REQUEST FOR PROPOSAL
FOR
Mobile Application

Greater Mohali Area Development Authority
PUDA Bhawan, Sector - 62
S.A.S Nagar, Punjab
ACRONYMS USED IN THIS DOCUMENT

1. GMADA  
   Greater Mohali Area Development Authority

2. RFP    
   Request for Proposal

3. PAN    
   Permanent Account Number

4. PBG    
   Performance Bidder Guarantee

5. BIDDER (i.e. Bidder)

<table>
<thead>
<tr>
<th>BID DATA SHEET</th>
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</tr>
</thead>
<tbody>
<tr>
<td>RFP Processing Fees</td>
<td>Rs. 2,000/- (non-refundable) to be submitted along with the Bid in the form of a Demand Draft favouring Accounts Officer (HQ), GMADA, payable at SAS Nagar / Chandigarh.</td>
</tr>
<tr>
<td>Last date for submission of bids</td>
<td>at 22/10/2013</td>
</tr>
<tr>
<td>Opening of Technical Bid</td>
<td>at 22/10/2013</td>
</tr>
<tr>
<td>Opening of Financial bids</td>
<td>To be announced at the time of opening of Technical Bids</td>
</tr>
<tr>
<td>Contact Address</td>
<td>Divisional Engineer (Mech.) Room No. 333, PUDA Bhawan, S.A.S Nagar</td>
</tr>
<tr>
<td>Contact</td>
<td>Asst. System Manager</td>
</tr>
<tr>
<td>Number</td>
<td>9888204455</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://gmada.gov.in">http://gmada.gov.in</a></td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS

ACRONYMS USED IN THIS DOCUMENT ................................................................. 2
BID DATA SHEET .................................................................................................. 2

## TABLE OF CONTENTS

1. GENERAL INFORMATION ............................................................................. 3-4
   1.1. Purpose of RFP ......................................................................................... 5
   1.2. Structure of RFP ....................................................................................... 5

2. BID PROCESS ................................................................................................ 6
   2.1. Bidding Instructions ................................................................................. 7
      2.1.1. Qualification Criteria .......................................................................... 7
      2.1.2. RFP Processing Fee(EMD) ................................................................. 7
      2.1.3. Bidder Inquiries and Responses ......................................................... 7
      2.1.4. Supplemental Information to the RFP .............................................. 7
      2.1.5. Bid Preparation Cost ......................................................................... 8
      2.1.6. Advice to Bidders .............................................................................. 8
      2.1.7. Transferability of the RFP document ................................................ 8
      2.1.8. Right to Terminate the Process ......................................................... 8
      2.1.9. Venue and Deadline for Submission of Proposals ............................ 8
      2.1.10. Late Bids ......................................................................................... 8
      2.1.11. Attachments with the Bid .................................................................. 
      2.1.12. General Guidelines on Submission of Bids ..................................... 8
      2.1.13. Bid Opening ..................................................................................... 9
      2.1.14. Validity of Bids .............................................................................. 9
      2.1.15. Clarification of Offer ...................................................................... 9
      2.1.16. Handwritten documents, Erasures or Alterations .......................... 9
      2.1.17. Cost & Currency ........................................................................... 9
      2.1.18. Language of Bids ........................................................................... 9
      2.1.19. Rejection ....................................................................................... 9

   2.2. Bid Evaluation ......................................................................................... 10
      2.2.1. Evaluation of Bid .......................................................................... 10
      2.2.2. Method for Evaluation L1 Bidder .................................................... 11

3. SCOPE OF WORK ......................................................................................... 13

4. SERVICE LEVEL AGREEMENT .................................................................. 17

5. AWARD OF CONTRACT ............................................................................ 20
   5.1. Award Criteria ...................................................................................... 20
   5.2. Contract Period .................................................................................... 20
   5.3. Right to accept / reject any or All Proposals ........................................ 20
   5.4. Notification of Award .......................................................................... 20
   5.5. Signing of Contract .............................................................................. 20
   5.6. Performance Bidder Guarantee ............................................................. 20
   5.7. Failure to agree with the Terms & Conditions of the RFP .................... 20

6. PAYMENT TERMS ....................................................................................... 20

7. OTHER TERMS & CONDITIONS ................................................................. 20
7.1. Termination for Default........................................................................................................20
7.2. Termination for Insolvency................................................................................................21
7.3. Force Majeure....................................................................................................................21
7.4. Resolution of Disputes.......................................................................................................21
7.5. Notices.............................................................................................................................21
7.6. Confidentiality..................................................................................................................21
7.7. General Terms & Conditions............................................................................................21

Annexure - I: Format for Covering Letter..............................................................................23
Annexure - II: Format for Commercial Bid...........................................................................24
Annexure - III: Format for Citations.......................................................................................25
1. GENERAL INFORMATION

1.1. Purpose of RFP
The objective of this RFP is to select a Bidder who will design, integrate & maintained Mobile Application with existing applications / services of GMADA as well as for all kinds of services being provided by GMADA. Further, all the services under Estate Office, GMADA shall be integrating for financial intermediation. This RFP is to detail out the Technical and other requirements and provide General Instructions to the Bidders for the said purpose.

1.2. Structure of RFP
The Request for Proposal is broadly segregated into the following three sections:

BID PROCESS
This section provides eligibility criteria for bidders, general terms & conditions with respect to eligibility criteria, management of bid process, evaluation criteria and evaluation methodology.

TERMS OF REFERENCE
This section provides Introduction to the project, Scope of work and SLAs of the proposed engagement. It further indicates the services provided by GMADA for which the e-payment gateway is required and corresponding process related documentation and other related information.

GENERAL TERMS & CONDITIONS
This section details the Terms & Conditions with respect to award of contract, payment schedule and general terms and conditions.
SECTION I
BID PROCESS
2. **BID PROCESS**

2.1. **Bidding Instructions**

2.1.1. **Qualification Criteria**

The following Criteria must be met for qualification of the Bids:

1. **The Bidder must be a Company registered under Indian Company Act, 1956 & registered with the Service Tax Authorities.**
2. Bidder should have turnover of more than 1 INR crores average in Last 2 years.
3. Bidder should be currently providing (as on date of publishing of the RFP) mobile application services on different platforms to at least 5 reputed organisations/Firms / Public Sector Undertakings. *(Performance certificates/citations confirming the same must be enclosed)*
4. Even though the Bidders meet the above qualifying criteria, they are subject to be disqualified in case of following conditions:
   i. The Bidder is in litigation with GMADA or with any Department or Undertaking of Punjab Government.
   ii. The Bidder has made any false representation in the forms, statements and attachments submitted in proof of the pre-qualification requirements.
   iii. The Bidder has a record of poor performance such as abandoning of any allotted project, inability to complete any allotted project, delay in completion of any allotted project etc.
   iv. The Bidder has been blacklisted by any Government or its organizations.
   v. An undertaking to this effect (points mentioned above) is required from the Bidder. If at a later stage it is found that any Bidder has wrongly certified, the Bidder shall be liable for action under the Criminal law.

**NOTE:**

Documentary proof for all the above criteria has to be invariably enclosed failing which the bid shall be liable for rejection.

2.1.2. **RFP Processing Fee**

The RFP documents are available online ([www.gmada.gov.in](http://www.gmada.gov.in)/[www.puda.gov.in](http://www.puda.gov.in)) and can be downloaded by the interested Bidders. However, while submitting the bid, the Bidder will have to pay an amount of INR 2000 (Rupees Two Thousand only), towards the RFP Processing fees and the same is non-refundable. This payment should be made in the form of a demand draft in favour of Accounts Officer (HQ) GMADA, payable at Mohali/Chandigarh.

2.1.3. **Bidder Inquiries and Responses**

The mode of delivering written questions to the aforementioned contact would be through email only with subject line as *RFP – Mobile Application*. The Bidders shall send their queries at the following email address:

**helpdesk@gmada.gov.in**

In no event will GMADA be responsible for ensuring that Bidders’ inquiries have been received by it. GMADA will endeavor to provide a timely response to all questions and would provide information to the extent it is currently available to the best of its knowledge. The responses will be communicated through email only.

The last date for receiving the clarification requests is 15/10/2013. Any query received beyond the specified timeline would not be entertained under any circumstances.

2.1.4. **Supplemental Information to the RFP**

If GMADA deems it appropriate to revise any part of this RFP or to issue additional data to clarify any provisions of this RFP, it may issue supplements to RFP. Copies of such supplements will be provided by publishing them on the website ([www.gmada.gov.in](http://www.gmada.gov.in) / [www.puda.gov.in](http://www.puda.gov.in)). Prospective Bidders are advised to periodically browse this website to find out any further corrigendum / addendum / notice published with respect to this tender. All such supplements shall be part of the RFP and the Bidders shall submit their bids on that basis.

GMADA makes no representation or warranty as to the completeness or accuracy of any response, nor does
GMADA undertake to answer all the queries that have been posed by the Bidders.

### 2.1.5. Bid Preparation Cost
The Bidder will be responsible for all costs incurred in connection with the participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, formation of consortium, in providing any additional information required by GMADA to facilitate the evaluation process, and in negotiating a definitive Service Agreement and all such activities related to the bid process. Further, no reimbursable cost may be incurred in anticipation of award of contract.

### 2.1.6. Advice to Bidders
Bidders are advised to study this RFP document carefully before participating. It shall be deemed that submission of Bid by the Bidder has been done after their careful study and examination of the RFP document with full understanding to its implications. Bidders are also expected to participate in Pre-bid conference and understand the requirements to allow them to propose the best fit solution.

### 2.1.7. Transferability of the RFP document
This RFP document is non transferable.

### 2.1.8. Right to Terminate the Process
i. GMADA may terminate the bidding process at any time without assigning any reason. GMADA makes no commitments, express or implied, that this process will result in a business transaction with anyone.

ii. This RFP does not constitute an offer by GMADA. GMADA may invite the Bidder for further discussions and negotiation towards the process of selection. The commencement of such negotiations does not, however, signify a commitment by GMADA to execute a contract or to continue negotiations. GMADA may terminate negotiations at any time without assigning any reason.

### 2.1.9. Venue and Deadline for Submission of Proposals
i. Proposals must be submitted to GMADA at the address specified below:
   
   **Divisinal Engineer (Mech),
   Greater Mohali Area Development Authority,
   Room 333, PUDA Bhawan, SAS Nagar**

ii. GMADA may, at its discretion, extend the deadline for submission of bids by issuing an Addendum or by intimating all Bidders who have been provided the bid documents, in writing or by facsimile or through email in which case all rights and obligations of the proposed project and the Bidders will thereafter be subject to the deadline as extended.

### 2.1.10. Late Bids
Bids received after 22/10/2013 for any reason whatsoever, shall automatically stand rejected.

### 2.1.11. Attachments with the Bid
The Bidder shall submit with its proposal, inter alia, the following attachments:

i. Qualification compliance and required documents as mentioned in Section 2.1.1 of this RFP.

ii. Citations are to be provided (refer Annexure III for the format).

iii. RFP Processing Fees in the form of Demand Draft as mentioned in this RFP.

### 2.1.12. General Guidelines on Submission of Bids
i. Bid to be submitted in three separate envelopes:-
   a) Qualification cum Technical,
   b) Commercial Bid
   c) RFP Processing. All envelopes should be properly mentioned on the cover - "Qualification cum Technical Bid", "Commercial Bid" and "RFP Processing Fees".

ii. The bid documents should be submitted in a sealed cover both in hard copy as well as soft copy.

iii. The outside of the package must clearly indicate the name of the project, the Bidder’s name and address, and the names of primary and secondary contact persons. Failure to adequately address the outside of a package could cause a bid to be misdirected or to be received at the required destination after the deadline.
iv. GMADA will not accept delivery of bid by fax or e-mail. Bid received by fax or email shall be treated as defective, invalid and rejected.

v. The original and copies of the bid (Qualification cum Technical and Commercial) each consisting of the documents listed in instructions and proposal cover letters, shall be typed in indelible ink and shall be signed & stamped on each page by the Bidder or a person/persons duly authorized.

2.1.13. Bid Opening

There will be two bid-opening events (i) for Qualification cum Technical Bids and (iii) for the Commercial Bids.

i. GMADA will open Qualification cum Technical Bids and list them for further evaluation. The ‘Commercial Bid’ covers shall not be opened until the evaluation of the Qualification cum Technical Bids is complete.

ii. After evaluation of Qualification cum Technical Bids, the commercial bid of only those Bidders, who qualify in Qualification cum Technical Bids Evaluation, will be opened.

iii. All the proposals will be opened in presence of the Bidders or their representatives, if present at the time of bid opening. However, if there is no representative of the Bidder, GMADA shall still go ahead and open the bids.

   Total transparency will be observed while opening of proposals. GMADA reserves the right at all times to postpone or cancel a scheduled bid opening, as mentioned in the Schedule.

   In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the appointed time and location on the next working day.

2.1.14. Validity of Bids

The pre qualification, technical and financial bids shall be valid for a period of 180 days or Six (6) months from the closing date of submission of the proposals. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the Bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the Bidder formally (in writing) withdraws his proposal.

2.1.15. Clarification of Offer

To assist in the scrutiny, evaluation and comparison of offers, GMADA may, at his discretion, ask some or all Bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

2.1.16. Hand written documents, Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Filling up of the information using terms such as 'as given in brochure/manual' is not acceptable. GMADA will treat offers not adhering to these guidelines as unacceptable.

2.1.17. Cost & Currency

The offer must be made in Indian Rupees only which shall include all taxes and levies.

2.1.18. Language of Bids

The bids and all correspondence and documents shall be written in English. All bids and accompanying documentation shall become the property of GMADA and will not be returned.

2.1.19. Rejection

i. The bids is liable to be rejected in the following cases or in case Bidder fails to meet the bidding requirements as indicated in this RFP:

   a) Proposal not submitted in accordance with this document.

   b) During validity of the proposal, or its extended period, whichever the case, the Bidder increases his quoted prices.

   c) The Bidder qualifies the proposal with his own conditions.

   d) Proposal is received in incomplete form.

   e) Proposal is not accompanied by all requisite documents.

   f) Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.

   g) Financial proposal is enclosed with the same envelope as technical proposal.

   h) Bidder tries to influence the proposal evaluation process by unlawful means at any point of time during the bid process.
i) In case any one party submits multiple proposals or if common interests are found in two or more Bidders, the Bidders are likely to be disqualified, unless additional proposals/Bidders are withdrawn upon notice immediately.

ii. Bidders may specifically note that while evaluating the proposals, if it comes to GMADA’s knowledge expressly or implied, that some Bidders may have compounded in GMADA, any manner whatsoever or otherwise joined to form an alliance / cartel then the Bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by GMADA.

2.2. Bid Evaluation

2.2.1. Evaluation of Bid

Proposals will be reviewed by a Committee of Officers (hereinafter referred to as the 'Committee') appointed by GMADA or its designated representative(s).

A Two-Bid System shall be followed for the bid evaluation. The first stage would be a technical evaluation against qualification criteria. Second stage would be a commercial evaluation (L1).

The details of evaluation have been explained below.

i. Technical evaluation against qualification criteria: The first stage of evaluation would involve examination of the bid documents of each of Bidders against the qualification criteria set out. This is to ensure that the technical skill base, experience and financial capacity and other Bidder attributes claimed therein are consistent with the needs of this project. These conditions have been listed down under the section "Qualification Criteria". GMADA may ask Bidder(s) for additional information, visit to Bidders site and/or arrange discussions with their professional, technical faculty to verify claims made in bid documentation.

Please note that the technical proposal must NOT contain any pricing information.

ii. Commercial evaluation: The commercial bids of only those bids that meet each of the qualification criteria mentioned would be opened for commercial evaluation. The commercial evaluation will take into account the information supplied by the Bidders in the Commercial Proposal, and the same shall be evaluated in accordance with the evaluation criteria specified in this RFP. This evaluation will result in each financial bid being assigned a score based on the scoring system described in this RFP. The commercial evaluation would be based on L1, i.e. the Bidder with the least commercial quote shall be eligible for award of contract.

Please note that the financial bid should not be conditional and no technical information should be provided along with the commercial.

Note:

a) A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposals without material deviation. A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the Deliverables, or which limits in any substantial way, inconsistent with the Request for Proposals, department’s rights or the Bidder's obligations for, performance of the Project and the rectification of which deviation would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.

b) GMADA may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

2.2.2. Method for Evaluation of L1 Bidder

The methodology used for evaluating Bidders (who qualify in technical proposal) based on the rates quoted by them in their commercial bid, which is final and binding to all Bidders. GMADA shall not entertain any queries on its evaluation methodology for L1 Bidder.

Consideration of rates with the L1 Bidder could be done for finalizing the rates at which the contract would be awarded to the BIDDER.

a) The bid should be comprehensive and inclusive for all the services to be provided by the Bidder as per scope of his work. The work order would be issue to select Bidder on the basis of the following bid and further negotiations between the department and the Bidder only. No separate payment shall be made for services that are to be delivered by the vendor as part of his scope of work for this project.
b) The prices quoted shall be inclusive of all taxes, duties and statutory payments incident upon the Bidder and it shall be a fixed price bid. Once the prices have been tendered to department, no change / modification will be entertained for any cause whatsoever (including changes in regulation, tax and duty structure etc.). The prices once provided by the Bidder will be valid for the entire period of validity of the bid as defined in the bid document.

c) Any revision (increase or decrease) in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid will be to the account of the Bidder.

d) The Bidder shall be responsible for the costs towards travel/stay, daily allowance or any other allowances with respect to their staff deployed with respect to the execution of this project before or after the award of the contract.

The Bidder having the lowest bid would be invited for consideration of rates for award of project by GMADA. Bidder should quote as per format given in Annexure II.
SECTION II
TERMS OF REFERENCE
3. DESCRIPTION OF WORK, GENERAL REQUIREMENTS & SCOPE OF WORK

The objective of the RFP is to select a bidder who will design, integrate & maintained Mobile Application with existing applications / services of GMADA.

i. Description of work

AUTHORITY wants to develop Mobile Apps for its existing website [http://gmada.gov.in](http://gmada.gov.in) with the following main objectives:

i. To ensure compliance with “Guidelines for Indian Government Websites (GIGW)”.  
ii. To integrate easy to use content management system for easily managing overall content of the website. 
iii. To make Mobile Apps accessible on all platforms like windows, Android, Blackberry & Mac iOS etc. 
iv. To provide information to citizens with minimum number of clicks. 
v. To get security certificate from cert-in empanelled vendor. 
vi. Development of consistent visual elements and Mobile Apps architecture that is scalable and expandable and W3 compliant.  
vii. Enhance the presentation of the content so that they sync with the growth oriented approach of the Authority.

ii. General requirements

i. Should make use of data available in the existing Database and reduce duplicate data entry, and facilitate master data updates as and when required from Existing GMADA applications so as to avoid duplicate data entry  
ii. Having some way for users to provide feedback on the mobile apps, a quick way to report bugs, and provide suggestions or criticisms. 
iii. Feature an interface that focuses on usability. The best way to do this is to follow the general application hierarchy.  
iv. Incorporate analytics into mobile app, to track and identify users experience and actions. 
v. The solution will have the flexibility to interact with other existing systems.  
vi. The solution architecture should be able to address the future scalability requirements, in terms of both application (to add new services ) and infrastructure  
vii. App should be Easily customizable and Easy to Administer the Database. 
viii. Network level security, traffic to be encrypted using secured connectivity  
ix. Continuity Measures, risk management plan for the continuity of services, data backup policy, business continuity plan. 
xi. Identify the App limitations  
xii. Identify Risks if any post App implementation along with mitigation plan. 
xiii. Storage Disk space and Memory required for the proposed App. 
xiv. List out the assumptions related to load & infrastructure ( such as mobile specifications, internet bandwidth etc.) so that response time is always < 30 seconds 
xv. Delivery should be in the form of a published app in the respective market place and will be the property of the GMADA. 
xvi. Integration of Ad Network  
xvii. Help line no. for Assistance, Suggestion, Complaint, and Feedback  
xviii. Functional Requirement Study, Development of modules for application including data preparation, data migration, module testing.  
xix. Integration with existing systems in GMADA. 
xxi. Capacity Building
xxii. Overall Integration, User acceptance testing & Go-Live
xxiii. Shall be responsible for all Hardware, software, resources (labour etc.,) required for implementing the solution.
xxiv. Real time information via GPS availability
xxv. Mobile Apps download based on phone OS and services
xxvi. Look for update application with permission to download
xxvii. One time download. No running cost for user.
xxviii. Handover and Capacity building to GMADA, so that they are capable enough to continue to Design, Build, Operate the proposed Solution

iii. Scope of work includes:-

a) To develop a Mobile Application which enables users to avail facilities.
   Phase-I
   i. Profile view
   ii. Property ledger details
   iii. Online payments
   iv. RTI / Grievances details

   Phase-II
   v. Central diary & Single window Status
   vi. Online availability & booking of Community Centre/Open Spaces
   vii. Departmental Login for Photo App

Note: API code for above features should be written by Vendor. GMADA will provide SRS, SDD, Database structure of the existing system.

b) Compliance with Government “Guidelines for Indian Government Websites”

The Government of India has launched “Guidelines for Indian Government Websites” in February 2009. These guidelines are now part of the officer’s manual for the Administrative Officers and it is advisable that all Indian Government websites are developed as per the guidelines defined in this document. AUTHORITY Mobile Apps should ensure compliance with the guidelines.

c) Accessibility of Mobile Apps Structure

The following main accessibility criteria:

i. Develop user friendly Mobile Apps
ii. Structure overall content with proper tagging to make them screen reader friendly.
iii. Ensure Compatibility with all platforms like windows, Android, Blackberry & Mac iOS etc..
iv. Develop Resolution independent design structure
v. Design should be coded Open Source Tools.

d) Resolution Independent Mobile Apps Structure

It must be ensured that the Mobile Apps adjusts itself automatically as per the screen resolution of the Mobile i.e. 1024*768, 1200*800 etc. Resolution independent Mobile Apps will automatically expand/compress itself as per the screen resolution and hence there should not be any vertical scroll in the Mobile Apps structure.

e) Platform Independent Apps Structure

i. It should be ensured that the Mobile Apps works flawlessly across different platforms.
ii. There should be minimum use flash contents so that home page should be loaded quickly. It should
be easily opened on 10kbps bandwidth.

iii. It should not occupy excess client’s Mobile RAM.

f) Dynamic Content Management System (CMS) Features

User department should have following features for making changes in the Mobile Apps content:

i. Dynamic menus: Menus and submenus should be created based on the page-tree as pages are added and subtracted. These should be styled entirely through CSS and stored in database. Menu items should have conditional states.

ii. Audit Trail: Administrators should have access to one log in the backend or individual logs of each page where he can view from which ever place the Mobile Apps is viewed with daily reports.

iii. User Privileges: An administrator can grant as little or as much control to content editors or groups as needed to other controlling accounts to the Mobile Apps, which means if a user has to update any section in Mobile Apps for example tender section then user can modify only tender section. All other sections should appear disabled to that user.

iv. CSS Styled Content: All aspects of the core functionality should be styled on the Mobile Apps. Most extensions should be styled through CSS

v. Minimal Training Required: Editing content is as easy as editing in Microsoft word.

vi. Menu links should be automatically generated as an editor adds pages and most content elements features wizards for further ease of use.

vii. Every single element on the Mobile Apps can be modified easily.

g) Content Integration

The content of the Mobile shall be integrated to newly designed website & existing application in GMADA. It should integrate the existing site content into the new Mobile Apps structure and should get approved from user’s assigned representative to ensure correctness.

h) Data Redundancy: Any information should not be available at multiple pages.

i) Feedback Management

i. This shall help user department in collecting feedback from Mobile Apps users.

ii. To develop an online form for collecting feedback from Mobile Apps users.

iii. All the feedback data should be emailed to the designated officer’s email ID.

iv. A copy of all the feedbacks received should be stored in Database on the server for subsequent review by the administrator

j) Mobile Apps Statistics

i. To help user department in analyzing the popularity of the Mobile Apps and visitors behavior pattern on the Mobile Apps.

ii. To facilitate the administrator to view Mobile Apps hits.

iii. The administrator should be able to view hits separately for English.

k) Search Engine Optimization

This feature should ensure that Mobile Apps is registered in Public Search Engines on appropriate keywords and is displaying the correct information in search description. Following to ensure appropriate search engine results:

i. Manually submit Mobile Apps to top search engines including Google, yahoo,Bing & Live

l) Security Auditing from Cert-in empanelled auditor

security clearance certificate before hosting it. You shall provide security clearance certificate from
Cert-in empanelled auditor to address this requirement. You shall handle the entire process related to obtaining this certificate.

**m) Onsite training**
Onsite 7 days training to user department to train them on the overall workflow of the developed solution and backend administration functions at Puda Bhawan, Sector-62, S.A.S Nagar.

**n) Two year technical support**
You shall provide two years technical support via email; phone and remote login to address analyze and fix any technical glitches within the existing features within 4 working hours. The scope of technical support includes rectification of errors within the already developed solution.

**o) Maintenance:**
Vender shall also provide maintenance of Mobile Apps including up-gradation and updates for a period of 1 years from the date of successful deployment. The updation /maintenance in the source code of the Mobile Apps should also include quality assurance (as per NIC guidelines) i.e. Mobile Apps should be hosted after extensive testing and 100% bug free.

**p) Development & Hosting Environment**
i. Front-end Mobile Apps shall be designed and developed in a visually rich and appealing format.
ii. Web development/Hosing services should be supported on Windows & Linux platform using the state of the art technologies such as PHP/ASP .NET 3.5 or later and My SOL / Ms SQL Database Server.

**q) Online Payment Gateway Option:** -It is the responsibility of the vendor to establish an E-Payment Solutions (Such as Payment Gateway, Internet Banking etc) with the banks authorized by AUTHORITY.

**r) Grievance Monitoring System (via Email & SMS Both):**-An applicant can choose any of the one option mentioned above to submit his/her grievance. Automatic reply should be there via email & sms to applicant.

**s) E-governance management:**-It contains all the e-governance modules as online services already running.

**t) Implementation and Testing:**
i. The selected Bidder will carry out the implementation as per the requirements and contents finalized during the preceding phases. During this stage the vendor will provide access of the completed pages/module by AUTHORITY for user testing and feedback.
ii. After completion of development efforts, final testing will be carried out by the vendor’s Quality Assurance team for the final Mobile Apps. The detailed QA report will be shared with AUTHORITY, for final testing of Mobile Apps by AUTHORITY team. This testing will include performance testing of Mobile Apps after hosting. On successful implementation of Mobile Apps for GMADA, the same Mobile Apps shall be made available to all other authorities without any extra cost & consideration.
iii. Selected bidder would create an account on the respective Apps store. The cost of the same would be borne by selected bidder.
iv. The Mobile Apps developer would ensure to make the Mobile Apps commercially viable by way of advertisement.
v. Advertisement revenue will be passed to GMADA.

**u) Home page structure:** Homepage Content Structure should give direct access to most sought-after / important information through the home page itself to improve the ease of usage of the Mobile Apps.
4. SERVICE LEVEL AGREEMENT

The purpose of this service level agreement (hereinafter referred to as SLA) is to clearly define the levels of service to be provided by the successful Bidder to GMADA for the duration of this contract. SLA defines the terms of the successful Bidder’s responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. This section defines various service level Indicators which will be considered by GMADA in the SLA with successful Bidder.

The successful Bidder has to comply with all SLAs defined below to ensure adherence to project timelines, quality and availability of services.

Note: Penalties shall not be levied on the successful Bidder in the following cases:

The non compliance to the SLA has been solely due to reasons beyond the control of the Bidder. e.g. the net-Biddering services of a given Bidder have been impacted all over the country / region, there is a force majeure event affecting the SLA which is beyond the control of the successful Bidder.

i. The Mobile Application has to be integrated with GMADA’s application in not later than 180 working days. This time would start from the date, a formal communication has been sent by GMADA to the successful Bidder till the time the payment gateway is integrated with the application and is ready for fund transfer.

ii. BIDDER shall retain authorization logs, non-repudiation logs and transaction records for the entire period of contract.

iii. All records shall be kept in accordance with generally accepted accounting procedures. All procedures shall be in accordance with central, state and local laws.

iv. BIDDER shall certify that online financial transactions shall be based on secure data transmission and a standard public-and-private key encryption system that encrypts the user’s submission of private financial data before it leaves their web browser. The data must remain encrypted throughout transmission until it’s safely received at the intended server where it is decrypted and processed. The required licenses shall be the at the cost of the BIDDER.

v. BIDDER shall ensure that appropriate security measures are put in place to protect GMADA’s internal systems from intrusions and other attacks while conducting e-Payment transactions, whether internal or external, e.g., message interception, tampering, redirection, or repudiation or while pulling data from or pushing data into GMADA server.

vi. BIDDER shall ensure compliance with international information security standards and best practices.

vii. Any information and/or data obtained by the BIDDER from GMADA or the citizen shall be stored in a place physically secure from access by unauthorized persons. BIDDER shall take every reasonable precaution to ensure that all buildings, rooms, storage areas, and containers (“physical locations”) used by BIDDER in providing the product(s) and service(s) under this contract shall be secure and equipped with reasonable precautions against damage.

viii. Throughout the term of this contract, GMADA shall have the right at any time to inspect BIDDER’s transaction records for GMADA charges and associated BIDDER fees. Any such inspection shall be made during regular business hours and comply with any reasonable security and confidentiality procedures of BIDDER. GMADA can get audited all or any of such accounts as per their discretion.

ix. BIDDER shall provide GMADA with the capability to securely access, via password-protected site, to transaction information.

x. The payment service should adhere to certain standards such as VeriSign Secured/ VBV/ Secure Code.

xi. Should make use of data available in the existing Database and reduce duplicate data entry, and facilitate master data updates as and when required from Existing GMADA applications so as to avoid duplicate data entry

xii. Having some way for users to provide feedback on the mobile apps, a quick way to report bugs, and provide suggestions or criticisms.

xiii. Feature an interface that focuses on usability. The best way to do this is to follow the general application hierarchy.

xiv. Incorporate analytics into mobile app, to track and identify users experience and actions.

xv. The solution will have the flexibility to interact with other existing systems.
xvi. The solution architecture should be able to address the future scalability requirements, in terms of both application (to add new services) and infrastructure
xvii. App should be Easily customizable and Easy to Administer the Database.
xviii. Network level security, traffic to be encrypted using secured connectivity
xix. Continuity Measures, risk management plan for the continuity of services, data backup policy, business continuity plan.
xxi. Identify the App limitations
xxii. Identify Risks if any post App implementation along with mitigation plan.
xxiii. Storage Disk space and Memory required for the proposed App.
xxiv. List out the assumptions related to load & infrastructure (such as mobile specifications, internet bandwidth etc.) so that response time is always < 30 seconds
xxv. Delivery should be in the form of a published app in the respective market place and will be the property of the GMADA.
xxvi. Integration of Ad Network
xxvii. Help line no. for Assistance, Suggestion, Complaint, and Feedback
xxviii. Functional Requirement Study, Development of modules for application including data preparation, data migration, module testing.
xxix. Integration with existing systems in GMADA.
xxxi. Capacity Building
xxxii. Overall Integration, User acceptance testing & Go-Live
xxxiii. Shall be responsible for all Hardware, software, resources (labour etc.) required for implementing the solution.
xxxiv. Real time information via GPS availability
xxv. Mobile Apps download based on phone OS and services
xxvi. Look for update application with permission to download
xxvii. One time download. No running cost for user.
xxviii. Handover and Capacity building to GMADA, so that they are capable enough to continue to Design, Build, Operate the proposed Solution
5. AWARD OF CONTRACT

5.1. Award Criteria
GMADA will award the Contract to the successful Bidder as per Section 2.2 of this RFP.

5.2. Contract Period
The contract shall remain in force for a period of 2 years from the date of issue of work order. The term would be extendable by another 2 years by GMADA subject to the condition that the performance of the BIDDER is satisfactory.

5.3. Right to accept / reject any or All Proposals
GMADA reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any financial or other liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for GMADA’s action.

5.4. Notification of Award
Prior to the expiration of the validity period, GMADA will notify the successful Bidder in writing or by fax, to be confirmed in writing by latter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful Bidder’s furnishing of performance security, GMADA will promptly notify each unsuccessful Bidder.

5.5. Signing of Contract
After GMADA notifies the successful Bidder that its proposal has been accepted, GMADA shall enter into a separate contract.

5.6. Performance Bidder Guarantee
i. The successful Bidder shall have to submit an undertaking in the shape of Performance Bidder Guarantee equal to INR 25 \% of the total amount quoted at his own expense submit in GMADA, within fifteen (15) working days of the date of notice of award of the contract.

ii. All charges and expenses whatsoever such as premium; commission etc. with respect to the performance Bidder guarantee shall be borne by the Bidder.

iii. The performance Bidder guarantee shall be valid till 6 months after the completion of the contract period. The performance Bidder guarantee may be discharged/ returned by GMADA upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the performance Bidder guarantee.

iv. In the event of the Bidder being unable to service the contract for whatever reason, GMADA would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of GMADA under the contract in the matter, the proceeds of the PBG shall be payable to GMADA as compensation for the pre-estimated, pre-determined and pre-agreed loss resulting from the Bidder’s failure to perform/comply its obligations under the contract. GMADA shall notify the Bidder in writing of the exercise of its right to receive such compensation within a reasonable time.

v. GMADA shall also be entitled to make recoveries from the Bidder’s bills, performance Bidder guarantee, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

5.7. Failure to agree with the Terms & Conditions of the RFP
Failure of the successful Bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event GMADA may award the contract to the next best value Bidder or call for new proposals or invoke the PBG.

6. PAYMENT TERMS

10 \% on commencement
30 \% after submission of DFD & SDD & SRS documents
50 \% after deployment of applications
10 \% after successful operation & maintenance of applications

7. OTHER TERMS & CONDITIONS

7.1. Termination for Default
Default is said to have occurred:

i. If the selected Bidder fails to deliver any or all contracted services as per service standards specified in the Contract.
ii. If the selected Bidder fails to perform any other obligation(s) under the Contract.

iii. If the selected Bidder in the judgment of GMADA has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

If the Bidder, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from GMADA (or takes longer period in spite of what GMADA may authorize in writing), GMADA may terminate the contract / work order in whole or in part. In addition to above, GMADA may at its discretion also take the subsequent actions.

In the event GMADA terminates the Contract in whole or in part, GMADA may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the selected Bidder shall be liable to GMADA for any excess costs for such similar services. However, the Bidder shall continue performance of the Contract to the extent not terminated. Alternately, GMADA would be free to fully take over the assets and operations earlier being undertaken by the Bidder on mutually agreed terms, without prejudice to any other action as contemplated in the Contract.

7.2. Termination for Insolvency

GMADA may at any time terminate the contract by giving 30 days written notice to the selected Bidder if the later becomes Bidderrupt or otherwise insolvent. In this event, termination will be without compensation to the selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to GMADA.

7.3. Force Majeure

i. The successful Bidder shall not be liable for forfeiture of its Performance Guarantee, Liquidated Damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

ii. For purposes of this clause, “Force Majeure” means an event beyond the control of the successful Bidder and not involving the successful Bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of GMADA in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

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

7.4. Resolution of Disputes

i. GMADA and the selected Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

ii. If, after thirty (30) days from the commencement of such informal negotiations, GMADA and the selected Bidder/ have been unable to resolve amicably resolve dispute, either party may require that the dispute be resolved by arbitration in accordance with the Arbitration and Conciliation Act, 1996. The dispute may be referred for resolution to Vice Chairman, GMADA.

iii. All Arbitration proceedings shall be held at Mohali, Punjab, India and the language of the arbitral proceedings and that of all documents and communications between the parties shall be in English.

7.5. Notices

Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by telex, cable or facsimile and confirmed in writing to the party's address. A notice shall be effective from the date when delivered, tendered or affixed on notice board whichever is earlier.

7.6. Confidentiality

i. The selected Bidder shall not, without GMADA’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample of information furnished by or on behalf of GMADA in connection therewith, to any person other than a person employed by the Bidder in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

7.7. General Terms & Conditions

i. The Bidder shall perform the services and carry out its obligations under the Contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the
industry and with professional engineering and training / consulting standards recognized by national/ international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The Bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to GMADA and shall, at all times, support and safeguard GMADA's legitimate interests in any dealings with Third parties.

ii. GMADA reserves the right to assess the performance of the Bidder prior to commencement or in between the work progress. The assessment may cover all areas related to the assigned work order, especially methodology, manpower, infrastructure etc.

iii. The selected Bidder shall indemnify GMADA against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/hardware/manpower etc. and related services or any part thereof.

iv. If the selected Bidder is not able to fulfill its obligations under the contract, which includes non completion of the work, GMADA reserves the right to select another Bidder to accomplish the work. Any costs, damages etc. resulting out of the same shall have to be borne by the selected Bidder.

v. The selected Bidder shall not outsource the works assigned to any other party except their direct franchisees under any circumstances. This violation will attract towards cancellation of work order. The cost incurred on executing the work order through alternate sources will also be recovered from the outstanding bills or by raising claims.

vi. The original documents / photographs or any other material given to Bidder for digitization or any other requirement should be handled with utmost care. The originals given to Bidder should be returned without any damage. Protecting the sanity of originals is complete responsibility of the Bidder. Any damages to the originals will invite penalties as decided by GMADA and recoverable from the negligent Bidder.
ANNEXURE

Annexure - I: Format for Covering Letter
To

Addl. Chief Administrator
Greater Mohali Area Development Authority,
PUDA Bhawan, Sector-62
S.A.S Nagar

Ref: Request for Proposal – Mobile Application for GMADA

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP. To meet such requirements and provide such services as required are set out in the RFP.

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the implementation plan.

If our proposal is accepted, we will obtain a undertaking in the shape of performance security, acceptable to GMADA, for a sum of INR 25% of the total amount quoted for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIX MONTHS from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and GMADA.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to GMADA is true, accurate and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead GMADA as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/services specified in the tender response.

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

Date:
(Signature)
(Name)
(In the capacity of ____________)

[Seal / Stamp of Bidder]

Witness Signature:
Witness Name:
Witness Address:
Annexure - II : Format for Commercial Bid

To
Addl. Chief Administrator
Greater Mohali Area Development Authority,
PUDA Bhawan, Sector-62
S.A.S Nagar

Dear Sir,

Ref: Request for Proposal – Mobile Application for GMADA - Commercial Bid

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to execute the said Project and to meet such requirements and provide such services as are set out in the Bid Document.

The detailed breakup of our Financial Proposal is shown below:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount in Figures (in Rs.)</th>
<th>Amount in words</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cost for development of Mobile Application (for phase-I)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Cost for development of Mobile Application (for phase-II)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note -

i. The rates quoted above are firm.

ii. Above charges are inclusive of the local taxes, service taxes, income tax, insurance etc. Except quoted as above no other charges whatsoever shall be levied from Gmada.

iii. ONLY and under any circumstances GMADA will NOT be responsible for making any payment to us towards any other charges related to development & deployment of mobile application.

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

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

Dated:
(Signature)
(In the capacity of)

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

(Name and address of Bidder)                                            (Seal/Stamp of Bidder)
**Annexure - III: Format for Citations**

For each of the projects, please provide a profile based on the following template

<table>
<thead>
<tr>
<th>Information Sought</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Name</td>
<td></td>
</tr>
<tr>
<td>Name of the contact person from the client organization who can act as a reference with contact coordinates: Name</td>
<td></td>
</tr>
<tr>
<td>Designation</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Phone Number</td>
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<tr>
<td>Mobile Number</td>
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<tr>
<td>Email ID</td>
<td></td>
</tr>
</tbody>
</table>

**Project Details**

<table>
<thead>
<tr>
<th>Project Title</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>State Date/ End Date</td>
<td></td>
</tr>
<tr>
<td>Current Status (In Progress/Completed)</td>
<td></td>
</tr>
<tr>
<td>Number of responding firm’s staff deployed on this project (peak time)</td>
<td></td>
</tr>
</tbody>
</table>

**Value of the Project**

<table>
<thead>
<tr>
<th>Order value of the project (In rupees lakhs)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Narrative description of project:</strong> (Highlight the components / services involved in the project that are of similar nature to the project for which this RFP is floated)</td>
<td></td>
</tr>
<tr>
<td><strong>Description of actual services</strong> provided by the responding firm within the project and their relevance to the envisaged components / services involved in the project for which this RFP is floated.</td>
<td></td>
</tr>
<tr>
<td>Description of the key areas where significant contributions are made for the success of the project.</td>
<td></td>
</tr>
</tbody>
</table>