approval of applications for the release of medical aid
7. Facility for the Medical Superintendent of the hospital to provide details of hospital bank account in the mandate form for electronic clearing service (credit clearing)/ RTGS for receiving payments for Dr. Ambedkar Medical Aid Scheme.
8. System to maintain business rules and maximum ceiling limit basis the life-threatening disease including organ transplant and spinal surgery
9. Facility to enroll any other hospital for the purpose of claim application under the scheme other than the ones already allowed
10. Online disbursement of medical aid to the concerned hospital
11. Provision for upload and submission of Utilization Certificate (UC) by the applicant to DAF along with the final bills on the date of discharge of the patient
12. Provision to upload discharge certificate along with the final original bills and utilization certificate issued by the hospital.
13. Workflow and approval process with competent authority

14. Define workflow status e.g., application submitted/ not submitted/ received, in progress/ under process/ processed, pending approval, approved/ sanctioned/ grants-in-aid disbursed
15. Support content approval/rejection process with commenting and feedback where required
16. Maintain logs and audit trails for every activity

Celebration of Birth/Death Anniversary of Great Saints (DAF)

The scheme has been formulated to provide grants-in-aid, for celebrating Birth/Death anniversary of Great Saints, such as Sant Kabir, Guru Ravidas, Guru Ghasidas, Chokhamela, Nandnar, Narayan Guru, Namdev, Lord Buddha, Maharishi Valmiki, Mahatma Jyotiba Phule, Savitri Bai Phule, Dr. B.R. Ambedkar, Ayyankali and the names of the other saints as approved by the Foundation from time to time, who tirelessly worked for promoting Social justice, removal of inequality & discrimination and for amelioration of the conditions of weaker sections of the society. The grant-in-aid, under the scheme, for celebrating birth anniversary of Great Saints, is provided to the:

- Registered NGOs, which are in existence for at least 2 years and whose proposals are recommended by the District Magistrate of State Govt./UT Administration.
- Recognized Colleges/ Universities Institutes

The online module for disbursement of grants-in-aid to NGOs may include:

1. Online application by the NGO/ government institution to avail grant-in-aid under the scheme
2. System shall have a checklist and to validate the business rules for eligibility for:
 - NGO registered with NITI Aayog for at least 3 years and whose proposals are recommended by DM/DC of State Government/ UT administration
 - Facility to upload enclosures:
 - Note on the theme of the celebrations
 - Annual Report & Audited accounts, for the previous two years
 - Copy of memorandum of association, rules & Registration Certificate
 - Provision for applicant to select item-wise break-up of estimated expenditure against each of the allowed expenditure heads within the maximum permissible ceilings. System shall also have a provision to capture details including basis of working out the estimates.
 - Tentative no. of invitees/ participants with category wise break-up.
 - Recognized Colleges/ Universities Institutes

3. Online recommendation of proposals/ applications received by DM/DC for grants-in-aid under the Dr. Ambedkar Scheme for Celebration of Birth/ Death Anniversary of Great Saints
4. System provision for the applicant/ NGO/ government institution to upload the Utilization Certificate of the grant-in-aid duly audited by a Chartered Accountant
5. Workflow and approval process with competent authority
6. Define workflow status e.g. application submitted/ not submitted/ received, in progress/ under process/ processed, pending approval, approved/ sanctioned/ grants-in-aid disbursed
7. Support content approval/rejection process with commenting and feedback where required
8. Maintain logs and audit trails for every activity

National Merit Award Scheme (DAF)

Dr. Ambedkar National Merit Awards for meritorious students of Secondary School Examination belonging to Scheduled Castes and Scheduled Tribes

This scheme offers separate awards for SCs and STs. To be eligible for this award, the student should belong to Scheduled Caste or Scheduled Tribes Community and should have appeared in any of the recognized State/Central Board of Secondary Education and scored not less than 50% marks in the aggregate in the Secondary School Examination (10th Class). The award is given to three students scoring highest marks in the regular Class X level examination conducted by the Education Board/Council. In case none of the first three eligible students are girls, the girl student scoring the highest marks will get a special award. Also, 250 no. of special merit Award @ Rs.10,000/- each will be given to SC/ST students securing next highest marks, after first, second and third position. This will be in addition to the awards indicated above.

Dr. Ambedkar National Merit Awards for meritorious students of Senior Secondary School Examination belonging to Scheduled Castes

To be eligible for this award, the student should belong to Scheduled Castes (SC) and should have appeared in any of the recognized State/Central Board of Secondary Education Examination, Council for the Indian School Certificate Examination and National Institute of Open Schooling and scored not less than 50% marks in the aggregate in the Senior Secondary Certificate Examination. The Award is given to three students scoring highest marks in the regular Class XII level examination conducted by the Senior Secondary Board / Council in 4 streams such as Arts, Science (with Maths), Science (with Biology / Maths & Biology) and Commerce. In case when more than one student scores the same marks, the number of awards is suitably increased for covering all such eligible students. After first three positions of merit, the next three girl students

securing the highest marks in each stream are also given a special Award. This is in addition to the other Awards to encourage girl students.

Social Integration through Inter-Caste Marriages (DAF)

The objective of the Scheme is to appreciate the socially bold step, of an Inter-caste marriage, taken by the newly married couple and to extend financial incentive to the couple to enable them to settle down in the initial phase of their married life. This scheme is not to be construed as a supplementary scheme to an employment generation or poverty alleviation scheme. The scheme was initially introduced on a pilot basis for a period of 2 years i.e., 2013-14 and 2014-15 and has continued as a regular scheme since then.

The proposal to seek incentive under the Scheme is required to be forwarded with recommendation from the concerned District Magistrate / District Collector / Deputy Commissioner / Social Welfare Department of the concerned State Government / UT. The marriage should be valid as per the law and duly registered under the Hindu Marriage Act, 1955. An affidavit of their being legally married and in matrimonial alliance needs to be submitted by the couple. In cases, where marriage is registered other than Hindu Marriage Act, 1955, the couple is required to furnish a separate certificate. The scheme does not provide any incentive is on second marriage or on subsequent marriage.

The incentive for a legal inter-caste marriage is Rs. 2.50 lakh per marriage. On receipt of a Pre-Stamped Receipt on a Ten Rupee Non-Judicial Stamp Paper an amount of Rs. 1.50 lakh is released to the eligible couple through RTGS / NEFT to the joint account of the couple and the remaining amount is kept in a Fixed Deposit in the Foundation for a period of 3 years. This amount is released to the couple along with the interest accrued thereon on 3 years of sanction of the incentive by the Foundation.

The proposals are treated as valid only if they are submitted within one year of marriage.

Doctoral & Post-Doctoral Fellowship (DAIC)

The objectives of Dr. Ambedkar Doctoral Fellowship and Dr. Ambedkar Post-Doctoral fellowships are:

- To provide an opportunity to scholars to carryout advanced studies and research in the fields of Socio-economic Transformation, Sustainable Development and Buddhist Studies.
- To bridge the gap between policy for Socio-economic Transformation and Sustainable Development and their impact after implementation.

- To foster and promote collaborative research activities which will help in providing policy feeds.
- To contribute to overall Nation building plan through applied research.

To apply for the fellowships, students are required to fill a form that is available on the DAIC website and send it to DAIC along with their required documents. If selected, the students will be able to receive the fellowship.

These are two different schemes with their eligibility criteria, business rules and workflows for approval till issuance of final admission letter.

Auditorium & other Facilities Booking at DAIC

- Defining of Booking category (add/edit/delete) will be done in this module where respective authority will have rights to create master.
- Authority can enter (add/edit/delete) Auditorium room details along with the description of capacity, infrastructure availability and hall in charge details.
- Maintain Calendar of fixed events.
- Provision will be there to check availability of Auditorium.
- Apply for Auditorium booking, choose & block infrastructure of auditorium.
- Workflow and approval of request by concerned authority.
- Online payment for the infrastructure blocked through online Payment Gateway.

Project Scope for the Implementation Agency (IA)

The IA is expected to work with NISG on the following scope of work:

1. Design, development, implementation, training, and maintenance of bi-lingual (English and Hindi Language) website for DAIC, DAF and DANM.
2. Creation of an online module for booking of auditorium/conference halls at DAIC also include back-end workflows for application & monitoring mechanism.
3. Design of an online form for receiving applications and selection of doctoral and post-doctoral fellows from various universities/ institutions and post-doctoral scholars directly. This will also include back-end workflows for application & monitoring mechanism for all the two schemes of DAIC.
4. Design and development of simple online business processes/ workflows for acceptance and processing of applications for all grant-in-aid schemes of DAF. This will also include back-end workflows for application & monitoring mechanism for all the schemes of Dr Ambedkar Foundation.
5. Provide a common Content Management System (CMS) to create, manage and modify content for DAF, DAIC & DANM websites.
6. Provide e-payment features and integration with payment gateway service provider for payments to scheme beneficiaries of DAF scheme and payment mechanism for booking of auditorium & conference hall in case of DAIC.
7. Engage CERT-In empaneled, third-party audit agency (TPAA) to conduct security audit of websites prior to hosting.
8. Procurement & installation of SSL certificate license subscription for three (3) websites for a period of 2 years.
9. Provide web hosting services for websites for project duration.
10. Helpdesk and technical support for one (1) year for the websites post go live.
11. Provide training to DAF and DAIC officials for using and managing the proposed system.
12. Facility to provide feedback & support based on technical issues, website content.
13. Compliance of websites to Government of India Guidelines for Websites (GIGW), World Wide Web Consortium (W3C) and Web Content Accessibility (WCAG) guidelines, CMF framework enabled/ compliant.
14. Provide operation & maintenance services post go-live for a period of one (1) year.
15. Email and SMS integration for the notification for users on critical events.

Functions, Features & Technical Requirements

Dr. Ambedkar Foundation (DAF)

Dr. Ambedkar Medical Aid Scheme

The online process for disbursement of medical aid may include:

1. The applicant shall be required to apply online for medical aid.
2. Online registration of the hospitals that will implement the scheme.
3. Checklist of self-attested certificates that need to be uploaded along with the application.
4. Provision to upload self-certified copies of
 - Caste certificate
 - Latest income certificate issued by DM/ DC.
 - Ration card/ Aadhaar card of the patient
 - Estimated cost of the surgery duly certified by the medical superintendent of the hospital (on the hospital letter head)
5. The online applications duly filled along with the supporting documents need to reach to DAF, at least 15 days before the date of the surgery.
6. Online processing & approval of applications for the release of medical aid
7. Facility for the Medical Superintendent of the hospital to provide details of hospital bank account in the mandate form for electronic clearing service (credit clearing)/ RTGS for receiving payments for Dr. Ambedkar Medical Aid Scheme.
8. System to maintain business rules and maximum ceiling limit basis the life-threatening disease including organ transplant and spinal surgery.
9. Facility to enroll any other hospital for the purpose of claim application under the scheme other than the ones already allowed.
10. Online disbursement of medical aid to the concerned hospital
11. Provision for upload and submission of Utilization Certificate (UC) by the applicant to DAF along with the final bills on the date of discharge of the patient
12. Provision to upload discharge certificate along with the final original bills and utilization certificate issued by the hospital.
13. Workflow and approval process with competent authority
14. Define workflow status e.g., application submitted/ not submitted/ received, in progress/ under process/ processed, pending approval, approved/ sanctioned/ grants-in-aid disbursed.
15. Support content approval/rejection process with commenting and feedback where required.
16. Maintain logs and audit trails for every activity.

–

Dr. Ambedkar Scheme for Celebration of Birth/Death Anniversary of Great Saints:

The online module for disbursement of grants-in-aid to NGOs may include:

1. Online application by the NGO/ government institution to avail grant-in-aid under the scheme.
2. System shall have a checklist and to validate the business rules for eligibility for:
 - NGO registered with NITI Aayog for at least 3 years and whose proposals are recommended by DM/DC of State Government/ UT administration
 - Facility to upload enclosures:
 - Note on the theme of the celebrations.
 - Annual Report & Audited accounts, for the previous two years
 - Copy of memorandum of association, rules & Registration Certificate.
 - Provision for applicant to select item-wise break-up of estimated expenditure against each of the allowed expenditure heads within the maximum permissible ceilings. System shall also have a provision to capture details including basis of working out the estimates.
 - Tentative no. of invitees/ participants with category wise break-up.
 - Recognized Colleges/ Universities Institutes
3. Online recommendation of proposals/ applications received by DM/DC for grants-in-aid under the Dr. Ambedkar Scheme for Celebration of Birth/ Death Anniversary of Great Saints
4. System provision for the applicant/ NGO/ government institution to upload the Utilization Certificate of the grant-in-aid duly audited by a Chartered Accountant.
5. Workflow and approval process with competent authority
6. Define workflow status e.g., application submitted/ not submitted/ received, in progress/ under process/ processed, pending approval, approved/ sanctioned/ grants-in-aid disbursed.
7. Support content approval/rejection process with commenting and feedback where required.
8. Maintain logs and audit trails for every activity.

Online workflows for other DAIC schemes as described in the above section also need to be covered.

Dr Ambedkar International Centre (DAIC), New Delhi

1. Online system for availability and booking of auditorium & conference halls.
2. This will be a system for booking and accepting requests for blocking DAIC's infrastructure for events and conferences. The module may include:
 - a. Online availability of auditorium and conference halls
 - b. Online scheduling of auditorium and conference halls

- c. Calendaring system to display booking details and availability; calendar management from one dashboard.
 - d. Online submission of the booking requests
 - e. Online booking confirmation and notifications
 - f. System to send auto confirmations, updates, and reminders about upcoming sessions.
 - g. Booking cancellation
 - h. Workflow and approval process with competent authority
 - i. Facility for Online/ Offline submission of fee/ charges for blocking the request. Allow end-user to pay with cash, credit, or digital wallets. Payment gateway with SBI and one more nationalized bank.
 - j. Reports & MIS, booking analytics.
3. Online System for invitation of applications for Dr. Ambedkar Doctoral Fellowship (National) and Dr. Ambedkar Post-Doctoral Fellowship (National & Overseas)
- a. Process of online invitation of applications for doctoral and post-doctoral schemes of DAIC
 - b. Online form to capture details regarding applicant details, academic qualifications.
 - c. System to incorporate business rules based on eligibility criteria and selection procedure.
 - d. Facility to upload copies of all the supporting documents along with the application form such as research proposal, proof of having published a book, academic CV, doctoral degree, consent letter of the supervisor with signature and stamp in case of Post-doctoral Overseas Fellowship Applicants, CV of the supervisor in case of Post-doctoral Overseas Fellowship Applicants, forwarding letter from the head of the affiliating institution duly stamped and signed on the letter head, self-attested matriculation certificate and Post-Graduation/ M.Phil./ PhD. Certificate/ marksheets, self-attested SC/ST/OBC/PWD/EWC certificate issued by the Competent Authority.
 - e. Capture details of research experience, number of publications or research papers
 - f. System to have a checklist before submission of application form.
 - g. Online submission of application fees
 - h. Reports & MIS on number of applications received for Post-Doctoral Fellowship (National) and Post-Doctoral Fellowship (National & Overseas) at Dr. Ambedkar International Centre

Dr Ambedkar National Memorial DANM, New Delhi

1. Design, Development, implementation, and maintenance of website for DANM
2. Smooth display of live videos whenever needed.
3. Upload of unlimited videos/ photographs and speeches whenever needed.

Website requirements

1. The website and application be fully responsive and supported by all popular web browsers and phones.
2. The contents uploaded on the website would be completely isolated and would have restricted access. Only admin users with certain rights to add/update/edit the contents would be able to manipulate the contents they own.
3. Feedback management system to facilitate collection of feedback from visitors to the application in the predefined form.
4. Availability of pictures on home page and on some internal pages
5. Full text search
6. Download section to facilitate downloading of documents, brochures, forms etc.
7. Link to various Indian Government websites
8. Website policies as per Guidelines for Indian Government portals
9. Other features including but not limited to FAQs, Photo Gallery, News, hit-counter, Site map, Help, Contact Us
10. Homepage should clearly communicate the applications purpose and show all major options available on the application.
11. Easy access to the homepage should be provided from every page in the application.
12. All items should be appropriately aligned on the pages and layout should be consistent on all the related pages.
13. Style & color theme should be consistent across the application.
14. Navigation scheme and features should allow users to find and access information effectively and efficiently.
15. The new website must be compliance with content management framework for government websites.
16. The website(s) should have the capability to define meta tags including meta title, meta description and meta keywords for SEO.
17. Solution to track web analytics and its reporting including but not limited to:
 - Track count of visitors across websites and various browsers
 - View top pages visited by visitors.
 - View individual page sessions duration.
 - View channels/ source for website traffic

- View bounce rate of single page website visits
 - Ability to track downloads.
 - Audit log
18. Hosting on Cloud – IA shall host the web application on the MeiT Y empaneled cloud service providers.
 19. Concurrency - The IA has to propose the technical design considering achieving the concurrency of minimum 100 users for web application.
 20. Load times - The web application and website(s) to be designed in such a way so that its load time does not exceed 3 seconds and should be able to handle heavy traffic of concurrent users with ease.
 21. Growth rate – It is expected that the year-on-year (YoY) growth rate in the number of applications/ transactions for various schemes/services shall not exceed more than 20% of existing data volumes.
 22. The RPO shall be 4 hours and RTO 2 hours with uptime availability of 99.9%
 23. Before submission of the proposal, agency(s) may study & evaluate the existing functions, features, functionalities of websites i.e., <http://ambedkarfoundation.nic.in>, and <http://daic.gov.in> and study the processes, schemes & services that are detailed above in this RFP.
 24. IA will have to do the transitioning of existing contents and material on new revamp website with suggestion, improvement & recommendations by client.
 25. The proposed application technical architecture will be scalable in future for any requirement of mobile application.
 26. Performance monitoring requirements

The IA shall ensure that with the proposed solution the website/ web application response time shall be complied with keeping in view the concurrency requirements.

The response time needs to be maintained by the agency throughout the contract period. In event of any performance degradation, if the system requires upgrade/ augmentation in software/ hardware, such associated costs shall be borne by the IA.

Criteria	Value
First time screen load	< 5 seconds
Start Render: Time elapsed when the first visible element appears on the blank page	< 2.5 seconds
Visually Complete: Time elapsed when all visual elements of the page are in place:	< 3 seconds

Full Page Load Time: Time it takes to download and display the entire content of a web page in the browser window	< 3 seconds
CPU Utilization	<60%
Page size including files - HTML document, any included images, style sheets, scripts, and other media:	<500 KB

Content Management System

To manage all website(s) content, dynamic Content Management System (CMS) features shall be incorporated to ensure easy updation of design and content. Content management system shall manage the creation and modification of digital content. It will typically support multiple users. CMS will include Web-based publishing, format management, history editing and version control, indexing, search, and retrieval. Content management system shall include but not limited to the following features:

1. Modularity & extensibility
2. Create and maintain a comprehensive Content Management System as a single repository for storage of all types of Websites content.
3. The solution should accommodate various content types (such as .txt, HTML, PDF, MS-Word, XML, graphics, audio, rich media, videos etc.) in terms of storage and management.
4. The CMS shall be flexible and user friendly. It will be accessed and used by only authorized users.
5. The platform must support the extensive search functionality that helps content authors to find content quickly with keyword and context sensitive search.
6. Support content reusability between sites, pages, and channels
7. Provide Version comparison & Version history.
8. Ability to recover or retrieve deleted or expired content.
9. Ability to archive content/sections/pages and further be able to filter by specific date/month/year.
10. Support content indexing and cross-referencing through metadata, content keyword attributes or explicit identifiers.
11. Ability to personalize anything on a page for different audience segments through the page editor.
12. Support bulk import and export of content

Security Features

1. Free from Open Web Application Security Project (OWASP) 2017 Top 10 vulnerabilities.
2. Application should be security audited from CERT-In empaneled auditor with security audit compliance certificate and complete audit report.
3. GIGW compliant and audit requirements from third party also.
4. Web Application should be accessible on HTTPS with valid SSL certificate of 2 years validity.
5. A secure mechanism for multi-port administrator (different location with dynamic IPs).
6. Captcha to be implemented to prevent password cracking tools.
7. Protecting against Denial of services attack targeting application like locking of the application.
8. Secure mechanism of changing the password in lost/forgotten scenario.
9. Audit Trail - should be enabled on the application so that the administrator can see the successful and unsuccessful logon, with time, IP attempts on the website.
10. Application/portal should be able to generate mail alert and historical report in the security report viewable to the administrator containing the times, IP address of attackers, the page under attack, and the parameters under attack with attack values. The attacks may be identified by any change in the parameters value not available on the website.

Other Requirements

1. In the control panel all the logs must be created to provide the tracking of modifications in application/portal different admin by central admin.
2. Training to the department users to contents uploading.
3. Proper user manuals in PDF format should be provided with deployment of the application, manual should cover the steps to manage content & steps to upload content/images/ video & other basic uploader sections.
4. User acceptance test cases will be carried out by firm and approval will be provided by DAIC/DAF.
5. All defects found during UAT and reviewing, Compliance testing and security testing shall be fixed by agency with satisfaction to DAIC/ DAF or third party appointed by DAIC/DAF.

Operations & Maintenance and Support

1. Minimum support period is twelve months after DAIC's/ DAFs acceptance of deliverables, which can be extended as mutually agreed.
2. The software upgrades to the website will fall under the technical maintenance contract terms and conditions.
3. Website / application shall have feedback facility and a quick way to report bugs.
4. Undertake and perform periodic maintenance on the application or hosting environment for purposes of system upgrades, maintenance, and backup procedures ("Scheduled Downtime") and will not exceed four (4) hours Downtime per month (not exceeding 1 hour at any given day) with a prior permission of client.

Compliance with Indian Data Protection Act

The developed website should be compliant to the following guidelines:

1. Framework CMF issued by GOI.
2. E-Governance policies of GOI and DIT
3. GOI guidelines for website development
4. Compliance to Web Content Accessibility Guidelines (WCAG 2.0 Level A) Security

Data Ownership

1. All the data created as the part of the project would be owned by DAF & DAIC. Intellectual Property Rights
2. The Intellectual Property Rights of the application, CMS, content, documents, and any other assets created by the IA for the project will rest with DAF & DAIC. The IA will provide the source code of the application to DAF & DAIC at the time of sign-off or as and when required.

Project Deliverables

The deliverables for the project shall include but not be limited to:

1. Project Execution (Baseline Study & Improvement Portfolio)
 - a. Study the complete set of services and processes related to DAF schemes.
 - b. Understanding the existing legacy backend content management system, its processes, workflows scope of front-end DAF, DAIC & DANM website, micro-sites, sub-domains, its static and dynamic pages, existing sitemap, information architecture, existing user analytics data, features & functionalities, Software Architecture, Infrastructure etc.
 - c. Propose intuitive User interfaces design templates, User experiences, Information architecture, Content strategy, user engagement, functionalities, navigations, sitemap.
 - d. Software architecture, pages/sections that can be cached and made available offline, advanced searching mechanism etc. for website.
 - e. Propose improvements/enhancements in workflow processes to be implemented the new re-designed websites.
2. User Interface/ User Experience Design
 - a. Build and create architecture of information mapping relevant hierarchy to facilitate intuitive access to content.
 - b. Create a sitemap with complete list of all pages available on website.
 - c. Create the entire set of wireframes for key functionalities across website followed by mock-up & interactive prototypes.
 - d. DAF/DAIC/DANM will be responsible for providing all the content for the website.
 - e. The IA shall be responsible to improve and redesign the information architecture to make it look visually more appealing.
3. Documentation
 - a. Conduct a detailed requirement gathering session which will comprise of business requirements which will be further be converted to functional, non-functional and system requirements. The IA team may be required to visit DAF & DAIC office locations for requirement gathering.
 - b. Create a detailed documentation for Functional Requirement Specification (FRS) as well as System Requirement Specifications (SRS). Both documents need to be submitted after kick-off of the project. This document should be approved and accepted by client.
 - c. Detailed implementation schedule for entire solution shall be prepared and submitted.
 - d. Required to submit weekly status reports showing progress against plan.
 - e. Required to submit complete user manual and system documentation (soft and hard copies) of the proposed solution after the go live.

- f. Required to maintain Software version management and software documentation management reflecting features and functionality of the solution.
4. Development
 - a. Post finalization and sign-off of the FRS and SRS document by DAF, IA shall start the design and development of the website.
 - b. IA shall submit High-Level Design (HLD), Low Level Design (LLD) for DAF's approval before proceeding for development of the website.
 - c. Development of the website will be carried out at the IA's development Centre.
 - d. IA is expected to follow secure coding standards as part of the application development.
5. Deployment
 - a. Setting up of a test environment
 - b. User and technical documentation including installation, commissioning, implementation, and security check manuals.
6. Testing
 - a. Completion of Testing – SIT and UAT (to be carried out before Go-live, test reports shall need to be signed off by client)
 - b. Test plans/ Test scripts
 - c. Any deviations/ discrepancies/ errors observed during the testing phase will be resolved by the IA. Any exceptions will have to be documented and signed off by DAF/DAIC.
7. Implementation and Go-Live
 - a. Completion of VAPT to be carried out by Third Party audit agency before Go-Live.
 - b. Compliance to VAPT status
 - c. Hosting on Cloud
 - d. Website of DAIC, DAF & DANM have been implemented.
 - e. All requirements of scope have been completed with sign offs.
 - f. All the content for website and pages has been authored/ configured as per the requirements.
 - g. All the web pages have been translated from English to Hindi for selected pages in scope.
8. Training
 - a. Provide administrative level training to two (2) officials each of DAF, DAIC and DANM. The training shall cover the following topics:
 - b. User Management
 - c. Website administration
 - d. Reports
 - e. Activity monitoring
 - f. Troubleshooting
 - g. DAF will provide the venue for training Support & Maintenance.

9. Post Go-live one year of Support & maintenance
 - a. provide required assistance towards regular monitoring, management, and support of the website. The broad level activities that shall be covered are as follows:
 - b. Incident Management / Ticketing tools will be used by IA for handling issues, requests, concerns raised by users during the operation & maintenance period.
 - c. Checking and removal dead and broken links from the website
 - d. Regular analysis of events and logs generated.
 - e. Regular monitoring of the application hosted.

Acceptance Mechanism

The deliverables shall be reviewed comprehensively by the NISG team. NISG will validate the deliverables which should confirm to the specifications of this RFP qualitatively. DAF & DAIC will be the final authority for acceptance of the deliverables. After getting final acceptance from DAF & DAIC, NISG will formally communicate to IA in writing about the "Official" acceptance of the deliverable. Only after official acceptance of the deliverable from the client, the IA will raise an invoice for payment against those deliverables. Any queries about deliverables will need to be answered by the selected company within 3 working days of submission of query.

Addendum to Scope

NISG has used its best judgement and experience to make the RFP's scope of work as exhaustive as possible. However, there can be tasks which cannot be envisaged at this stage of the project. In case if any such task is revealed later during the phase of project, it will also be under the scope of IT vendor. Some features may be added or removed by DAF & DAIC during further discussions. However, if such an activity impacts the timeline, then timelines would be revised with consent from client and mutual understanding of DAF & DAIC, NISG and IA.

The IA will ensure that all the deliverables are submitted to NISG in both soft and hard copy format. The IA will be required to submit 2 hard copies (color printouts) and soft copies of each deliverable.

Project Timelines

Given below are the project timelines. Any delays, that happen in project due to IA and subsequent cost overruns will be borne completely by IA.

Since time is the essence in this project, hence in case delays in project on account of IA become untenable (defined by NISG), same will be penalised by NISG at the rate of 1% of total project fee for every week of delay.

The timelines mentioned below are aggressive and adherence to it would be contingent upon active support and timely submission of deliverables from the IA.

S. No.	Activities	Timelines (in weeks) ('T' is the date of signing of contract with the IA)
1.	Baseline study & improvement portfolio, UI/UX design, Documentation, Development	T + 9 weeks
2.	Deployment, Testing, Implementation & Go-live, Training	3 weeks testing & delivery
3.	Support & maintenance	Post Go-live one-year of support & maintenance

Terms of Payment

The amount which will be payable to the IA will be linked to specific deliverables as per the following terms.

1. The payments would be made based on the completion of specific project milestones, only after acceptance of the deliverable by DAF & DAIC and NISG.
2. The milestone completion, especially those which are linked to payment will be based on the acceptance of the deliverables associated with that milestone.
3. There will not be any time-based payment or payments against elapsed time of the project.
4. The milestone-based payments will be based on application of accrual principles to the project activities and deliverables.

Given below is the schedule of payment during the project. Please note that the payments would be linked to release of payments to NISG from DAF & DAIC.

S. No.	Milestone	Payment	Deliverables
1.	Design and Baseline Study Completion of three websites	10% of Implementation Cost as per Commercial Sheet.	<ol style="list-style-type: none"> 1. Project Execution (Baseline Study & Improvement Portfolio) 2. User Interface/ User Experience Design Documentation 3. Software Requirements Specifications Vetted & Updated 4. Functional Requirements Specifications Vetted & Updated
2.	Development of Websites and Web Application	20 % of Implementation Cost as per Commercial	<ol style="list-style-type: none"> 1. High-Level Design (HLD), Low Level Design (LLD) documentation 2. Completion of Development
3.	VAPT, UAT, Complete Implementation and Go-Live (G)	<p>60% of Implementation Cost as per Commercial.</p> <p>50% of Infra Cost as per Commercial.</p> <p>100 % of VAPT Cost will be paid on actual completion post Go-live.</p>	<ol style="list-style-type: none"> 1. Testing 2. Deployment 3. Implementation and Go-Live
4.	Resolution of Critical Issues post go-live if any & Training	10% of Implementation Cost as per Commercial.	<ol style="list-style-type: none"> 1. Training 2. Resolution of any outstanding issues within 60 days post Go-Live.

S. No.	Milestone	Payment	Deliverables
5.	O&M Support phase of the project	Operational & Maintenance cost which includes (50% of Infra Cost, SMS Packs Charges, Emails Integration) will be paid in four equal quarterly installments as per Commercial. If any ATS charges will be paid in O&M cost.	Post Go-live for one year of Support & maintenance.

Instructions for submission of Proposal

1. No marketing literature pertaining to the IA should be enclosed along with the proposal. If it is done, the same will be treated as disqualification.
2. Responses must be precise, specific, and relevant to the scope of work and must adhere to the specifications mentioned in the following sections.
3. This invitation for proposal is open to all companies who fulfill pre-qualification criteria as specified in this RFP.
4. Proposals must remain valid till 180 days from the proposal submission date.
5. NISG reserves the right to accept or reject any proposal, and to annul the bid process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected agency (s) or any obligation to inform the affected agency(s) on the ground for such decision. NISG also reserves the right to negotiate with the most competitive agency if required.
6. NISG shall validate the work plan and the deliverables of the IA. Accordingly, NISG personnel may also work in close coordination with the selected IA to oversee the deliverables of the project. The IA should note that as a part of requirement for this assignment, the IA will share with NISG all intermediate documents, drafts, reports, surveys, and any other item related to this assignment. No work products, methodology or any other methods used by the IA should be deemed as proprietary and non-shareable with NISG by the IA.
7. The information contained in this document is only disclosed for the purposes of enabling you to submit a proposal to NISG. No part of this document including the Annexures can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of NISG except to the extent required for submitting proposal. This document should not therefore be used for any other purpose.
8. The contract will be awarded to the responsible, responsive agency(s) whose proposal conforms to the RFP and is, in the opinion of NISG, the most advantageous and represents the best value to the assignment, price as per the evaluation criteria detailed in the RFP.
9. The agency is required to submit covering letter in the prescribed format
10. The agency shall sign a Non-Disclosure Agreement with NISG at the time of signing the contract for protecting the client related information due to sensitivity of it.
11. The proposal submission and evaluation process will be done in ONLINE mode.
12. On the date of proposal submission, the agency in response to the Request for Proposal shall submit the proposal in non-editable pdf format as password protected, three separate files.
13. The pre-qualification, technical presentation proposal and commercial proposal files together as a proposal submission shall be e-mailed to **project-daf@nisg.org** on the proposal submission due date in separate password

protected excel files. The details of the password shall be provided to NISG by the respective agency on the day of opening of the proposal as per the schedule.

- a. FILE 1: shall contain the Pre-qualification bid as per the PQ response format provided with the RFP.
- b. FILE 2: shall contain the Technical Proposal in the technical presentation format as per requirements of the RFP.
- c. FILE 3: shall contain the Commercial bid as per format of the RFP.

In addition, Agencies are required to submit the hard copy (physical copy) of the bid i.e., pre-qualification, technical and commercial proposal along with a notarized affidavit undertaking that both the soft and hard formats of the proposal are identical.

For Physical submission of bids, bidders should submit their proposal responses packaged and submitted in the manner prescribed below:

Envelope 1: Pre-qualification and Technical Proposal	<p>The Hard Copy shall be signed by the authorized signatory on all the pages before being put in the envelope and sealed. The envelope shall be super scribed "Pre-qualification Proposal & Technical Proposal –RFP for web-development" on the top right-hand corner and addressed to NISG at the address:</p> <p style="padding-left: 40px;">National Institute for Smart Government Mahanagar Door Sanchar Sadan 9, CGO Complex, 5th Floor, Rear Wing Lodhi Road, New Delhi – 110 003 India</p> <p style="padding-left: 40px;">Phone: +91-011-2432-1445 Fax: +91-011-2432-1444</p> <p>This technical proposal should not contain the Commercial Proposal or any price related information, in either explicit or implicit form. Doing otherwise will make the bid invalid without any further consideration.</p> <p>Tender deposit box will be available at reception.</p>
Envelope 2: Commercial Proposal	<p>The Hard Copy shall be signed by the authorized signatory on all the pages before being put in the envelope and sealed. The envelope shall be super scribed "Commercial Proposal – RFP for web-development" (Not to be opened with the Technical Proposal)" at the top right -hand corner and addressed to NISG at the address specified above.</p> <p>Note: Unsigned Hard Copy of the Commercial Proposal will lead to rejection of the bid.</p>
Envelope 3: Outer Envelope	<p>1. The proposal covering letter</p>

	<ol style="list-style-type: none">2. Envelope 1: Pre-qualification and Technical Proposal3. Envelope 2: Commercial Proposal4. All three listed above should be put in envelope 3 which shall be properly sealed. The outside of the envelope must clearly indicate the name of the project ("Response to RFP for Web Development")
--	--

14. The commercial and technical proposals should be submitted separately. There should not be any commercial information in the technical proposal.
15. The technical presentation proposal and commercial proposals should be submitted in the given format and signed by authorized signatory.
16. NISG, by issuance of this RFP does not necessarily indicate or imply that the project will be commenced. The IA will absolve NISG of all responsibilities if the project does not start within a stipulated timeframe. NISG reserves the right to withdraw this assignment anytime without prior consultation or intimation to the agency(s).
17. The last date for submission: Please ref schedule for last date of proposal submission.

Note:

- The outer and inner envelopes mentioned above shall indicate the name and address of the bidder.
- Hard copy of proposals shall be submitted in person or by registered post before/ by specified date/ time at the specified address.
- The original Proposal shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidder itself. Any such corrections must be initialed by the authorized signatory of the Bidder.
- All pages of the bid shall be initialed and stamped by the authorized signatory of the Bidder.
- NISG shall not accept proposals submitted by any other mode in any other format than that specified in this RFP.

Proposal Evaluation & Selection Process

1. Pre-qualification

The agency must fulfil all of the following eligibility criteria. A proposal may be rejected at prequalification stage itself and not considered for technical presentation, if it fails to satisfy the prequalification criteria specified herein.

S. No.	Pre- Qualification Criteria	Supporting Document
1.	Proposal Covering Letter	On Company Letterhead signed by authorised signatory
2.	Details of the agency: The agency must be a company registered in India under the Companies Act, 2013 for at least the last 3 financial years for the year ending 31 st March 2021.	Certificate of Incorporation issued by Registrar of Companies, India
3.	Financial Information: Agency should have an average annual turnover of Rs. 50 lakhs during the last 3 financial years from IT components and cloud services.	Copy of audited financial Statements for last 3 financial years. Certificate from CA for revenue from IT components segment to be submitted by the selected IA at the time of Work Award.
4.	Experience: Agency must have successfully executed at least 3 'Turnkey IT projects' of value 10 lakh Rs each (including web application development, content management system and O&M projects) during the last 3 years	Copy of Project/ Phase Completion certificate/ Work Order/ Client reference for Verification
5.	Statutory Registration: The agency should be registered with the GSTN and carry a valid PAN/ TAN Number	Copy of the certificate of GSTN, PAN/ TAN Number

A two-stage process, as explained below, will be adopted for evaluating the bids submitted within specified date and time.

1) Evaluation of Technical Proposal

- Proposals will be evaluated by a Committee of Experts (the "Committee") appointed by NISG. NISG along with the representative(s) nominated by

DAF/DAIC/DANM or such other authority designated by NISG as the case may be is also referred to herein as the Committee of Experts (or "Committee").

2. NISG has the right to appoint any individual / organization as an expert member of this committee as long as the particular person does not have any conflict of interest in the bidding/evaluation process.
3. Agency having their proposals fulfilling the pre-qualification criteria shall be required to make a technical presentation and demonstration of their proposed solution to NISG evaluation committee via video-conferencing link as per the dates specified in the document.
4. The presentation of the proposed solution shall be evaluated against the technical evaluation criteria referred to in this document. The duration of the presentation shall be 30 minutes excluding the question and answers with the committee.
5. The presentation of the technical proposal must include the demonstration of the proposed solution.
6. The presentation of the Technical Proposal should be made by the proposed project manager of the agency for this Project of NISG, with some of the key team members to support the project manager as part of the presentation team, instead of the sales representative or the senior executive of the organization.
7. Evaluations of bids will be only on the basis of information provided by the agency in the proposals, or any additional information provided by the agency against specific requests for clarifications sent by NISG during the evaluation process.
8. The responses given by agency will be specifically evaluated with respect to methodology, unique capabilities if any, the project structure, the quality of the project team, Solution Proposed, Organizational Experience, Methodology, IT Solution Proposed, Planning for Operations & Maintenance.
9. Agency should note that it will be assumed that all features shown as part of the technical presentation (for scoring) are part of solution delivery and are included in the price bid.
10. For calculating the technical score (St) the individual score shall be assigned as per process defined below. In order to qualify technically, a bid must secure a minimum score after summing up.

2) **Scoring of technical proposal:**

1. The technical proposal will be evaluated for a total maximum score of 100 marks, based on the information provided by the agency in the technical proposal and against the parameters listed in the next section.

2. The conditions on presentation of proposals and demonstration of solutions are applicable to technical evaluation.
3. The marks to be allocated for different parameters and the description of the parameters and the basis of evaluation of a technical proposal against a specific parameter are listed in the table in the next section.
4. To qualify in the technical proposal the technical proposal by the agency has to score a minimum of 70 marks out of the maximum of 100 marks.
5. The technical proposal which does not get an overall score of 70 marks will not be considered for commercial evaluation.

The technical proposal shall be evaluated as per the criteria given below:

S. No	Evaluation Criteria	Marks
1.	<p>Solution Proposed (2 marks each for s.no. 1 to 6, 3 marks for s.no. 7):</p> <ol style="list-style-type: none"> 1. Understanding of Scope of Work 2. Mapping of the solutions to the requirements of RFP and its rationale 3. Innovative or unique features of the solution proposed. 4. Scalability of the solution 5. Conformance and adherence to Government standards and guidelines 6. User Acceptance Plan, Implementation Plan, Go-Live 7. Completeness of proposed approach to meet scope of work requirements – week wise work plan indicating tasks, dependencies, and milestones/ deliverables 	15
2.	<p>Proposed Team: expertise, qualifications, relevant skills.</p> <ol style="list-style-type: none"> 1. Project Manager to have 15+ years of total experience. [5 to 10 – 1 Mark, 10 to 15- 2.5 marks, 15+ yrs exp. 2 marks] 2. Solution Architect to have 10+ years of experience [3 to 5 yrs – 1 mark, 5 to 10 yrs – 2.5, 10+ yrs exp. 2 marks] 3. Business Analyst to have 8+ years of experience [2 to 4 yrs- 1 mark, 4 to 8 yrs – 2.5, 8+ yrs. Exp. 2 marks] 4. DBA to have 6+ years of experience [1 to 3 yrs. – 1 mark, 3 to 6 yrs. – 2.5 marks, 6+ yrs. Exp. – 2 marks] 5. Quality and testing resource to have 5+ years of experience [1 to 3 yrs – 1 mark, 3 to 5 yrs. – 2.5 marks, 5+ yrs. Exp. 2 marks] <p>Proposed project team should include profiles of key resources having</p> <ul style="list-style-type: none"> • Expertise in web app development • Expertise in customization and deployment • Expertise in security, testing and hosting of web app 	25

S. No	Evaluation Criteria	Marks
	Experience of all resources shall be clearly articulated. High level of expertise in defined area is desirable. Product/ solution specific past experience would be mandatory for all applicable resources. The proposed core team shall be committed for the entire project duration.	
3.	<p>Organizational experience: Experience of company in software development and end-to-end project execution involving detailed conceptualization, planning, solution designing and implementation of web app build including CMS and integration.</p> <p>Four customer references to be produced as citation for solution proposed and expertise in similar projects that have either been completed or an ongoing project where deliverable or milestone has been successfully met. Work order issued in last 3 years from date of submission of bid. Max marks for each project is 5 marks each.</p> <p>Equal to One project – 5 marks Equal to Two projects – 10 marks Equal to Three projects – 15 marks Equal to Four projects – 20 marks</p>	20
4.	<p>IT Solution Proposed (5 marks each):</p> <ul style="list-style-type: none"> • The un-priced bill of materials of the proposed solution & validity of assumptions for sizing • Completeness of the specifications • Adequacy of the IT infrastructure to meet the requirements. • The compatibility of the IT infrastructure to meet the requirements of the solutions proposed 	20
5.	<p>Planning for Operations & Maintenance (5 marks each):</p> <ul style="list-style-type: none"> • Support & Helpdesk • Maintenance Services - Upgrades, updates, bug fixes and patches • SLA compliance • Business Continuity 	20

3) Evaluation of Commercial Bid

1. Financial proposals of all the firms that meet the technical qualifications would be opened. Agency achieving the highest combined technical and financial score based on QCBS of 70:30 would be invited for negotiations for awarding the contract. The financial bid evaluation will be based on the following criteria:
 - The lowest financial proposal (Fm) after considering all expenses and prevailing taxes will be given a financial score (Sf) of 100. The financial scores of all the other proposals will be determined by $Sf = 100 * Fm/F$ (F = value of financial proposal)
 - Proposals will finally be ranked according to their combined technical (St) and financial (Sf) scores using a weight of 70% for technical proposal and 30% for financial proposal. The overall score (S) will be computed as follows:
 $S = St (0.7) + Sf (0.3)$

2. In case of a tie, agency with the higher technical score will be invited for negotiations.

4) Notification of Award and signing the contract.

1. NISG reserve the right to negotiate with the agency whose proposal for the implementation of DAF Solution has been ranked as successful agency by the committee on the basis of price quoted in the commercial proposal and also the other commercial terms and conditions furnished in the Technical proposal.
2. Award of contract for the project: After the completion of the bid evaluation process and determination of the successful agency, and completion of the negotiations if any, as listed in the RFP, a Letter of Award (the "LOA") shall be issued, in duplicate, by NISG to the successful agency and the successful agency shall, within 7 (seven) working days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the successful agency is not received by the stipulated date, NISG may, unless it consents to extension of time for submission thereof, cancel the LOA and the next highest-ranking agency may be considered.
3. The notification of award or the issue of LOA will not constitute the formation of the contract.
4. The successful agency who has been issued with a LOA is expected to furnish a Performance Bank Guarantee (PBG) for an amount which is equal to 10% of the contract value. This Performance Bank Guarantee has to be from any of the Nationalized Bank or Private Banks authorised by the Government to conduct Government Transactions.
5. The contract between the successful agency and NISG will come into force only upon the agency furnishing the Performance Bank Guarantee as per conditions laid out in this RFP and NISG signing the contract with the successful agency.
6. If the successful agency fails to furnish the Performance Bank Guarantee, within the specified period and subject to specified conditions, NISG has the right to withdraw the notification of award/LOA.
7. Expenses for the Contract-The incidental expenses of execution of agreement/contract shall be borne by the successful agency.
8. Commencement of Assignment: The successful agency shall commence the project within seven days of the date of signing the Agreement. If the successful agency fails to commence the assignment as specified herein, NISG may invite the second ranked agency for negotiations. In such an event, the LOA or the Agreement, as the case may be, may be cancelled/terminated.

Pre-Qualification Response Formats

Proposal covering letter

Letter of Proposal

(Company letter head)

[Date]

To

Project Manager,

National Institute for Smart Government,

Mahanagar Door Sanchar Sadan,

9 CGO Complex, 5th Floor, Rear Wing

Lodhi Road, New Delhi - 110003

Subject: Submission of the Technical bid for <Selection of IA for implementation of online schemes of website development for DAF & DAIC>

Dear Sir/Madam,

We, the undersigned, having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to meet the requirements and provide the services as required and outlined in the RFP for the implementation of online schemes of DAF, DAIC & DANM and website development Project.

We are hereby submitting our Proposal, which includes this Pre-qualification bid, Technical bid and the Financial Bid as password protected files on project-daf@nisg.org.

We confirm that the information contained in this response/proposal or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to NISG is true, accurate, verifiable, and complete. This response/proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the NISG in its selection process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Annexure I: Pre-Qualification Response Formats

(To be submitted by agency in the format prescribed)

Annexure II: Technical Bid Response Formats

(To be submitted by agency in the format prescribed)

Annexure III: Commercial Bid Format

(To be submitted by the agency in a separate sealed cover as per the format provided)

Guidelines for Commercial Proposal

1. The agency is expected to cost for the complete the Project required to meet the requirements of NISG as per this RFP.
2. Prices shall be quoted entirely in Indian Rupees.
3. This is a fixed price project without any scope for varying the price during the contract period. The cost of any delay in execution of the project will be borne by the agency.
4. The commercial proposal should cover the commercials for all the components proposed in the bill of materials.
5. The prices of all the separately and independently priced items for the project should be indicated separately.
6. The charges for the annual technical services should be clearly indicated in the commercial proposal.
7. No clauses for price fluctuations due to fluctuation of the Indian currency against any of foreign currency will be accepted during the period of the contract.
8. It should be separately and clearly indicated how the Taxes will be applied for selling these services by a registered entity in India to NISG.
9. The agency is required to provide the prices for the services as below.
 - a. The cost of implementation services would cover all the costs of deployment, commissioning, testing and acceptance of the DAF web app, the costs till go live, including the cost of manpower deployed for this purpose.
 - b. The prices for the ATS charges will be applicable only from the date of go live of the application. If there are any ATS charges applicable for any of the app/solution, before the go live, these are to be absorbed within the cost of implementation services.
 - c. Agency has to provide the detailed item wise price of any bundled price quoted.

Commercial Quotation Summary & Breakup: (Refer format prescribed in the document)

Note: The commercial figure quoted will be an all-inclusive figure – inclusive of out-of-pocket expenses and all taxes, duties, etc. payable. No out-of-pocket expenses will be reimbursed separately. Should the commercial quote include separate out of

pocket expenses or any taxes, duties, etc., such a commercial bid will be treated as an invalid bid.

Annexure IV: Data of the Scheme Beneficiaries

Scheme Name	2017-2018		2018-2019		2019-20		2020-21 till March	
	No of Beneficiaries	Amount Paid in Lakhs	No of Beneficiaries	Amount Paid in Lakhs	No of Beneficiaries	Amount Paid in Lakhs	No of Beneficiaries	Amount Paid in Lakhs
Dr Ambedkar Medical Aid Scheme	197	477	290	592	371	856	233	533
Dr Ambedkar Social Integration Intercaste Marriage Scheme	136	340	120	250	248	620		
Celebration of Birth/Death Anniversaries of Great Saints			45	67.61	44	71.41	14	21.2
Dr Ambedkar National Merit Award Scheme for meritorious students of Secondary School Examinations			355	130			279	85.9
Dr Ambedkar National Merit Award Scheme for meritorious students of Senior Secondary School Examinations			529	189.2			533	191